

Executive Director's Report

December 2010

ADMINISTRATION

Main Library Remodel

The search for leased office space for twenty plus staff members now housed at the Main Library began in earnest. Jeff Barnes, Ken Draves and Holly Carroll toured available office space for lease by the City. Carson Block joined Jeff, Ken and Holly to interview realtors from Realtec and Sperry Van Ness. At the advice of the Finance Committee, a follow-up letter, restating the Library District's requirements will be sent to the two realty firms. It will restate the Library District's requirements and request a listing of vacant office space that would meet our initial needs.

Jeff, Ken, Carson and I met with Justin Sager from Wember, inc. to review the OZ cost estimates. Wember is validating these estimates and I hope to have that information for the January Board meeting. Steve Seefeld is arranging an environmental analysis sampling of the building in January to determine if we need to budget for asbestos or lead painting abatement.

Performance Evaluation

Staff members at all levels have been busy entering self-assessments into the Talent Rewards online performance system and supervisors are completing evaluations of their direct reports. The process is quite involved and requires review at various stages by administration. All evaluations and calibrations will be completed by January 31.

Community

I have been asked to be on the Leadership Team of Homeward 2020. Leaders from the community will meet every other month to share information and receive updates on the organization's efforts to assist the chronically homeless population in Fort Collins. Since the remodel of the Main Library may disrupt the frequent use of the library by many homeless persons, I welcome the opportunity to be part of this group.

COLLECTION MANAGEMENT

The rest of the shared collection plan was launched on Monday, January 03, 2011. The majority of the collection will be part of the shared collection with the following exceptions:

- Readup
- Juvenile Paperback
- Oversize
- Classics
- Here & Now
- Lucky Day
- Career Center
- Magazines
- FRCC materials
- Reference

These collections are not included due to the size of the item or collection; because not all 3 libraries contain the collection and/or to allow for browsing of popular materials at each branch.

Three of the many benefits of sharing our collection:

1. Continuously refreshed collections at each library
2. Customers have faster access to materials
3. Less handling of materials by staff

Carol Gyger and Tova Aragon attended a webinar on Fiscal Close in the Millennium system. They will be implementing several new time saving procedures learned through the webinar. Fiscal close will be processed on January 17th while Technical Services is closed. Fiscal close allows us to close the books in Millennium Acquisitions. It gives selectors a final overview of what was spent and outstanding orders to be encumbered in 2011 in order to set selection plans for 2011.

This has been a busy year for the Collections staff. The selectors merged with Technical Services staff; we rearranged the Technical Services work area to accommodate more staff work areas; we hosted an open house for district staff to see our work area and enjoy homemade Mexican food. We have implemented numerous time saving processes such as, Edifact ordering, a check in process to distribute books faster and a new way to handle patron suggestions.

2010 Year End statistics:

- New titles selected and bibliographic records added: 24,497
- Items added and processed: 56,887
- Deleted (weeded) items: 76,100 (43% more than 2009)

COMMUNICATIONS OFFICE

The Communications Office was very busy with normal duties as well as end of the year activities. I said goodbye to my CSU intern for this semester, Abby, and immediately wrote to her professor for another one for spring. These students are so valuable to the workflow!

- 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.
- Creating and coordinating the "ReOrg Man" campaign for internal staff information.
- Attended Colorado Association of Libraries Lobby Day meeting. Lobby day is March 17th this year and they are going with the "Libraries Mean Business" theme again.
- Coordination and point person for marketing efforts by OrangeBoy.
- Coordinated and executed efforts for staff holiday events with a team of representatives from all libraries.
- Coordinated media events for Main remodel campaign.
- Coordinating 2010 Annual Report
- Continued working with SA on information and graphics for new mobile app.
- Starting work on Employee Recognition event. Board members are invited January 14.
- Attended the ULC Webinar on Community Partnerships for Libraries
- Working with SA on new video billboard systems for each library
- Coordinating first 2011 All Staff Meeting, January 19

- Don't forget – the St. Patrick's Day Parade is right around the corner!

Board of Trustee members are invited to the Employee Recognition Awards for 2010. Employees who have reached milestone years of service will be honored.

January 14th Main Library, 6:00 -8:00 pm
Beverages and appetizers, program at 6:30 pm

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|----------|---------------------------------------------------------------|
| 20 years | Diane Rossi, Carol Gyger, Katharine Hinds |
| 15 years | Jan Ritter, Joe McCulloch, Barbara Crandall, Lynda Dickson |
| 10 years | Torrie Lancaster, Corky Walters, Tova Aragon |
| 5 years | Serina Pulido, Julie Emerson, Audrey Rudolph, Molly McCulloch |

Please RSVP to Cynthia if you haven't already – Clangren@poudrelibraries.org or at 221-6694.

CUSTOMER EXPERIENCE/CIRCULATION

December in Circulation...We sent Holly Bucks back to Council Tree and welcomed Steven Rauch to his permanent home at the Main Library.

We posted the position for Library Services Representative and received 210 applications! We hope to hire someone and have them on board by January 24.

Along with checking out 3.3 million items in '10, we checked in 2,458,821 items, processed 346,704 holds and received 592 online card registrations! In '10 we had 84.9% self-check compared to 79.4% self-check in '09. We are looking forward to what 2011 has in store for us!

SYSTEMS ADMINISTRATION (SA)

Peggy Shaughnessy worked with Tova Aragon to address a real need – helping patrons have better success using our eMedia offerings via Overdrive. Peggy's instruction page has been getting rave reviews from staff. See it for yourself at: <http://www.poudrelibraries.org/catalog/download.html>
Look for the links at the top of the left-hand column!

Also, if Santa brought you an eReader for the holidays you might wonder how you can load it up with free content. Look no further than our page of electronic freebies:
<http://read.poudrelibraries.org/books/z199.html>

Speaking of eReaders, in December Carson hosted the first brown-bag lunch club for library staff who are exploring eReaders and eMedia on their own. The gatherings are designed as a friendly and informal way for staff to share their experiences and learn from each other in this new and quickly-emerging world.

The Council Tree Library might look complete, but it's missing one key ingredient – a sound system for the community room! Carson worked with vendors and staff to pick the right system for the room to give a little built-in audio support for speakers, videos and other presentations. The vendor was

selected in December, and installation is expected to commence in January. Watch this space for further developments in CT sound.

Our strategy to mobilize our web services (making our catalog, information and other services available on portable devices) took giant leaps forward in January. Before the Old Man of 2010 Exists (and is greeted by the baby of 2011) our Mobile App should be complete – once approved by the Apple Store we will announce the availability of the App for all major smartphone platforms (which includes Android-powered devices, Blackberry, Palm, Windows Mobile, Symbian, and more). As well, we took steps towards our next phase of mobile – an enhanced mobile web browser – in December. Work on the browser version will continue into the first quarter of 2011, and we will announce more when it's ready for prime time. Hats off to Carol, Peggy and Paula for the teamwork and effort to bring this revolution in service to library patrons!

Carson hosted the second informal gathering of Colorado IT Directors (just Front Range folks at this point) at the Council Tree Library during December. About a year ago Carson and two other IT colleagues noted the lack of formal gathering opportunities for IT folks in the state, and our real needs to share information and fellowship. The first gathering was so successful (it included a technical tour of the impressive data center at the National Center for Atmospheric Research) we were having a tough time following it with something equally impressive. Luckily, the folks who were part of the first gathering loved the NCAR tour, but found even more value in just getting together and comparing notes. The December gathering was even stronger than the first, and we plan to continue meeting quarterly in the 2011.

SA began studying Automated Materials handling systems. Carson and Carol visited Jefferson County (their system will go online this Spring) and Carson visited the new Aythink Library Began studying Automated Materials Handling – visits to Jeffco and Anythink's (Rangeview Library District) new Wright Farms facility. The Poudre River Public Library District is considering AMH as part of the proposed remodel of the Main Library.

We might have an updated Main library in the works, but we still have a lot of customers to serve in our current digs. To that end, Ling Zhao and Chris Bauman worked with Jean and Kim at Main to make a couple of enhancements aimed to improve customer service – the plan (to be completed in January) includes a new RFID self-check near the Children's area, a new AWE stations (kids computer games) and a new short-session stand-up Internet computer. Nice!

MAIN LIBRARY HIGHLIGHTS

The Library District has been awarded a grant from the National Endowment for the Humanities for 2011. The focus is "Louisa May Alcott: The Woman Behind *Little Women*" and will be a nice complement to the Victorian Festival and History Comes Alive series. We will be partnering with CSU. Many thanks to Business Librarian Anne Macdonald for writing the grant for this opportunity.

We were also notified that the CLEL (Colorado Libraries for Early Literacy) Storyblocks website, which is comprised of videos that showcase early literacy skills, has been named to the American Library Association's Best Websites for Kids. Early Literacy Librarian Vicky Hays was the head of the Content

Committee for this project and Library Assistant Cydney Clink (and her son, Stephen) performed in two of the videos.

Library Assistant Giny McConathy is working with two Puppet Pals in preparation for Toybox Theatre for three days of shows in early January. This program is a highly interactive puppet show designed for the needs and interests of children under age two with a parent or caregiver.

Vicky was invited to speak at PVHS's "Welcome to Toddlerhood" program to talk about library services and early literacy.

It is early winter, but we are already working on next year's Summer Reading Program. The theme is a multicultural one and will again feature programs and incentives for readers of all ages as well as pre-readers.

Library Assistant Jimena Sagas (nee Pena) was one of ten individuals selected to be an MLK March leader during CSU's annual Martin Luther King, Jr. Day celebration.

Attendance at programs or presentations dealing with the library's business resources or services surpassed 260, an overall increase of approximately 1200% over three years. Other business outreach has been significant to the growth of economic development in our area:

- RMI2 - Regional Technology Incubator - Anne Macdonald worked one-on-one with eight RMI2 clients for an average of three hours each. Topics included video technology; video professional training; video game accessory industry; manufacturers of CoQ10 and DHA; manufacturer market in Southeast Asia; Senior Home Care market; telematics and GPS; and GIS mobile location devices. Research used Plunkett and IBISworld databases, Business Source Premier, and internet searching.
- Small Business Development Center - Anne worked one-on-one with 29 clients for an average of two hours with each client. Topics included pet food; hair salon; massage therapy; hospice; sign manufacturing; automotive detailing; security consulting; beans-to-bar candy; and more.
- Larimer County Workforce – Offered a training session for training instructors on Plunkett Research Online and general library resources.
- City of Fort Collins, Economic Development Division – Offered a workshop for Economic Development Division in the use of library resources, including IBIS, Plunkett, and Business Source Premier.
- City of Fort Collins, FastTrac class for arts and cultural groups – Offered a presentation on library resources for nonprofit arts and cultural groups.

We will continue our partnership with the Larimer County Workforce Center this winter. A series of semi-monthly open labs on resume writing will be offered with a resume writing professional available for consultation. The labs will be held at Main using the mobile computer lab.

HARMONY LIBRARY HIGHLIGHTS

Harmony Library Refresh/Remodel Project

The Harmony remodel project is ready to move forward after several months on hold while awaiting a firm funding commitment from FRCC. There is approximately \$380,000 in funds available from FRCC funds and the FRCC-managed Harmony fines account. Available funds are considerably less than the \$1.1 million estimated to fund the entire conceptual plan developed with FRCC in early 2010.

Phyllis Abt, Annie Fox and Ken Draves, in consultation with Holly Carroll, discussed the funds available and prioritized the list of initial project objectives within that framework. District and FRCC staffs agree that the most significant project priorities can be completed within the available budget. We also agree that putting the project on track for next spring, with any needed closure occurring between FRCC spring and summer terms, works best within the timeframe of significant District efforts happening or beginning in 2011. The remodel team will convene in January to revise earlier conceptual plans and establish project benchmarks and a timeline.

COUNCIL TREE LIBRARY HIGHLIGHTS

Little story time room door removal and remodel completed Dec 10: Finishing Touch contracting began work on a “mouse hole” arch doorway design on Nov. 30, and completed work on December 5. Rob Stansbury and Matt James Additional completed trim and paint-touch up work Dec. 10. Several parents have commented that they are relieved that the worrisome door has been replaced with a safe yet kid-appealing solution.

Plumbing repair completed December 20: Rob Stansbury coordinated a repair to CTL’s plumbing that was causing a hammer noise in the first floor retail space for Mathnasium. Once the work was finished, Front Range V GM Melissa Moran and Facilities Manager Ed Daly gave their approval that the work was effective in solving the noise problem for our neighbor Mathnasium.

Currie and Elaine Burritt facilitated a Learning Organization Team meeting Dec 15: In the two-hour meeting, we discussed goals and objectives for the LO team to accomplish during the coming year. The LO Team is excited to move from research and discussion to action items for establishing a learning culture throughout the District.

New hires: During December, Chris Cortez hired two new materials handlers to replace outgoing staff and Currie hired a Library Assistant substitute to replace a sub who resigned in October.

Millie gave four book talks to Bauder Elementary on December 17: Millie planned and implemented four presentations featuring fun books for children to read while on winter break. Millie gave the presentations to the entire enrollments of each grade, second grade through fifth. Millie prepared a handout complete with cover images, titles, authors and commentary for the students. Millie collaborated with the School Media Specialist on this project. The presentations were very well received, and Millie said her talks were something of a “reward” for students during their last day of school before winter break.