

Executive Director's Report

February 2012

ADMINISTRATION

By Holly Carroll

Main Remodel and Expansion Project

Submitted by Ken Draves, project manager

The second phase of the project, Phase 1B, is nearing completion. Phase 1B areas on the first floor including the new children's area and the new adult fiction area received a temporary certificate of occupancy (TCO) late last week. The TCO allows staff and public to be in the newly completed spaces. New shelves for those areas arrived last week, and assembly crews from PS Installations have put most of them together and will complete the work this week. PSI is moving the children's collection from its existing location to its new home. Once they have completed that move, they will move the adult fiction collection to its new home on first floor. New computer workstations and self-checks will be installed this week or next. The new circulation workroom and the former circulation desk area at the front of the library are also opening with the completion of Phase 1B.

Our new fire protection system has been installed, tested, and approved. We have switched over to the new system and the old unit is being removed this week.

While newly constructed areas have been determined to be safe for occupancy and granted a TCO, there are some elements yet to be completed in those areas such as wall graphics, end panels, signage, art glass (in the story time room), and corner guards.

As soon as the collections, shelves, and furniture are removed from the existing children's area on first floor, the final area to be remodeled on that floor will be turned over to Heath for completion of the new circulation area and the new meeting room.

Some new furniture for the newly open areas has arrived, and more will be arriving this week, with additional deliveries later in the project. Many chairs and tables have been delivered and installed, and computer furniture will be delivered and installed the week of March 12. Once new office furniture is installed in the second floor work room, the existing staff offices and work areas will be vacated and turned over to Heath, along with the remaining areas on the second floor—the former teen and adult fiction areas.

Bids were awarded in February for the remainder of the new furniture for the project, including additional tables, chairs, shelves and end panels.

The landscaping work within the scope of the project is currently underway, including grading, removal of some dead and marginal small trees, and the onsite relocation of a pine tree near the newly constructed story time room at the recommendation of COFC Forestry staff.

Following the landscaping work and construction of the final areas on both floors, the last major element of the project is the removal of the old boiler and the installation of the new. That work will start in April or early May and will take approximately four weeks to complete. Depending

on when the boiler replacement takes place the overall project completion date may occur in May rather than June.

One Book 4 Colorado

The Lt. Governor's literacy initiative is entitled *One Book 4 Colorado*. As part of the initiative, copies of a picture book will be distributed to every 4 year-old in Colorado during the timeframe of April 18-29, 2012. Public libraries throughout the state will help in the distribution of books.

Based on demographic information about the approximate number of 4 year-olds and Spanish speakers in our community, the Library District will receive 1,500 copies of the book in English and 100 copies in Spanish. The books will be shipped directly to the Library District and are due to arrive around April 11. Vicky Hays and Irene Romsa are coordinating the effort. Books will be available at all three libraries and Outreach Services will deliver books to head starts and childcare providers.

Elks Trust donation to Library

A second meeting with Elks, Poudre River Trust and DDA representatives and the Executive Director was held March 1. Linda Ripley, landscape architect, also attended and reviewed possible projects for the Elks to complete on a volunteer basis in addition to contributing to projects that are part of the overall Master Landscape Plan. The Elks and Trust agreed to each contributing \$50,000 toward the completion of the entry plaza for the Main Library. The Elks will reserve \$25,000 to complete one or more projects. Under consideration is the story tree plaza and benches, outdoor chess board with benches and help with the arboretum mapping. This plan for the use of the money will be presented to the DDA at its April 12th meeting. The DDA administers the Elks funds from the sale of the Elks building and therefore the DDA board needs to approve the use of the funds as well.

Strategic Plan

The Library Leadership Team and Executive Director have been working on determining specific tactics to achieve the goals and strategies of the plan as approved by the Board of Trustees at its November 2011 meeting. We have also worked to link the strategies and tactics to the 2010 OrangeBoy market analysis and priority cluster groups. Paula has prepared a graphical presentation illustrating how the data from market analysis is aligned with the strategic plan for the board meeting.

Friends Sublease of Mountain Avenue

The City of Fort Collins has given approval for the Library District to sublease the building at 256 W. Mountain Avenue to the Poudre River Friends of the Library for a new sorting center. A sublease will allow the Friends to occupy the space without paying property taxes. The Library District's property insurance will remain as is and the Friends group will maintain its liability and contents insurance. The Friends will pay utilities and any maintenance. Jacqueline Murphy has reviewed the current lease and written a sublease for both the Friends and Library District to approve. There are still a few loose ends to resolve including an amendment to the Library District's current lease which removes the Howes Street address (current sorting center) and adds the storage facility that has been used by the Friends for several years.

Art in Public Places (APP)

Included in your packet is a copy of the fabrication contract for artist Mark Leichliter to begin construction of the Art in Public Places sculpture for the Main Library. The contract exceeds \$30,000 so the Board must approve and sign the document. The AIS provides detail and background information.

FRCC Vice President Reception

On March 2, Ken Draves and I attended the Front Range Community College reception for the new Vice President of the Larimer Campus, Bruce Walthers. During the presentations Andrew Dorsey, President of FRCC, recognized Harmony Library and our successful partnership with the college.

Other Activities:

The Executive Director attended the State of the City Address on February 15th held at the Lincoln Center. Mayor Weitkunat and City Manager Atteberry presented an overview of the City's successes and current and future initiatives.

On March 1 she participated in **Silver Tsunami**, a community discussion on the growing senior population in Larimer County. A panel of public officials spoke on the current services provided for our seniors and plans for the future. Of particular concern was the lack of public transportation outside the city limits. This was the second of a series of community discussions.

The Executive Director also attended the monthly Beet Street board meeting on March 8 and an Arts Incubator planning session facilitated by Beet Street on February 29th.

ANSWER CENTER

By Lynda Dickson

In January the Answer Center received 5,000 calls and in February 2,848 for a total of 11,400 minutes! We are still averaging less than 2 minutes per phone call. One thing we have noticed as the AC is up longer is we are receiving fewer overnight voice mails. It would seem that folks are getting the hang of using this new service and are waiting until the AC is open or are renewing items and placing more holds on line. There were large receipts of calls the week after the Main Library opened and the first week of the New Year. I would attribute these irregularities to the reopening of Main and the start-up of classes at CSU and FRCC. Generally speaking we are averaging 800 calls a week.

With the AC being so new we are always evaluating scheduling and trying to find the best fit for the needs of District patrons. A couple of shifts have been moved 30 minutes to an hour earlier than originally planned to accommodate for the busiest of a certain time. We are learning through the stats gathered that the 10am-11am hour is the busiest hour overall with the evening hours from 7-9 being the least busy.

Patron response has been a mixed bag. We have heard from patrons who feel frustrated at not being able to contact a library directly; some change their minds when the reasoning for the AC is explained and some don't like it regardless of the reasons for the change. Overall patrons are thrilled with the service. They like getting to talk to a "real" person and they love it that their calls are returned quickly.

Slowly we are getting folks trained to serve as substitutes for vacations and sick calls. In February we added Tracie McCosh to our list of subs.

COLLECTION MANAGEMENT

By Tova Aragon

As shelving is going up at Main, Collections staff is working to tweak the collections so that they fit into their new homes. The adult fiction, hardback and paperbacks, will be moving soon. To allow for the collections to flow and fit into their new space, we will be configuring the collections a little differently. Instead of the paperbacks all being in one space, the mystery and science fiction paperbacks will be shelved after their hardbacks. The fiction and romance paperbacks will be on a wall to themselves. The western paperbacks will be interfiled with the fiction paperbacks.

The Storage collection created at Webster House has been working well. You may have noticed 'storage' in the online catalog. The Storage Collection is like having another branch in the system with its own set of collection codes. We called it "Storage" because we felt that was self-explanatory to staff and the public. Other libraries call it a resource collection. It contains items whose use ebbs and flows such as, Main juvenile holiday items and popular series. Having the storage area has allowed us to make room for other items in the buildings and cut down on repurchasing popular titles when demand rises again. Valentine's was the 1st holiday for our experiment. When Main was ready with the display, we sent the Valentine's items over. After the holiday items were returned to Webster House.

The Collections Advisory Team met to set up our work flow and timeline for the year. The team members are going to be rotating monthly to write an article for the library newsletter to promote our databases. We recently implemented a change to the catalog. When an item is checked out or is an electronic book, the message you see is no longer "no copies available for check out". We changed the wording to "click title for availability" because there may not be a physical item to check out but there may be a copy in reference or a copy available to download. In the next few months, the team will be researching a few juvenile EMedia databases and our holds limit.

COMMUNICATIONS OFFICE

By Paula Watson-Lakamp

- 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.
- 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
- Creating 2011 Annual Report
- Working on year end file and budget organization
- Working with Library Trust on fundraising
- Submitting Lopez Mural project to ALA PR Contest
- Beginning work on 2012 Summer programs
- Coordinating with Main Remodel team on continuing information for staff and public

- Working on naming procedure for Main Library
- Attended webinar on “Power Patrons”

OUTREACH SERVICES

By Irene Romsa

School Readiness and Early Literacy

February brought the exciting launch of a new service exclusively for family in-home child care providers. The new **Take Away Literacy Enhancement Skills Kits** were introduced to the public at a special informational brunch held on Saturday, February 4, at the Council Tree Library. Twenty-one in-home family child care providers received a warm welcome from Executive Director Holly Carroll, an overview of the Every Child Ready to Read (ECRR) Program presented by Early Literacy Librarian Vicky Hays, and lively demonstrations of each of the five ECRR practices by Outreach Services Manager Irene Romsa and Outreach Services Library Assistant Cydney Clink. This event also featured a scrumptious nursery rhyme inspired menu (conceived and prepared by Vicky). The event was a huge success—17 TALES Kits found their way into provider’s homes that day, 3 new cards were issued, and at least 2 providers paid their overdue fines and returned their library accounts to “good standing.” This new program is being led by Cydney Clink and is a 6-month pilot which was made possible by a \$1500 donation in 2011 from the Friends of the Library.

As an incentive to try out the new TALES Kits, the first 24 patrons to borrow a kits received an in-home storytime for the children in her care. As a result, Irene Romsa and Cydney Clink visit 16 homes (not all providers took advantage of this incentive) and presenting an engaging early literacy storytime centered about books, libraries, and reading to a total of 113 children and 23 adults. Cydney was even able to answer for one quiet 4-year-old, the all-important question, “What’s a library?” The TALES Kits continue to fly off the shelves. As of this writing, each of the 24 kits has checked out at least one time and several have checked out two or more times. Providers who have used the kits are submitting feed-back via an on-line survey. Here are a few the comments we have received:

“Great idea. Let’s keep it moving and growing. I would like to see more!”

“Thanks for making them available.”

“Thanks for thinking of in-home providers. Normally when anything is done for daycares, it’s done only for the large centers!”

All in all it’s safe to say, “TALES Kits are a hit!”

Also, Ludy Rueda held two sessions for advanced Spanish CSU students, to teach them storytelling techniques in preparation for their service learning projects in “Rincon de Cuentos.” Parents at one of PSD’s English Acquisition programs also received the visit from Irene Romsa, and received Library information, literacy tips, and a storytime with their children.

Digital Literacy

Outreach’s new Tech-a-la Carte service has had a wonderful first month. During February, a total of 9 classes have been provided to underserved groups that cannot access the in-Library classes due to distance, date, or language barrier. Each class is limited to 5 students and the content, date, time, and location are flexible and determined by the student group and Outreach. The 6 laptops and mobile Wi-Fi used for this service are paid by the BTOP grant. Computer classes in the offsite location in Wellington continue being offered twice a month.

ADA stations: We have established collaboration with the Assistive Technologies Department at CSU to have its graduate Occupational Therapy students assess the needs and conditions at Main and Harmony Libraries, and then present a comprehensive recommendation for the purchase of software and hardware for the ADA Stations financed through the BTOP Grant.

Volunteers

Barbara has analyzed and produced a comparison of volunteer hours in all areas of volunteer involvement for the years 2009, 2010, and 2011. All volunteer applicants have been sent an email via Volgistics giving them an update on volunteer involvement and future volunteer opportunities as impacted by the Main Library remodel. Their responses are being entered into a chart for future volunteer assignments for Summer Reading Program registration desks, Story Time assistance, and Circulation assignments at all three libraries. Also in the works is a request for volunteers for the May 19th Asian/Pacific American Cultural Festival.

Other

- **Deaf Patrons:** Outreach hosted and participated in informative webinars on “Serving the Deaf in Libraries” on February 22nd and 29th. We were pleased to see interest of other Library staff who also attended the webinar, and from whom we were able to gather some of the background on the different efforts the Library has had in the past to assist Deaf patrons.
- **History Colorado:** On February 10, a representative from State Library and an educator from History Colorado came to the WHAC to deliver and train us on the use of the ‘Moving Day’ History Kit which is now available for us to take to elementary-age students in our District as a fun and engaging way to learn about Colorado’s migration history. PRPLD is now part of the network of partners throughout the state!
- **SRP:** We have now secured three outreach locations at Rist Canyon, Bellevue/LaPorte, and Timnath for weekly storytimes during the summer. We have also confirmed the participation of illustrator Scott Nash for the 3-day illustration workshop for teens. This summer, we will continue supporting the partnership established to serve the needy families

SYSTEMS ADMINISTRATION (SA)

By Carol Gyger

Systems Team Wraps Up Another Busy Month

The Systems Team was quite busy in February. The Main Library Remodel project continues to dominate their work days. However, routine items fit in the cracks and get done too.

In addition to all the projects below, Peggy Shaughnessy and Carol Gyger developed a new process for vetting and implementing changes to the website. This process allows for input from key staff members to make sure each change is smart, well-reasoned and insightful and can be implemented in a timely manner.

Carol attended the Library Tech Gathering at College Hill Library in Westminster. This is a loose-knit group of mostly Library IT Managers from Front Range Libraries. The topics discussed ranged from Pay-for-Print to video conferencing.

Harmony Remodel

The Systems Team has wrapped up their work on the Harmony Library remodel. Chris Bauman and Lingzhen Zhao have done a wonderful job of configuring and installing all PCs in their new locations. Carol Gyger and Ling are also working with Annie Fox on the plans for remodeling the Library Computer Center. New furniture and more computers are in the near future!

Main Remodel

The Main Library Remodel is chugging along at a fast pace. During the closure for replacement of electrical panels, Carol (with help from Peggy, Chris and Ling) improved the power backup systems in the Library's data center. Carol and Peggy (Chris was on vacation) moved the Circulation Department computers and printers into the new Circulation Workroom and Offices. Of course, everything is on temporary furniture. As soon as permanent furniture is delivered, the Systems Team will happily, and with a sense of relief, move all equipment to their permanent homes. The Children's Area is being prepped for opening, too.

3M Automated Materials Handling System

The Library District is on track to install the system in late March or early April. More updates on this next month.

MAIN LIBRARY HIGHLIGHTS

By Jean Bosch

The remodel of Main Library continued. The transition into our new spaces continues with the addition of furniture, shelving, carpeting, and relocation of materials. We had two weekend closures for the installation of new electrical panels. We were pleased to open up the newly remodeled Children's area on first floor; it is such a large space!

We have had quite a bit of furniture installed in the Adult nonfiction area and the computer lab. Little touches are being added daily as staff work diligently to make our spaces user-friendly and staff-efficient.

Early Literacy Librarian Vicky Hays helped the Outreach Department with their launch of the TALES kits. She produced the Mother Goose Brunch and spoke about Every Child Ready to Read.

Vicky also shared the new Every Child program with parents of preschoolers in two schools in the Thompson School District. In partnership with Poudre School District, Vicky recreated last summer's SRP Early Literacy program of "Songs around Our World". Over 50 preschoolers and their families enjoyed musical instruments from around the world and some of the kids even sang karaoke.

The Main Book Club was hosted at Old Firehouse Bookstore for 18 participants for *Island Beneath the Sea* by Isabel Allende. Council Tree Book Club hosted 37 participants for *Brooklyn* by Colm Toibin.

Librarian Sarah Scobey will be working with CSU professors Bruce Ronda & Ellen Brinks to develop some great programming in conjunction with Librarian Norm Fitzpatrick's "Literature Comes Alive" series this fall. Featured authors for these programs include Edgar Allan Poe, Charles Dickens, and Mary Shelley.

Sarah also consulted with Nancy Fogerty, media relations for the YMCA of Denver, on the development of their author series which utilizes Colorado authors.

Library Assistant Giny McConathy coordinated the sixth season of Story Theatre. It had a successful run of “Sense and Cents Abilities,” a hilarious 40-minute play based on two children’s books. Thirteen Theatre Pals, ages 12-19, put in over 343 volunteer hours, not to mention the many hours volunteered by our wonderful director/writer/costumer, Karen Christophersen. There were three performances, at Harmony and Council Tree Libraries. Total attendance was 160 delighted kids, teens, and grownups.

HARMONY LIBRARY HIGHLIGHTS

Harmony Remodel

Submitted by Ken Draves, project manager

The Harmony remodel project proper is almost complete. The new acoustical clouds that help with noise reduction and sound absorption in Harmony’s busy central core have been installed. We are awaiting completion of some flooring elements, installation of the last of the new lighting, and some final painting and signage.

In addition, Annie Fox, FRCC Campus Librarian, recently applied for and received almost \$50,000 in initiative funds from the College, not originally in our project budget, which allows for new, more space-efficient tables in the computer lab, replacement of our worn interior door locks, a new secure lock on our staff entrance to the building, and replacement of worn entry doors. This additional work is underway and should be completed in March and April.

COUNCIL TREE LIBRARY HIGHLIGHTS

By Currie Meyer

FRV Staff Parking Areas Reassigned Feb 13

At the request of Melissa Moran, Senior General Manager of Front Range Village, employees who work in the complex shall park in newly designated areas, further from the 2733 Council Tree Ave. building. Parking at the complex has been in high demand, and customers have complained. All employees of the library and adjoining retail shops are no longer allowed to use the large lot directly to the south of the library building, and are to park in the lot adjacent to the AMD building, behind the 2720 Council Tree Ave. building (where Hu Hot and Spooners is located) or to the extreme south of the largest lot in front of Target. After dark, security escort is available to staff. Currie has informed all District staff of the changes.

Public Art Repair February 14

At Currie’s and APP / CFC Anne Bossert’s request, “Knowledge Shared” artist Barbara Baer removed and repositioned a piece of the installation after it had come loose from the wall. The character (left), a Chinese character meaning ‘human’ was removed from its spot 1.5’ up from the floor to about 10’ up from the floor. Currie suspected that people may have been stepping on the 10” x 5” piece, loosening it from the wall.



Spring Recreator Signup Feb 16

As we have done since fall of 2009, Council Tree Library hosted the City of Fort Collins Recreation Department’s walk-in registration for their *Recreator* suite of classes and programs.

Currie awoke early to let Brian from Mulberry Pool into CTL at 6:45 am! Registration was from 7:00 am – 12:00 pm. About 20 community members registered at CTL, the only walk-in site on the south east part of town.

Library Journal Webinar Feb 16

Currie attended a free, hour-long webinar, “Building a Library Aware Community” hosted by Library Journal, on February 16 at WHAC. I especially admired the community partnership stories shared by Gary Meek, Director of Calgary Public Library. All the stories (SC - Tony Tallent, Springfield, MA, and Calgary) reflected how these library systems strategically discovered community needs, got themselves truly involved, and came out more visible and valued than ever. For details and archive:

<https://event.on24.com/eventRegistration/EventLobbyServlet?target=registration.jsp&eventid=390658&sessionid=1&key=4F4E58BB336DA9055E07DE74DF2823A0&sourcepage=register>

Dart Delayed To March 19-25

Holly Carroll asked that the Dart week scheduled for February 20-26 be delayed to March 19-25 due to Main Library’s closure on February 25 and 26. Currie coordinates the District’s use of the Dart Reference Tracker three times per year.

Dart Reference Tracker is a free, web-based tool that provides an electronic system for reporting, tracking and analyzing a library’s information transactions. Dart is supported by the Library Research Service, based at the Colorado State Library in Denver. The District used Dart in 2011 and will again in 2012. Public desk and circulation staff is asked to track information transactions using Dart for three weeks during the year, in February, June and September. Total transactions for the year can then be projected using these sample weeks, saving staff the hassle of tracking transactions daily with ‘hashmarks’ on paper. Also, Dart can provide reports based on library location, question type, response time, and content of question. These results may be used to improve efficiency, reveal areas for growth and quantify our value to the community.

HVAC in CTL Children’s Area Reassessed and Repaired Feb 24

Dave Grice and Steve Strickland from the City of Fort Collins Operations Department, met with Currie and Rob at CTL on Feb 24 to re-examine the causes of excessive heat in the children’s area. Temperatures in the area during January and February reached 80 degrees. Although the problem was solved in late January, the solution was actually temporary, and the high heat returned. Upon further investigation in Feb, Dave and Steve found the thermostat in the area was broken, and replaced it. The area is now back to normal and is comfortable to staff and customers alike.