

Executive Director's Report

December 2011

ADMINISTRATION

By Holly Carroll

As you will read much of December's activity has centered on the remodel activities at Main and Harmony libraries. Throughout all the change and sometimes confusion, the staff has done a superb job of serving our public and coming up with creative solutions to many of the situations that have arisen due to Main Library's closure as well as Harmony's construction. So many processes and services had to be temporarily altered to accommodate the public such as the courier service, mail service, book overflow, and staffing patterns. I applaud all staff for their careful planning and dedication to maintaining excellent customer service. Furthermore the Answer Center is off to a fantastic start. I have no doubts that the new service will grow and be an indispensable service for our customers.

Main Remodel and Expansion Project

Submitted by Ken Draves, project manager

The first Phase of the project, Phase 1A, is very close to completion. The project is on schedule, and we are on track for a public reopening on January 10, pending receipt of a temporary certificate of occupancy (TCO). The COFC Building Inspector provided approval for a TCO pending PFA's approval, which is anticipated this week.

Areas to be occupied by staff and public in the next phase are either ready for shelves and furniture to be reinstalled, which is happening currently, or are almost complete. New entry doors have been installed and are currently being powered, tested and given final adjustments. Walls have been painted, carpeting laid, and new duct work, cable trays and other wire management systems installed.

Some of our new furniture is on order but has not yet arrived. We will reuse existing furniture until it comes in. New end panels are out to bid and we will install them later in the project. Permanent lighting in reopening areas is also not yet in, and temporary lights have been installed in the interim. Permanent lights are anticipated by late January.

Perimeter interior walls in many remodeled areas on the 2nd floor had a 12-14" strip of carpeting adhered to them immediately above the registers, as a 1970s design element I suppose. When that carpet was removed, it left a considerable residue of rough, hard, dried adhesive above the registers which could not be cleanly stripped from the walls. Consequently, the walls immediately above the registers will require a different finish approach, such as trim, removal and replacement of drywall in those areas, skim coating, etc. The team is exploring the best and most economical approach and will shortly identify a solution for this issue in current and future areas.

In order to complete the work required for 1A such as new ductwork and data and power cabling, some work in future phases was completed during 1A.

Most of the new concrete floors have been poured in the bays, and will hopefully be completed during our currently mild weather this week.

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

Currently bids are out for the remainder of our furniture, including shelving, end panels, chairs, modular office furniture, and tables. Sole source approval was sought and granted for specialized furniture in the teen area, as the team identified unique furnishings that we think will work very well there.

Year-end Activities

Supervisors and managers are completing written performance evaluations of subordinates so that all employees will receive their reviews by January 21, 2012. The remodeling and reassignment of many staff members has made this important year-end process challenging. Staff had initially set a much earlier deadline that was simply not possible to achieve.

A Friends of the Library wish list was presented to the Friends Board for approval in January. As in the past the request includes funding for many of our programming and outreach efforts, including summer reading, History Comes Alive, book club kits, Rincon de Cuentos and CSU author series. On a very sad note, Terri Sullivan, beloved friends' member, former FOL president and book sale coordinator, passed away on December 15, 2011. The Friends are coordinating a fundraising effort to establish a memorial for her. It is not yet determined if the contributions will be used for programming or something more tangible such as furniture for the Main remodel.

The Poudre River Trust has been very active. By year's end, the Trust had raised approximately \$47,000 in contributions to add to the original donation of \$10,000 from the Bodenhamer foundation. Many 'asks' are in the works. Brad March has made a request to the Elks Trust on the library trust's behalf for \$75,000 for landscape enhancements to Library Park. This has yet to be approved by the Elks Trust and the DDA as the fiscal agency. The DDA cannot distribute funds to a 501c3 so will distribute the contribution directly to the Library District. I have been meeting with Brad March, Peggy Reeves and Anne Aspen from the DDA to make a presentation to the DDA at its February meeting.

The Art in Public Places process is running very smoothly. Artist Mark Leichliter presented five excellent sculpture concepts for the task force to consider. The task force selected one for further development to be hung in the atrium of the Main Library. A second design was selected for the exterior as a component of the landscape master plan. A revision to the plan to include the sculpture is requested of the board under a separate agenda item.

AC = Answer Center

By Lynda Dickson

What a first 5 weeks the AC has had! We have learned that there are not too many things our customers won't ask us and expect us to come up with an answer! We have looked for phone numbers in Maryland, sweepstake addresses, grocery stores and clinics in Boulder and local programs at the Lincoln Center. Most of our requests are to renew, place holds and register patrons for classes/programs. Since Christmas we have seen an increase in the number of folks asking for assistance with a variety of e-readers. So far we have managed to please everyone and in many cases surprise them with a live person answering the phone to begin with.

Overwhelmingly, folks are thrilled to speak to a live person and get the assistance they desire. The first week we were open we answered 235 calls, and as the month progressed our numbers grew. The last week of 2011 the AC answered 846 calls! That is a 360% increase from the first week of the month!! Total for December we answered 2933 calls totaling some 4500 minutes for an average of 1.53 minutes per call! Not too bad for beginners :)

COLLECTION MANAGEMENT

By Tova Aragon

December has been a fun but busy month. Collections staff enjoyed decorating for the holidays. It was a treat to have so many people come through to visit during the open house.

Main items returned during the closure were being housed at Council Tree and Harmony. For the Main closure, we extended the number of renewals and encouraged patrons to check out more items. We moved many items out of Council Tree to Main. Even with preplanning, Council Tree and Harmony began to fill up very quickly. Starting on December 15th, Collections became a circulation station and started to receive and process the materials from the Main book drops Monday through Friday. We also received duplicate items from Harmony. We stored approximately 6900 items in 85 crates, 36 shelves and 6 carts at Webster House. One person commented that we had enough books to be our own branch.

I want to thank my staff for stepping up to help during this transition. Handling the book drops was on top of their other duties. A big thanks to Christopher who took our lists and changed all the items to "Coming Soon" in the catalog and a thank you to Council Tree and Harmony circulation for their help and patience as we learned the process.

A new collection will be launched by the end of January, Juvenile Graphic Novels. Harmony already has some on display. They will be coming soon to the other libraries. The collection was created to meet the demand for easy browsing of graphic novels in the juvenile collections. The items will remain in their original collections such as, non-fiction and fiction but have an icon on the spine. This will allow each branch to decide the best way to shelve the item based on demand and shelf space. They can interfile the items or put them into a separate area. The items can be easily identified by the icon. The catalog records were also updated with subject information for easier access.

It was discovered soon before we moved in that there was not enough lighting in the main area of Collections. Staff has brought in lamps to help adapt. A lighting study was conducted and we will be having more lighting fixtures installed soon.

Starting in January, we will implement a pilot for recycling of materials. We are going to contract with B-Logistics out of Denver to pick up a pallet of materials once a month for a pickup fee. Many major library districts in the Denver area have been using this service for years. The company has just expanded to include Fort Collins. They sell items through major vendors such as, Amazon, Biblio and Bookstore.com; donate them to charities or recycle the items. The pickup fee comes out of the profits of the sales. We will be sending them the same type of items that we currently have to haul to Loveland to recycle – items the Friends of the Library do not want for their sales.

COMMUNICATIONS OFFICE

By Paula Watson-Lakamp

- Completed monthly/weekly goals of Communication Plan.
- Planning and promotions for internal information effort for Main Library remodel.
- Set up new office in Webster House
- Organizing, managing and supervising all graphic design work for the District.
- Continuing to gain partners for the “Flash Your Card” library member benefit program
- Continued organizational meetings with OrangeBoy and LLT for new strategic planning process, finalized goals and strategies, tactics and clusters
- Beginning coordination of Library District employee recognition on January 27, 2012
- Worked with the remodel team on getting out information on closure
- Working with the APP Team for artist process
- Beginning work on 2011 Annual Report
- Organized Webster House holiday party
- Working on year end file and budget organization

OUTREACH SERVICES

By Irene Romsa

School Readiness & Early Literacy

In other Stove Prairie news, at the request of Kindergarten and First grades teachers, Library assistant Cydney Clink has added the Stove Prairie kindergarten and first grade classroom to her monthly visits. This month 19 k-1st grade students, two teachers, and one parent volunteer enjoyed story time with Cydney.

Homebound

On December 19th, Barbara Crandall hosted **author Teresa R. Funke at The Winslow retirement apartment facility**. Ms. Funke talked about her books, *Dancing in Combat Boots: and Other Stories of American Women in World War II*, and *Remember Wake*. She is a captivating speaker and sparked several conversations with her audience, several of whom are World War II veterans (both male and female)! Ms. Funke also gave away several copies of her two adult books to attendees; and the manager of The Winslow has put a copy of each book in their facility library. Over twenty residents of The Winslow attended this successful event.

Volunteers

On Saturday, December 3rd our Library **Volunteer Appreciation event** was held at Council Tree Library. Mulled cider, coffee, and teas were served along with various holiday goodies from local merchants. The snowy weather and season's busyness might have put a damper on volunteer turnout, but those who dropped in enjoyed visiting with outreach staff while enjoying the goodies, and several played the games that were out on the tables.

Services to Outlying Communities

Cydney Clink and Gale Criswell made a cold and snowy trek to the **Stove Prairie Elementary School Winter Festival** on December 3, where they performed two winter-themed puppet shows for around 60 children and parents. The two also facilitated a make and take craft time.



Other

- **Las Posadas @ Museo de las Tres Colonias** – bilingual storyteller Ludy Rueda and some of our fantastic bilingual young volunteers were invited to assist in carrying out this culturally-rich celebration. Our volunteers did a great job and even made it to the front page of the Coloradoan and also online

<http://www.coloradoan.com/apps/pbcs.dll/article?AID=2011112100334>

Book Talks @ Bauder Elementary - all students in grades 2-5 enjoyed Library book talks to get ideas of what to read over the winter holiday. Nicole Burchfield and Cydney Clink gave book talks on over 20 books to around 375 students

SYSTEMS ADMINISTRATION (SA)

By Carol Gyger

Systems Team Rides the Wave

The Systems Team took some time to enjoy family and friends over the holidays but also finished several projects and continued forging ahead on major projects. They continue to be flexible when necessary, riding the waves so to speak, but are steadfast in their commitment to provide easy access to technology for staff and public. With all the remodeling it is important that especially staff members are comfortable with their PCs and can help customers with their needs.

Webster House Administration Center

The move to Webster House is complete with all staff settled in and hooked up to all their technology. The Webster House conference room was set up as a laptop lab for Main Library staff members to use while their desks and PCs were moved out of Main and into the West Mountain location. Peggy Shaughnessy continues to take the bulk of Help Desk calls and is a constant at Webster House.

Harmony Remodel

All public services (circ desk, self-checks, PACs, public desks) have been relocated to temporary locations so the “core” of the library can be remodeled. The PCs have been installed on the new furniture (mobile/castered units built by Azars Woodcraft) but placed in temporary locations

during the remodel. Ling Zhao got new self-checks configured and Chris Bauman did all the PC moves and installations onto the new furniture.

Main Remodel

The Main Remodel has been all consuming for everyone. Carol Gyger has worked diligently with the project team, Heath Construction, Oz Architecture, City MIS, H&H (data cabling contractor) and Comcast to make sure we have both wired and wireless network up and running by the January 10th opening. Some changes were made to the original plan to make the network better for now and the future. For example, some network jacks were eliminated. More wireless hot spots were added. The result will be a network that is very convenient for both staff and customers.

Many of the existing PCs are being reconfigured and reused. Some new equipment is being added. Ling's office has been filled nearly up to the ceiling in boxes of new equipment and PCs to reconfigure. Ling has everything ready to be installed. Chris will lead the installations with help from Sam Alvarez and Matt James.

MAIN LIBRARY HIGHLIGHTS

By Jean Bosch

December 2011 was very different as Main public services staff moved to a temporary office location on Mountain during the closure of Main during the remodel. The majority of the Main hourly staff has not been scheduled for the month. Some Circulation staff including the Circulation Supervisor, LSRs, lead shelvers, and computer lab monitors were re-homed at Harmony or Council Tree Libraries to help with the workload there.

Public services staff has been scheduled as needed to help fill the shifts at Harmony and Council Tree as well as helping with special projects in Collections at the Webster House. Some staff will need to be called back the first week of January to help with the overflow at Council Tree and Harmony.

Staff has done an amazing job in keeping up with the extra business at both branches. While we have enjoyed working in these locations and getting to work side-by-side with our co-workers, we greatly miss our co-workers from Main, as well as our "home" library!

Circulation Supervisor Kim Doran is leading a Circulation workflow team to create a plan to phase hourly staff back to work following the closure. Main Library Manager Jean Bosch is working with the public services staff to get the building ready to reopen to the public on January 10. Kim and Jean very much appreciate everyone's willingness to pitch in and to be so flexible!

Kim and Jean are also in the process of processing staff evaluations so they may be conducted in January.

Early Literacy Librarian Vicky Hays, in cooperation with Poudre School District, provided a three- hour professional development class on the second edition of Every Child Ready to Read for PSD media specialists and teachers.

Library Assistant Sylvia Garcia received her Master's degree in Library and Information Science from the University of Alabama. Sylvia worked full-time during the three years it took her to complete this online program. The program has a special emphasis on technology, so she created a website, online tutorials, a LibGuide, and screencasts as a part of the coursework. We are very proud of Sylvia's work and dedication!

Sylvia attended a twelve-hour Mental Health First Aid Training presented by the Larimer Center for Mental Health. A shortened version of the training may be made available for Library staff in the future.

Sylvia also received accessibility software training for our future Americans with Disabilities Act (ADA) stations. The stations are a requirement of the BTOP Grant. Outreach Manager Irene Romsa will follow up and would like her to help train staff with these services and equipment.

Public Services Librarian Nicole Burchfield and Outreach Library Assistant Cydney Clink presented over 60 book talks at Bauder Elementary school to grades 2-5 for nearly 290 students. They will inquire with other schools to see about using these book talks again for a new audience.

Nicole also went to Denver for the Ask Colorado training. She is now in the rotation of library staff ready to provide this online reference service on behalf of our District.

Teen Services Librarian Sue-Ellen Jones conducted lunchtime book talks at Kinard Middle School for grades 6-8 for 103 kids. She also did book talks at Wellington Middle School for 393 kids in grades 6-8; Kim Travis-Miller joined her to make cards for 133 sixth graders during their visit.

Sue-Ellen also worked with Administrative Clerk (and recycler extraordinaire) Louise Mosnik to offer the Holiday Decorations program for 39 teens in grades 6-12. Here is a photo of one of the participants displaying her festive creation.



HARMONY LIBRARY HIGHLIGHTS

By Ken Draves

The Harmony remodel project is making significant progress. All of the built in desks, shelves and counters in the central area of the library have been removed. New, smaller and more mobile circulation and reference units are now in place in temporary locations, as are new, attractive and lightweight self-check stations. All of these units are in temporary locations because channels have been cut in the concrete floor to run new power and data cables to the appropriate locations. By the end of January, all of our new units should be in their proper new locations.

New carpet is currently being installed. Restroom counters have been replaced and upgraded. Lighting in areas of the library that have been chronically under lit is being installed in upcoming weeks. New, sound absorbing, fabric "clouds" are also coming soon. Toward the end of the project, new and attractive rubber tile flooring will be installed in the lobby and in the high-traffic central areas of the library in and near the main round area. The project is on schedule for completion by the end of February.

COUNCIL TREE LIBRARY HIGHLIGHTS

By Currie Meyer

Council Tree Staff Welcome Main Library Staff Guests, Dec 5-Ongoing

CTL staff welcomed six public desk and six circulation staff members to their 'home away from home' during December. All staff members pitched in to accommodate the extra customers, questions, returned materials, reserved materials (holds), and program attendees brought to CTL because of the Main closure. Kudos to all staff who worked at CTL this month. Their diligence, creativity, problem-solving, patience, teamwork, positivity and flexibility during this unusually demanding time is to be commended. Main staff will continue to support operations at CTL until the Main Library reopens January 10, 2012.

Sixth LA Hired At CTL, Dec 15

Sara Nesbitt, a veteran public desk hourly staff member has accepted a sixth library assistant position at CTL. Sara applied, interviewed and was named to the LA eligibility list in September. She will join the CTL team on January 9.

Alcohol Awareness Video Presented To Interested Library Staff At CTL, Dec 12 And 19

The City of Fort Collins' Wellness program presented 'Serving up a Safe Workplace', a 1.5 hour required training for all City staff. The live presentation, filmed live at the City Council Chambers in November, featured Scoot Crandall on TEAM Fort Collins (prevention of substance abuse organization), Officer Shane Hasebroock, Janet Miller (CFC HR Director), Jane Johnson (CFC DOT Compliance) and Aaron Reed (CFC Parks and DUI testimonial). The presentation was filmed to DVD, and made available for viewing at CTL, where nine staff members viewed it. All City staff and Library District staff (per Holly Carroll) are required to view the presentation / DVD by June, 2012. Staff members viewing the presentation by Dec 31 earn points toward a wellness day in 2012.

Karen Cagle, CTL LA, Attended Larimer County’s Mental Health First Aid Training, December 5, 12 and 19

At Ken Draves’ suggestion, and Currie’s approval, Karen attended this free 12-hour (3-part) mental health training. From the Larimer center for Mental Health newsletter,

<http://larimercenter.org/Brochures/October%202011%20LCMH%20Newsletter.pdf>

“Mental Health First Aid is a groundbreaking public education program that helps the public identify, understand and respond to signs and symptoms of mental illnesses and substance use disorders.”

Full Power Outage at CTL Managed by Rob and SA, December 14

With less than 12 hours’ notice (1 business hour), Rob, Carol Gyger and Systems Administration staff, and Currie managed preparations for a full power outage at CTL. A contractor for one of the new retail tenants under CTL needed to shut off power for two hours. Preparations included managing computer servers, Wattstopper lighting systems, informing the janitorial crew, and staffing for the power return. Rob emailed Front Range Village GM Melissa Moran the next day and diplomatically asked for adherence to the agreement for informing the library of any planned power outage 48 hours in advance. FRV apologized.

Facility Access for Contactors Working On New Retail Installations Below CTL, December 26 – Ongoing

Three new retailers are moving into spaces below CTL: The Wax Factory, Charles Schwab, and a yoga store. As a result, Rob and Currie have been accommodating contractors from the projects in their requests to access HVAC and electrical conduits.