

# **Executive Director's Report**

## **August 2010**

### **ADMINISTRATION**

The Main remodel project is in full swing with weekly design meeting with Oz Architecture. The space adjacencies have been revised several times, incorporating changes recommended by the project team, Main Library staff and public. The first of three community meetings was held on August 25<sup>th</sup> with 25 residents attending. Interest was high and responses to our preliminary plans were positive. Vice President Gard spoke briefly about the need for an April 2011 citizen's initiative to modify the current ordinance limiting the expansion of the Main Library. The next community meeting is set for September 15<sup>th</sup>. The boards of the Poudre River Friends of the Library and the Poudre River Library Trust have been invited to the special board meeting preceding the September 15<sup>th</sup> meeting. Oz Architecture will update all three boards on the project.

Also on August 25<sup>th</sup>, a work session was held with Oz Architecture, representatives from M.E. Group (mechanical engineers) and Ambient Energy (lighting consultants) to discuss LEED certification. There is concern that the project may not be a viable candidate for LEED under the latest rating system. Stu Reeve, from the City of Fort Collins Energy Office, was invited as was Trustee Kalkowski to discuss an approach to sustainability including alternative certification systems such as Net Zero. At this same meeting, the retro commissioning report on the Main Library was discussed. The evaluation of our HVAC system at Main Library and the replacement of lighting fixtures were done as part of a Fort ZED grant the Library District received last year. The report recommends replacement of the Main Library boiler and improvements to the ventilation and controller systems. The cost for this work will range from \$150,000 to \$200,000. This work should be done regardless of the remodel but the question before the board is if these improvements are part of the \$4 remodel budget or a separate capital expense. Jeff Barnes and I recommend that the improvement cost be taken from existing capital reserves to ensure adequate money for the Main Library remodel.

OrangeBoy presented a webinar with preliminary demographic and ethnographic information about our Library District to staff and several board members on August 17<sup>th</sup>. The next step in the market analysis is a survey of cardholders and library users on how they use the library. The survey was emailed to all cardholders on September 8<sup>th</sup> and will soon be posted on our website. Results from the survey will be presented in a second webinar scheduled for Wednesday, October 6 at 8:30 a.m. Cluster development and data will begin in October with final information presented the end of October. Paula Watson-Lakamp has been the contact person for OrangeBoy and has done an excellent job of keeping us apprised and on schedule.

Team Development as part of the reorganization of the Library District in on schedule. Co-facilitators and members for each team have been finalized. Doreen Kemp from the HR department conducted facilitation training for the facilitators and managers on September 3. This month Ava Diamond will work with each team so that members have the necessary skills to work and make decisions in the new team/learning organization environment. I will be making a presentation and updating the board on reorganization at Monday's meeting.

## **COLLECTION MANAGEMENT**

The big weeding project at Main was a huge success. Staff from across departments and volunteers gathered on a Sunday evening and Monday morning to select and process items for discard. It was fun to be in the building after hours. We were able to take down shelving without disturbing customers and play music as we worked. We still have more areas of the library to weed and are planning another after hours weeding in October.

Here are some of the things that happened because of the weeding:

- Back issues of periodicals were eliminated or rearrange so that we could eliminate one range of periodical shelving. This allowed us to add back a cubicle for seating.
- Duplicate copies and low circulating adult fiction, adult non-fiction and juvenile non-fiction titles were weeded.
- The first section of adult fiction has been rearranged to provide display space and books were shifted up off the bottom shelves.
- Friends of the Library received 107 boxes of books for their sales.
- We recycled 4,000 pounds of books.
- We weeded out 5,220 items.

Collections staff hosted an open house at the Technical Services building to celebrate the creation of our new department, rearranging office space and creating our new staff lounge. Over 40 staff members from across the district dropped by for homemade enchiladas, munchies, yummy desserts and a tour.

## **COMMUNICATIONS OFFICE**

- Completed monthly/weekly goals of Communication Plan.
- Planning and promotions for public information effort, "PIE" campaign for Main Library remodel.
- Met with CSU Morgan Library communications people about partnerships and cross-marketing events. We are partnering on the John Clark Pratt author visit.
- Organizing, managing and supervising all graphic design work for the district along with hiring Katie Tucker for a new hourly graphics position.
- Working with teen IRS group with Annie Walk. We were on KRFC Critter Patter on August 12. Coordinated event that was finalized on August 28. Final report is being drafted.
- Continuing promotions for fall "Author Series" as part of the "PIE"– "Renew, Refresh, Read Local"
- Creating and coordinating the "ReOrg Man" campaign for internal staff information.
- Coordination and point person for marketing efforts by Orange Boy. Arranging for September survey to go out.
- Attended Library Leadership Team retreat.
- Attended CAL Marketing and Publications meeting.
- Attended email training for new system.
- Interviewing fall semester CSU internship students.
- Coordinating efforts for fall outreach events – CSU Homecoming Parade October 15 and Sundance Chili Cook-off October 24.

## **CUSTOMER EXPERIENCE/CIRCULATION**

Hello August! With CSU and Front Range Community College (FRCC) starting up we saw the return of our much loved work study students. Between Main, Collection Management (Tech Services) and Council Tree there will be 16 students this year and a great many of those are returning from previous years. These students will be helping out with shelving, processing materials, weeding and whatever else we can think of for them to do. Crystal Bollman says that due to changes in how FRCC is processing their awards money things are a bit slower this year than in previous years. She is confident that once things get smoothed out with these procedures the students will start flowing in at Harmony as well.

On August 10, Lynda did a presentation for all the Poudre School District (PSD) Media Specialists on the functionality of Online Patron Registration. The PSD group was our 'pilot' group for this new function and things went really well with them. The following weekend when Amy Holzworth and Kim Travis-Miller set up "shop" at the Senior Law days, folks were allowed to get cards through Online Registration. Kim then took the program out for use with students at FRCC wanting privileges with their WOLF cards. We have had it up on the website without fanfare for anyone who found it and we have had several folks find it. Online Registration allows a prospective patron to sign up for a card, get a temporary number and with that number place holds and access our eResources. The temporary card number is good for 30 days. If they have not come in during that 30 days to get a "real" card the account is deleted. This function was designed so that staff doing school visits can put an actual library card in the hand of each student then see as well as provide library services to those new to the area and in need of some services before they even come into one of our buildings. A huge thanks to Peggy Shaughnessy, Carol Gyger, Tova Aragon and Lu Benke all of whom helped guide and develop this program.

Lynda worked with Deb Mossburgh of the City's HR department to set-up and schedule sessions for all classified staff to be trained on the Talent/Reward system the City is now using for employee evaluations. Of the 70 or so classified staff only a dozen or so were not able to attend scheduled sessions. Make-up training will be done to ensure everyone is on the same page so that goals and objections for 2010 can be entered in September.

## **INFORMATION TECHNOLOGY (IT)**

The project to migrate our email services from the City to the Poudre School District dominated the activities this month, so we'll devote special attention to the project highlights!

Even though this was a surprise project for IT (and not one we would necessarily choose to do this year with so many other worthy projects on tap) we started off the right way by setting some important project objectives:

- 1 -- We knew we were on a timeline (migration had to complete by the end of August);
- 2 -- We wanted a smooth migration
- 3 -- We wanted good training support and good ongoing support
- 4 -- We wanted staff to have the best possible experience.

Starting in July we offered training classes through the Poudre School District – trainer Jeanne Abkarian went above and beyond by creating a special training module specifically for library staff, tailored to our

specific needs, and offered multiple times over a three-week period. More than 75 staff attended the special training class!

Moving mail is a big job, and we felt fortunate to be working with great partners at the Poudre School District and Digetek (PSD's vendor who helps administer the mail system). Still, much of the transition duties fell on IT staff to pioneer our approach, test, implement, check, and report issues. That process resulted in many late night and early mornings for all IT staff, especially Carol Gyger who did a beyond outstanding job in leading crucial areas of the project. Some of the process was a bit tough and tricky, but ITers were able to detect and resolve issues early – and before the new mail system was in the hands of staff.

Did we meet our project objectives? Indeed! Library staff have overwhelmingly reported how much easier and more efficient the new system is and most reported feeling immediately productive using the new system.

I'd like to call this project done, but the migration is only the first of four project phases. Next to come? A new approach to email-ready cell phones; a new approach to archiving email for some accounts, and a brand-new IGA with PSD that would take effect January 1, 2011.

### **MAIN LIBRARY HIGHLIGHTS**

Cydney Clink, Sylvia Garcia, and Kathy Hutton attended a NASA education workshop offered at Harmony Library. Staff will be coordinating an exhibit and field test for programming as a follow-up to this training.

Millie Kridler trained Council Tree staff to plan and conduct Peek-a-Boo Times for our youngest users.

Vicky Hays coordinated the PSD media specialists and staff beginning of year meeting. Approximately 65 staff from PSD were in attendance.

Vicky also coordinated the compilation of two large, well-stocked Peek-a-Boo boxes. These staff resources are housed at Council Tree Library, but may eventually travel to other libraries. The boxes are collective works of book suggestions, finger plays, songs, flannel boards, and other resources to plan the Peek-a-Boo Time programs.

Several staff participated in the "Big Weed" at Main. This project has opened up some nice spaces and enhanced the look of the sections that have been weeded.

Extra study carrel and seating spaces were opened up with the shifting and removal of one range of periodicals on the 2<sup>nd</sup> floor. Over 300 plastic Princeton files that had been used for storage of the periodicals are being re-used by area genealogy societies.

Staff participated actively in the Salud Block Party on August 13 with English-language and Spanish-language story times as well as networking and information sharing. It was a great opportunity for outreach in our District.

Sarah Scobey attended a Kiwanis meeting and spoke to approximately 100 attendees about the Fort Collins Reads program.

Staff have been busy with the planning, publicizing, and final arrangements for the fall programs. The story times will begin in September and a lot of planning goes into them during August.

The Autumn Authors Abound series kicked off with mystery writer J. A. Jance and the Dr. Seuss portrayal. Both programs have generated a lot of positive buzz about the entire author series.

Ninety new chairs and storage carts arrived in the Ben Delatour meeting room. They are made of recycled materials and we are very excited to have them – thanks to the Friends of the Library!

### **HARMONY LIBRARY HIGHLIGHTS**

The fall semester is underway at FRCC-Larimer Campus. Student enrollment is up compared to fall 2009. We will have more definitive figures in a few weeks. While our parking lot is certainly more full than usual, especially the first couple of weeks, there seems to be adequate parking for our non-FRCC customers.

The College is investigating a new lot for FRCC staff parking to accommodate additional demand. Annie Fox and Ken Draves are working with the college to investigate designating priority spaces close to the library for senior citizens and those with young children, in addition to the handicapped and short term spaces already designated.

In preparation for the school year Harmony staff met mid-month to review the many resources available for students, and the most commonly asked questions, and the reserve room procedures.

In an effort to increase awareness among FRCC students, Kim Travis-Miller staffed a station in the Long's Peak Student Center the first week of classes to issue library cards and share information about Harmony Library.

Ken Draves has been accepted into the 2010 Leadership Fort Collins program given annually by the Fort Collins Chamber of Commerce. The program begins in September and continues through next May.

Annie Fox has recently acquired two iPads for staff and others to use and experiment with, as she explores new ways to employ the newest mobile technologies and devices to serve the FRCC and Harmony community.

### **COUNCIL TREE LIBRARY HIGHLIGHTS**

Currie participated in the all day **Leading Change workshop** presented by Ava Diamond on August 5, 2010 at Primrose Studio. The workshop included teambuilding exercises as well as thoughtful discussion on the vision of the District's organizational culture and ideal customer experience.

The **Summer Reading Program (SRP) wrapped up on August 8**, with record-setting customer participation at Council Tree Library (CTL). Thanks to dozens of committed volunteers, the children, teens and adults who enjoyed this year's program were given consistent service at our SRP table. After the August 8<sup>th</sup> deadline, though, CTL staff continued to distribute prizes as requested. Remaining SRP prizes were temporarily stored in the shared office, for the purpose of serving latecomers. Millie Kridler,

CTL Children's librarian, determined that CTL staff served over 50 latecomers – mostly school-aged children with SRP prizes.

On August 10, close to sixty teacher librarians and staff members from Poudre School District attended District-sponsored **Media Specialists' Day** at CTL. Vicky Hays coordinated the half-day event, and Currie assisted. Other District contributors included Holly Carroll, Diane Tuccillo, Anne MacDonald and Jimena Pena.

**Mary Stansbury**, Dean of the School of Library and Information Management at the University of Denver, addressed a group of about 25 professional (degreed) librarians employed by the District on August 12. Mary spoke with the group about the evolving role of the professional librarian, including a few exercises to expand the thinking of the group.

On August 12, Skip's Carpet Service completed a **grout darkening project** in CTL's women's and men's bathrooms. The grout was darkened to give a uniform patina-ed look to these floors.

Recent MLS graduate **Mary Shaughnessey** shadowed CTL Library Assistants (LAs) and professional staff during their floor duties August 17-19. Mary's goal was to increase her exposure to the District's services, and while at CTL, our roving reference and cross-training model.

In response to several staff members' requests for additional development in using the District's **e-resources**, Currie invited Corky Walters to present a mini-lesson on the topic on August 18. At the end of Corky's presentation, she provided 10 practice questions to the group, that Currie asked staff to complete together. Currie invited Corky to follow up her presentation at the October staff meeting.

Millie Kridler provided **Peek a Boo Time training** to all CTL LAs on August 18. CTL LA staff will begin to participate in the implementation of the program beginning in October. In September, the newly trained LAs will explore the new PAB kits that Vicky Hays created, and they will observe a veteran PAB presenter.

IT successfully migrated all of CTL's staff **email** accounts from Groupwise to Outlook Web Access on August 25.