

Executive Director's Report

September 2010

ADMINISTRATION

Main Library Project

The Main Library Project continues at a fast pace. The design team continues to meet weekly to fine-tune the conceptual design and to develop a realistic soft costs budget. Of particular concern are the technology and moving costs which are yet to be determined. LEED certification costs are estimated at \$43,000 but I will have an itemized LEED budget for the October 11th meeting. OZ Architecture has proposed a four-phased occupancy approach to construction which will require packing, moving and storage of materials and several staff relocations within the building. The Library District is seeking a waiver from the City of the requirement for fire suppression. OZ met with City representatives who agreed to this administrative modification since the increase in expanded space is relatively small to the overall footprint of the existing building.

I met with Ellen Martin to discuss how she can assist the Library District in using the Art in Public Places process for the Main Library project. She is developing a model for us to use if we choose to adopt the process.

The search for suitable leased space for a service center has begun. I spoke with both Josh Birks from the City's Economic Development Department and Helen Matson from the City's Real Estate Department about available property in the city. I will also inquire about commercial space with several real estate firms. OZ architecture is helping us to analyze and develop space needs program and will help us test fit spaces that we identify as possibilities for a service center.

The special meeting of the Library District, Friends of the Library and Trust boards was held on September 15. The conceptual plan was well received by all three parties. The community meeting which followed was also positive with both new and previous attendees. The third community meeting is October 13th.

As Tova Aragon notes below, the remodel project is necessitating an accelerated weeding of the Main Library collection, especially in light of the phased occupancy approach which will require the moving of library materials several times during construction. Several home school parents have expressed concern about the weeding of materials from the children's collection. Jean Gullikson and I have responded to the emails and Tova prepared talking points for staff. I met with children's staff to explain the process and review the talking points so that future questions will receive similar answers from staff. The talking points have been posted on the staff Intranet.

Budget Issues

Jeff Barnes will present to the board the first draft of the 2011 budget. Tom Vosburg, City of Fort Collins' MIS Department Administrator, is recommending a phased approach to the increases in MIS services and is considering our request for review of the methodology used to develop the new pricing structure. Jeff Barnes and I will meet with John Voss on Tuesday, October 5 to discuss the remaining Council Tree Project funds. Kim Seter has recommended a pro-rata fund draw compromise.

Main Library Manager Position

Over 50 applications were submitted in response to the advertisement of a Main Library Manager. Ken Draves, Currie Meyer and I reviewed the applications and conducted phone interviews with seven candidates. The three top candidates have been invited to the Main Library on October 12 and 13 to interview in person and to make a presentation to Main Library staff and the Library Leadership Team.

OrangeBoy Market Analysis

The response to the survey that was emailed to cardholders, friends of the library and volunteers was phenomenal. Over 8,000 surveys were submitted. Results will be delivered in a webinar on October 6. Results from this survey will help us determine what services are most valued by the community and will help direct future planning and inform and verify the remodel project of Main Library. The final stage in the market analysis is the market clustering as a result of the demographics studies and survey results. That information will be presented in a webinar on October 21 and there will be final cluster workshops on October 25 and 26.

COLLECTION MANAGEMENT

The Collections staff has been working in conjunction with the Circulation staff to accelerate the standard weeding process to accommodate the Main remodel and in preparation for adding collections to the Shared Collection model. Weeding is guided by Collections staff and by using a nationally recognized guide, The Crew Manual. Online access to the manual:

<http://www.tsl.state.tx.us/ld/pubs/crew/crewmeth08.pdf>

Weeding statistics for a four month period, June- September 2010:

Harmony:	4,830 items
Council Tree:	1,061 items
Main:	14,693 items

The 4 month average of materials withdrawn is 5,146. For comparison purposes the 2010 average number of items withdrawn per month (Jan-Sept) is 5,400 items. In 2009, the average number of items withdrawn per month figure was 4,300.

An *'After Hours Collections' Project* will be held on Sunday, October 17th. We will be concentrating on weeding picture books, reference, juvenile and adult non-fiction. We will also be rearranging a few of the Children's collections to make room for marketing, better browsing and more room for patrons at the circulation desk.

Circulation, Systems and Collections staff has been working in partnership to bring a new check in station to the Technical Services building. This station is central in creating a new process for sorting books to send to the three buildings. Benefits of the new process are:

- The time to sort items for transport to the three libraries has been reduced by 33%.
- Materials coming from Technical Services that need to be checked in at the libraries have been reduced by 76%.
- Materials get to the shelves quicker.
- Holds are delivered directly to the pickup location instead of going to Main for processing.
- There is less congestion of crates and carts behind the circulation desk at Main.

- Technical Services staff can catch problems with RFID tags before sending them to the buildings reducing the time an item is unavailable.
- Circulation has been able to reallocate staff time to help Collections staff manage the collection in our new 'Shared Collection' environment.

COMMUNICATIONS OFFICE

- Completed monthly/weekly goals of Communication Plan.
- Planning and promotions for public information effort, "PIE" campaign for Main Library remodel.
- Meet with Jax Mercantile communications people about partnership of local author event November 13.
- Meet with Barnes and Noble communications people about partnership of local author events and Nook promotional efforts.
- Promoted Friends October Book Sale and attended meeting to give final Annie Walk report.
- Organizing, managing and supervising all graphic design work for the district.
- 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.
- Attended Colorado Association of Libraries Board Meeting
- Attended Front Range Village Merchants Meeting & DBA Merchants Meeting for Holiday planning.
- Attended Facilitator Training as part of team enhancement.
- Coordination and point person for marketing efforts by OrangeBoy. Arranging for September survey – over 8,000 responses (see below for timeline).
- Coordinating efforts for fall outreach events – CSU Homecoming Parade October 15 and Sundance Chili Cook-off October 24.

OrangeBoy timeline

September 21 – presentation on data match

October 6 – presentation on initial survey results

October 21 – presentation on cluster data

October 25 & 26 Cluster prioritization and planning workshop

CUSTOMER EXPERIENCE/CIRCULATION

Vacations are over (for the time being), school is back in session and things in this department are returning to "normal"...whatever that means.

September was National Library Card Month and the official kick-off for Online Registration. We averaged 3-5 cards per day. We've received questions and interest from various school classes for programs that would be coming out and doing such registrations as part of the program. This was a great start to what I am sure will be a successful program.

Work Study students are back! At Main we have 13 students working in Tech Services, Public Services, Council Tree and Circ/Shelving. Of those 13, 8 are returning from last year. FRCC Work Study is still a bit behind on their processing. Harmony has no students on staff yet, but there are six in the process of completion.

Now that Barb Crandall is back from Venice (Italy) she is rockin' and rollin' getting going on new volunteer software. The program, Volgistics, allows for online applications, online timesheets, volunteer email "blasts" and automated monthly stat reports...just to highlight a few. The program offers 30 days free before you actually sign up for the program and Barb has started going through the training tutorials and so far so good. Stay tuned for future developments with this new more efficient way of collection information and stats on our volunteers.

Talent/Rewards training is completed and by now all classified staff should have completed or are working on getting their 2010 Objectives entered in the system. The next step will be working with those Objectives to complete individual self-assessments. The supervisors of hourly staff have started gathering information for those evaluations, as well.

SYSTEMS ADMINISTRATION (SA)

Happy fall! We're, er, "fall"ing all over ourselves with fun and cool stuff this month!

Federal Grant Award

As part of a statewide grant program, the library will be awarded Federal stimulus grant funding to provide computer access for underserved and vulnerable populations within the Library District -- especially those in areas not easily served by a library building. The grant award was announced September 27.

To accomplish this, the library asked for 2 mobile laptop labs containing 10 laptops each to provide training and access. As well, we are requesting two accessible workstations (for Main and Harmony) to serve folks with accessibility needs.

With the announcement of the grant award, we will next refine our programming plan to make the best use of these resources.

Maintenance

Ling and Chris completed a variety of projects to keep our computer resources humming. Much of the day for these two industrious staffers is filled with either responding to computer issues as they emerge, or preventing problems from happening to begin with. As well, they both look for ways to make computing experiences for the public and staff the best they can be. My hat is off to them both for their effective efforts!

Surprise Fiber Move

Late September brought a surprise need at Harmony Library. The construction of new parking spaces in an area north of the Harmony Library required the relocation of network infrastructure (located in conduit in the ground) that serves both the Harmony Library and FRCC. The construction company was made aware of the mission-critical nature of fiber connectivity to the library, and created a work plan to minimize impact. Library SA and City MIS staff were on hand to address any issues that arose and minimize any impacts to public services.

Team Training

Carol Gyger attended team training with Ava Diamond this past month. Carol is greatly looking forward to joining Tova Aragon as co-facilitator of the Collections Team, and we all support the new team model and look forward to new developments. Carol and Carson also joined other library staff in attending facilitation training with Doreen Kemp of City HR to help brush up their team facilitation toolkits.

Technology Brown Bags

Carson was joined by Peggy Shaughnessy and Carol for a series of technology “Brown Bag” lunches at Main, Harmony and Council Tree libraries. The topics this time centered on the staff intranet and the new email system. Staff had great responses to how the intranet helps keep them informed of news from Holly and Paula, and have found the connections to the most commonly-used resources very helpful. Much of the discussion centered on the pros and cons of electronic communications – the feedback will help SA staff further refine the staff intranet site.

eBook/eReader Committee

Carson and CSU partner Nancy Hunter began frequent work on the joint committee to look at eBooks, eReaders and implications to libraries. The charter for the team is almost completed – stay tuned for more developments.

District Boundaries

Carson worked with the State Library, Holly, City GIS and Jacqueline Murphy to ensure that correct boundary information for the Library District is on file with the appropriate entities.

Main Remodel Project

Carson joined the library team working with Oz Architecture in September to help with final pieces of the Conceptual Design process for a remodel of the Main library. First order of business is determining cost estimates for IT items for the remodel.

MAIN LIBRARY HIGHLIGHTS

Main Public Services (Children's/Adult Desk) staff attended a day-long retreat with Ava Diamond. Among other exercises, we worked on building our team and developed a vision statement: “Destination Main Library: Enhancing lives through information, inspiration, and opportunity.” Staff felt it was definitely useful and time well spent planning for the future.

Several staff members on various teams attended the team retreats with Ava Diamond. These groups are off to a good start and will start meeting as a team to tackle their challenges very soon.

Business Reference Librarian Anne Macdonald counted over 60 one-on-one contacts for business services/resources/SBDC clients since August 1. She also instructed 120 students at FRCC and has engaged 25 RMI2 FastTrac entrepreneurs since September 1.

Early Literacy Librarian Vicky Hays took advantage of our technology by attending a webinar on Family Literacy. In partnership with Poudre School District and the Early Childhood Council, Vicky has been presenting early literacy workshops. This month, we trained early childhood mentors from PSD.

A NASA educational training was hosted at Harmony Library and had three District staff attend. The training was open to librarians and teachers throughout Colorado and Wyoming and we were fortunate to have been selected as a site they wanted for their workshop. The training focused on a new curriculum NASA has been working on to educate about the moon. Kathy Hutton, Sylvia Garcia, and Cydney Clink attended the training and have been busy planning Explore! Marvel Moon programs based upon the curriculum. We will be testing the curriculum and providing valuable feedback on its usefulness and relevance to public libraries. In addition to these programs, we will also be inviting the public (and Board members!) to contribute their moon photos to our Flickr display via email to Marvelmoon@poudrelibraries.org.

Bilingual hourly staffer Ludy Rueda participated in the Storytelling Swap in Colorado Springs. She shared some shadow puppetry in addition to getting many new ideas to share with staff.

Patrons (and staff) were pleased to have the weekly preschool story time schedule begin. Timnath Family Story times had to be cancelled indefinitely due to road construction outside of the Timnath Town Hall. The book drop at that location has also been locked until further notice.

Day of the Dead events are coming up and will occur October 29- November 2. The ¡Vamos a la universidad!/Let's go to college Conference is also in the planning process.

*We continue to have success with the women's well-being through literacy program in Spanish with regular attendance between 5 (in the south end) and 15 (in the north end).

Twenty-nine teen and adult programs were offered in September. Other programming highlights include the Eracism film series and the Speed Dating for Booklovers events.

History Comes Alive is settled in at the new location. The patrons have had all positive comments about the new location. We just received another \$2000 grant from Fort Fund to continue the series into next year.

The District recognized National Banned Books Week at the end of the month with displays at all three libraries. The Banned Book displays have been getting a lot of attention from the public and stirred up some good dialogue.

The final 2010 Summer Reading Program report was tabulated and completed for the State Library. Our statistics continue to reflect our patrons of all ages enjoy our summer activities and prizes.

HARMONY LIBRARY HIGHLIGHTS

Construction is in progress for two additional FRCC parking lots. One lot is adjacent to the Harmony library. The lot will provide additional open parking near the new Sunlight Peak science building. The project will also provide improvements, including landscaping, along the service drive separating Harmony and the rest of the campus, which should both improve aesthetics and provide a stronger sense of Harmony's integral role as part of the FRCC campus. During this phase the drive will close for a time. Staff will arrange alternative routes for courier service.

In an effort to improve Harmony staff's understanding of FRCC, including staff, students, and academic programs, Annie and Ken are inviting Campus Chairs to speak at Harmony's monthly staff meetings. Dr.

Phyllis Abt, FRCC-Larimer Campus's Executive Director and Dean of Secondary Programs, spoke at the September meeting about current construction projects.

Regarding Harmony's remodel project, the College will, by the end of October, provide a firm figure on the funds FRCC is able to commit. At that point District and College staff will revisit last year's conceptual plan and develop a scope and timeline for the project.

Harmony staff participated in an all day teleconference on the current state and potential future of e-books at Harmony on September 29.

COUNCIL TREE LIBRARY HIGHLIGHTS

Staff Learning and Development:

Currie attended all-day **Team Facilitation training**, given by CFC HR representative Doreen Kemp on September 3.

Five Council Tree Library staff members are serving on **Teams** this year, including Amy Holzworth (Collections), Chris Cortez (Circulation), Kathleen Lewis and Karen Cagle (Customer Experience) and Currie Meyer (Learning Organization). All Team members attended separate all-day training with Ava Diamond during the month.

On September 13, Millie Kridler attended a free one hour training on the **Reference USA** database given by a representative of Ref USA at Main Library. Reference USA is a powerful database that contains information for business planning, including demographics and marketing data. After attending, Millie shared handouts with CTL public desk staff.

On September 16, Currie attended a free one hour webinar called, "I Cured a Cold, Passed My Test & Got a Great Job: What is a **Benefit Statement** & How Can It Help Your Library's Customers Succeed". The webinar was given by Denver-based and nationally-known public library consultant Pat Wagner, of Pattern Research. Pat shared the definition and examples of a benefit statement, their importance and their potential for use, methods for gathering benefit statements, and ideas for using them in marketing plans. Currie passed the information on to Paula, Lynda and LLT at the LLT meeting on Sept. 30. It is viewable at www.patternresearch.posterous.com

On September 28, Currie attended "Browse, Checkout, Download", a free one hour webinar offered by downloadables vendor **Overdrive**. On Sept 30, Currie and Karen Cagle attended another free one hour webinar, "Patron Assistance".

On September 29, Currie facilitated the all day **virtual conference "Ebooks, Libraries at the Tipping Point"**, sponsored by Library Journal, School Library Journal and various ebook vendors including Overdrive. Over ten staff members attended all or part of the conference, presented at Harmony ELC.

Facility

An upholstered **tack board** in the teen area was received from Elements on September 16. The tack board was not installed, however, due to a mis-measurement that would have accommodated the curved wall. Elements is handling all changes without extra cost to the District.

Rob Stansbury coordinated the purchase and installation of an automatic external defibrillator (**AED**) device at CTL on September 15. It is mounted on the wall between the water fountains and the women's bathroom. Rob is taking the lead on coordinating further training for staff.

In Currie approved laminate color samples for John Murphy Millworks to use in order to repair various **countertop edges** (children's, circ work area, and study room) that have been chipped.

On September 23 and 24th, John Murphy Millworks and a representative of Eco-Top resurfaced and **refinished the self-check-out surfaces** at the front of the library. This project wrapped up the repairs needed to fix surface chipping, and was completed under warranty.

With the oversight and assistance of Front Range Village GM Melissa Moran and Head of Operations Ed Daly, Currie and Rob planned and executed an **evacuation drill** on September 28. The alarm was sounded at 10:45am, as planned, to coordinate with 2 and 3 year old story time and 4 and up story time. CTL staff had never done an evacuation during story time and Currie felt we all needed practice. The evacuation went very well, and staff safely evacuated 100% of occupants (over 100 people) in fewer than 3 minutes. CTL staff has provided Currie with several thoughtful suggestions that she is considering in a revised plan.