

# Executive Director's Report

## April 2017

### ADMINISTRATION

*By David Slivken*

#### Tax Increment Financing (TIF)

Both Jeff Barnes and I are members of the Regional TIF Study-Intergovernmental Agreement Core Group. In 2015, the State of Colorado enacted into law H.B. 15-1348, which sets requirements for the approval of TIF projects, of which agreement between municipalities that wish to utilize TIF and all affected Districts must be achieved, or the project would be submitted to an arbitration process. Jeff and I will give a more detailed report at the June 12 Board of Trustees meeting.

#### Colorado Public Library Directors Retreat

The State Library of Colorado Library Directors retreat will be on May 4 and 5 in Estes Park. I will share my experiences at the May 8 board meeting.

#### Broadband Technical Group

I am on the City of Fort Collins Broadband Technical Group. Several weeks ago, the City of Fort Collins learned that the fiber optic broadband service provider, AXIA, will not be able to provide internet services to the community as proposed. On April 21, AXIA withdrew its broadband proposal and informed the City it would not move forward with its business model due to a structural issue with their parent company Partners Group (PG). PG is concerned with the strength of the cable and telephone companies in the U.S. and the impact that has on the adoption risk of their services locally.

AXIA had responded to the City's Request for Information (RFI) and outlined their business model and proposal, which included funding and building out a fiber network to the entire growth management area (GMA). Moving forward, the City will continue working to achieve its goals of providing:

- Underground fiber to the premise options throughout the growth management area
- Competitive pricing (residential market pricing at \$70/month or less for 1 gbps) as well as an affordable tier
- Timely implementation of service (less than 5 years)

In addition to the AXIA third party model, the City is exploring a retail option, which would mean the City builds out the network and provides broadband to the community.

In light of this news, City staff is exploring what the next steps are for this project. More information can be found at [fcgov.com/broadband](http://fcgov.com/broadband). The Fort Collins City Council will discuss broadband at its May 9 work session.

#### Larimer County United Way Volunteer Hero Award

Our Friends of the Library are the winners of the Larimer County United Way Volunteer Hero Award in the education category. This has not been announced publicly yet but I wanted to let you all know. The award itself will be presented at a special free pancake breakfast on May 6 at Block One, 428 Linden Avenue beginning at 8:30 a.m. The event is free but registration is required so they can plan out the food. Please attend if you are able. This is a nice honor for our Friends and volunteers. The Library will do a public announcement and thank you after the United Way officially announces the results. To register, please go to:

<https://impact.uwaylc.org/comm/SinglePageRegEvent.jsp?EventKeyHex=33303533>

### **Envirovation Recognizes Environmental Leadership of ClimateWise Business Partners**

Envirovation is an annual event to recognize the companies that are leading the way in reducing greenhouse gas emissions for the Fort Collins business community. This year, as in years past, the Poudre River Public Library District is a “Platinum” partner, due to our energy conservation efforts. ClimateWise is a free, voluntary program that helps Fort Collins businesses reduce greenhouse gas emissions and save money. ClimateWise partners continue to make reductions in greenhouse gas emissions. During 2016, ClimateWise Partners saved more than \$1 million and diverted more than 16,000 metric tons of carbon dioxide equivalents by conserving energy and water, using alternative transportation, reducing waste and promoting social responsibility.

### **De-selection of Materials Initiative**

Over the past five years, managing the collection has been on a one item in, one item out process. Last year the library saw a decrease in circulation of physical items, and part of the decrease can be attributed to overcrowded shelves. This current practice of one item in/one item out is simply not sustainable and will only make our collection and facilities more crowded and unmanageable. In order to address the crowded shelves, I have allocated additional resources for the Collections Department to step up the weeding process. Weeding the collection is a standard part of the collection management process. A broad knowledge of collection management principles and use of guidelines and statistics go into each judgment.

It is important to have the collection right-sized to promote browsing and to support efficiencies in Circulation. Because in the library, just as in a garden, taking out unwanted items or duplicate copies of older titles makes those left behind stand out. Multiple studies have shown that weeding a collection will lead to higher circulation.

Weeding is a complex process. The material selectors will be using professional standards and tools to decide which materials to weed. Circulation staff will be processing the materials to send to the Friends of the Library for consideration for their book sales. The items that leave the library collection continue to benefit the library and the community. The additional revenue generated by the sale of these de-selected items are returned to the Library for enhanced programs and services.

After this project is complete, the end goal is to have the Collections Department, building managers, and circulation supervisors work together to maintain an appropriate size of the collection, and not have to undertake a major weeding project—this will be better for the collection and better for our patrons.

## **COMMUNICATIONS**

*By Paula Watson-Lakamp*

- Completed monthly/weekly goals of Communication Plan
- Organizing, managing and supervising all graphic design work for the District
- Working with OrangeBoy on dashboard and Savannah messaging system
- Working on new social media promotions and platforms, “The River’s Mouth”, updating
- Worked with local media on various stories
- Working with Library Trust PR committee and Board
- Finalizing new internal communications strategies
- Continuing work on new Strategic Plan Marketing strategies with various work groups
- Organized focus groups for facility planners for April
- Rolling out new Library District “Connect to Curiosity” to staff (see below)
- Working on promotion and organization of May the Fourth Kessel Family Fun Run
- Beginning organization of promotion of the Book Fest in October
- Organizing with Comic Con volunteers for August Con
- Working on various community booths – BASE Camp & Open Streets in June
- Count down to 2017 Summer Reading Challenge – Building Dreams – be watching for billboards in town!

The new Connect to Curiosity continued to rollout to staff in April, including fun for staff during National Library Week. This campaign includes weekly “Curiosity Conversation” emails from David, messaging points to use with customers, a video promotion, as well as tag swag and activities for the staff.

A snapshot of 2016 Stats from the Communications Team:

- Posters – 433
- Blog Posts (June-December) – 36
- Social Media posts (June-December) - 135

## **HUMAN RESOURCES**

*By Sabrina Stromnes*

### **HR Manager:**

- Attended Lunch and Learn/HR Networking session at Mountain States Employers Council.
- Provided group and one to one training on the performance module of Career Connect and provided coaching on the current Quarterly Performance Alignment (QPA) process.
- Recruitment
  - ❖ Hires:
    - Circulation Specialist: Tina Powers (internal)
    - Volunteer Program Manager, Audrey Glasebrook
    - Assistant Circulation Supervisor, Julie Jensen (internal)
    - Circulation Specialist, Tina Powers (internal)
    - Circulation Aide, Julie Brasell
  - ❖ New Postings:
    - Library Assistant – Outreach, still in process
    - Assistant Circulation Supervisor Substitute
    - Circulation Aide
- Ongoing:
  - ❖ Employee relations issues
  - ❖ Performance management
  - ❖ Employee questions and support
  - ❖ On/offboarding
  - ❖ Manager/Supervisor questions and support
  - ❖ Manage Workers’ Compensation
  - ❖ Assist employees with FML, STD, LTD, Non-FML medical leave
  - ❖ Manage/support Volunteer Program Manager
  - ❖ Liaison between City of Fort Collins HR, Payroll, and PRPLD
  - ❖ Participate on Learning Organization Team

### **Volunteer Program Manager:**

*By Serena Robb*

- Interviewed 17 volunteer candidates, and placed most of them
- Helped with 3 in-person interviews for the position of Volunteer Program Manager
- Attended Emergency Response training
- Entered all SRC shifts into the volunteer system, and started filling them
- Entered Pal Assistant shifts into the volunteer system, and started filling them
- Entered May – Aug computer/tech classes into the volunteer system, and started filling them
- Finished work on the Volunteer Manager Process Manual
- Added Audrey to all the systems she will need to use

## OUTREACH SERVICES

By Johanna Ulloa

The following programs are a snapshot on our work in the community by Outreach staff:

To **remove barriers to services and continue to be an open and welcoming place** for all. The highlight this month belongs to Ludy Rueda! She was awarded, by Colorado State University, the Exceptional Achievement in Service-Learning Community Partner Award. "This award is presented to a CSU community partner for their commitment to building university-community partnerships that meet community-articulated needs and challenges while supporting the holistic education of the next generation of professionals, leaders, and citizens." Her work creating and sustaining World Languages Storytimes is an amazing service to our community.



**Remove social and cultural barriers to access services.** The Outreach Department with the incredible help of Old Town Library, hosted a session with 19 latinx adults and 30 kids, the majority non-library users. We had a great afternoon discussing connections to creativity, how to be a welcoming institution, and presented the collection acquired in Guadalajara. We asked participants to vote on genres and provide feedback on the current collection. Special thanks to the Collections Department for all their work! The feedback received will be provided for the facilities plan.

**The library is a dynamic, responsive, and integral part to the fabric of our community.** Last year we created an exhibit called *Folks of Fort Collins: a graphic narrative of people experiencing homelessness*. Johanna Ulloa Girón presented some of the pictures and quotes to the Girls Scout troop 72886 at Global Village Academy. The group was very moved by the lack of sites for people to access water. Since then, they have raised \$800 with the hopes to install a water fountain. Johanna arranged a meeting with Council Member Ray Martinez; Ken Mannon the Operations Services Director; Cameron Gloss Planning Manager; and Jeff Mihelich, Deputy City Manager all with City of Fort Collins.



Project Homeless Connect is a one-day event that provides individuals and families currently experiencing homelessness with access to available services in the community. It's a one-stop shopping experience. This year, over 500 individuals (adults and children) attended. Sylvia Garcia organized and staffed a PRPLD table.

A Wellness and Retirement Expo was held at the Senior Center on April 12. During the event, community members had the opportunity to visit different health, wellness and retirement providers to receive free screenings, samples, or information on health related topics.

We celebrated Día del Niño at Council Tree with stories from diverse authors and countries. We finished the celebration with cake and a parade through the library!

## SYSTEMS ADMINISTRATION

By Mark Huber

Two members of the SA staff (Peggy & Victor) attended the annual Innovative User Group meeting at the beginning of the month. Innovative is the company behind the Sierra library software that runs our circulation, cataloguing and collection services. The conference is a great opportunity to learn from other libraries as well as hear about the development of the platform from the company. This year's themes included a renewed focus on customer service, continuous software development (feature fixes & new features) and increasing access for

library IT developers to access Sierra data (APIs). Breakout sessions included patron privacy, auto-renewals and deep dives into using different features of Sierra.

SA will be helping with the item inventory project starting in May. Chris B. has worked with circulation supervisors on a process to scan shelf items and reconcile with our catalog.

Some tweaks have been made to the public internet computers based on feedback from the Old Town lab monitors (icon labels, alert text, etc.). We continue to evaluate the current environment, looking for the best balance of security and convenience for customers and management for staff. The replacement vending towers put in place this winter don't always "play nice" with our print/copy software but we're working with the vendor to find a solution.

## **COUNCIL TREE LIBRARY HIGHLIGHTS**

*By Currie Meyer*

### **Disaster and Emergency Response Training with Lt. Jim Byrne**

Fort Collins Police Services officer Jim Byrne presented "Human-caused Emergencies in the Library" to staff at each library during April. The Disaster and Emergency Response Training Committee arranged for Lt. Byrne to expand on the protocols for lockout, lockdown and hostile intruder response outlined in our DER Plan. Lt. Byrne shared that he was impressed with the Library's Plan, and asked if he could share parts of it with another local nonprofit that is developing their own emergency response plan. I gave him permission to do so.

### **Crisis Response Team and Crisis Communications Training Presented to LLT**

Communications manager Paula Watson-Lakamp and I presented a 30-minute training to LLT at our meeting on April 20 on our roles and responsibilities in a crisis. The training included small-group scenario response and whole-group discussion. The expectations, duties and framework for crisis response and communications is outlined in the Disaster and Emergency Response Plan.

### **STREAM Discovery Zone for Children**

On Wednesday, April 19 and again Saturday, April 22, CTL Children's and Teen Services Librarian Jenny Thurman welcomed children and their families to a monthly drop-in STREAM program called Discovery Zone. Children used markers, coffee filters, pipe cleaners, and water to make butterflies and flowers. They also observed the results of an experiment on water absorption and color mixing. A total of 15 children and 8 adults participated.



### **Teen Interesting Readers Society (IRS)**

Nine teens attended the April 22 meeting. CTL Library Assistant and Media Mentor Sara Nesbitt interviewed the group about their information use habits and their experiences with

"fake news". Sara is collaborating with two Poudre Library colleagues on an article about teens and "fake news" for the publication *Voices of Youth Advocates* (VOYA), a professional journal for teen services librarians. <http://voyamagazine.com/about/>

The teens also discussed their experiences at recent IRS and teen programs, their favorite fandoms, and books they have recently read.

voya

### **Julie Jensen Hired as CTL Assistant Circulation Supervisor**

Former Old Town Library Circulation Specialist Julie Jensen was hired by CTL Circulation Supervisor Angela James on April 10. Julie will fill in the gap left by Angela when I hired her as Circulation Supervisor in March. The half-time ACS position is responsible for library accounts customer service, daily rectification of cash/credit transactions, follow up on damaged and missing materials, pulling items for redistribution, weeding and holds, serving as fifth-level person-in-charge and directing the work of circulation aides.

## **HARMONY LIBRARY HIGHLIGHTS**

*By Ken Draves*

### **Disaster and Emergency Response Training**

Harmony staff attended the second of three monthly training sessions on the District's new disaster and emergency response plan. The next training will be held in May.

### **Harmony in the Round**

For most of Harmony Library's existence—Harmony opened in 1998--- we have collaborated with FRCC to bring the public and college community free, high quality music performances each year, something in short supply on the south side of Fort Collins. On April 28, we hosted the FRCC-Larimer Campus student choir.

### **Teen Services**

A group of staff and teens attended the Colorado Teen Literature Conference on April 1. The Teen IRS (Interesting Reader's Society) met with Jenny on April 22. We also had the Teen Art Cafe at FRCC on Saturday (4/29). Battle of the Bards was April 21, with over 120 people attending and teens as well as adults reading their prizewinning poems.

### **Children's Services:**

Jennifer Zachman made One Book 4 Colorado visits and/or book distribution to Johnson Preschool, TPAAK Preschool, and Bacon Preschool.

On April 18 Jennifer Zachman and others met with staff from CU-Boulder about their Tactile Picture Books workshop. The Storytime Core group is hoping to bring their training to all storytime staff in the fall as part of cultural awareness training related to the strategic plan. We are also considering how the project could be used in tween/teen programming.

On April 26 the Storytime Core group met with Impact Team about how to move forward with the observations and evaluation pieces related to the Storytime Logic Model.

### **Interlibrary Loan and Courier:**

Crystal Bollman helped finalize the contract renewal with Armored Knights, which provides our local courier service between District facilities.

### **Circulation (reported by Kim Doran, Harmony Circulation Supervisor)**

- Harmony Circulation has been working on weeding the non-fiction collection. We are up to the 400s.
- We have also been working on a 32-week, district wide inventory and de-selection process which will begin on May 9.
- FRCC Work Study students are working their last week, however, I have two work studies who are going to work through the summer.

## OLD TOWN LIBRARY HIGHLIGHTS

By Eileen McCluskey

Old Town Library was buzzing with April activities, including Money Smart Week, Minecraft Mania, and One Book 4 Colorado. Vicky H. had over 80 attendees celebrate the free give-away of *Mouse Mess*, with John Kefalas and Joann Ginal reading the book in English and Spanish – *see picture on right*.

Eileen M. and Erin K. attended a focus group hosted by the Colorado Humanities. The purpose of the focus group was to gather community feedback to inform future programs offered by Colorado Humanities. The focus group brought together stakeholders from the university, the library, and PSD, among other stakeholders.

Erin K and Sylvia G. hosted a table at Project Homeless Connect at Northside Aztlan Center and were happy to see so many of our patrons outside of the library facility. Some Old Town staff members took a field trip to the [Idea2Product](#) 3D printing lab at CSU. Ray Huff, the lab manager, gave a tour and answered questions about the services provided by the lab. This visit helped inform how Old Town Library can position its 3D printing service as an introduction to the technology while referring more complicated 3D printing jobs to the Idea2Product lab.

Memory Concerns-- many people have them about themselves or about loved ones. Sylvia G. hosted a program at OT with older adult specialists, Ali Pethe and Diane Cohn from Lutheran Family Services. Over 20 attendees were provided with a list of guidelines to help them understand when it is time to be concerned. Each person was also provided with the guide to local services, *Answers on Aging*. Nicole B. hosted a well-attended after-hours glow in the dark egg hunt in Library Park. Teens listened to music, created crafts, and connected over food.

Eileen and Ken took a field trip to the Boulder Public Library to check out their book bike and BPL's Library Lab, a 2-day event planned around creative and fun ways to engage the public in the library's strategic planning process.

Sylvia Garcia and Erin K. completed a consultation with graduate students from the CSU Assistive Technology Resource Center. They evaluated Old Town's current assistive technology tools and setup, and provided recommendations on how to improve use, publicity, and staff training. The final step was a detailed training for Sylvia and Erin, which she has been distilling down to something that can be provided to all staff. The station is getting more use in its new location.

