

# **Executive Director's Report**

## **March 2012**

### **ADMINISTRATION**

*By Holly Carroll & Ken Draves*

#### **Main Library Construction and Remodel**

Phase 1 of the project is complete and Phase 2 is underway. Areas constructed in Phase 1 including the new children's and new adult fiction sections are now open. PS Installations assembled new shelving and relocated materials to the new areas. New computer workstations have been received and installed on the second floor. Additional computers will be installed in the next two weeks.

At this point, assuming Phase 2 work and boiler replacement are completed as scheduled, Heath plans to seek a permanent Certificate of Occupancy (CO) in mid-May, approximately a month earlier than originally scheduled.

Finish elements in new areas including wall graphics, end panels, signage, and art glass (in the story time room) are in various stages of review approval, and fabrication and are scheduled for installation in April and early May. Most furnishings for newly opened areas have been installed, including new tables, benches and chairs.

Work is progressing on the final areas to be remodeled on both floors. Demolition is complete, and new walls are under construction.

#### **Landscaping**

Landscaping work within the project's scope is progressing, including grading, drainage, tree (root) protection, bike rack installation, and paving work.

OZ Project architect Kate Fields spoke with City Engineer Helen Migchelbrink last week regarding our sidewalk issue. The City decided previously that we would need to modify our sidewalks at the front street corners of the library to comply with COFC (and I believe ADA) requirements prior to the City granting a Certificate of Occupancy at the conclusion of our project. Kate let Helen know that Heath would be seeking a permanent CO in May and informed her of recent successful fund raising efforts related to landscaping, and our plans to re-construct the corners as part of a larger street frontage and plaza project next fall. According to Kate, Helen agreed with the strategy and is supportive of it. She asked Kate to write a letter describing the situation. Kate had done so, and we are awaiting formal (written) confirmation of approval.

#### **Automated Materials Handler (AMH)**

The 3M Automated Materials Handler (AMH) has been installed and is now operating. IT staff and 3M representatives are testing, adjusting and calibrating the system. As of April 2, the AMH is performing well, and is proving popular with customers, who can now return items and watch the system operate through a window into the circulation work room.

### **Boiler Replacement**

Boiler removal began on April 2. The replacement process for removal, installation and calibration of the new boilers is scheduled to take an estimated 30 days. If the schedule developed by Heath progresses without delay we anticipate a fully functional system by May 2. The water heater will be replaced at the same time.

On April 3, several samples of material from inside and around the boiler, exposed during initial removal efforts earlier in the week, were tested for asbestos. According to Steve Seefeld, all samples tested negative except for one, which appeared to be a single, discreet piece of paper material that may have been missed during earlier removal efforts. That piece has been properly removed and disposed of by Walsh Environmental, and work on the boiler is proceeding.

Main Library will be operating with no heating system unless there is a precipitous drop in temperature, at which point Heath will install a temporary heating system, an option with a fairly significant cost. Temperatures inside the library will be cooler than normal in the morning and when it is chilly outdoors and warmer in the library when it is warmer outdoors. We will not have any hot water for hand washing, dishwashing, etc. There will be cold water for washing and rinsing. There will be hand sanitizers for staff and public areas and sanitizing wipes in the break room and staff work areas.

On April 11 we are currently scheduled to have a large construction crane on the northeast side of the Library (right outside the new story time room) for the removal of the old boiler and installation of the new boiler into the penthouse on the roof.

### **Harmony Remodel**

The project is very close to completion. The punch list walk took place on April 3. Pending items include signage, which should be forthcoming within the next two weeks, cleaning of the new rubber flooring, small areas of baseboard installation, and some touch up painting. The installation of the rubber flooring is now complete and looks great.

### **Webster House**

A new exterior sign at Webster House has been installed.

### **Elks Trust donation to Library District/Trust fundraising**

I continue to work with the Downtown Development Authority, landscape architect, Linda Ripley and the Poudre River Library Trust to determine how the Elks' contribution can best be utilized, with funds to complete the entry plaza and an opportunity for the Elks to volunteer time and talent to some of the other components of the master landscape plan. Linda Ripley and I will make a presentation to the DDA at the April 12 meeting. As fiscal agent of the Elks Trust, the DDA wants to be certain that the use of funds is feasible.

### **CAL Lobby Day**

On Thursday, March 29, Robin Gard and Ken Draves joined library staff and advocates from across the state at the capitol in Denver to meet with area legislators and discuss current District initiatives and recent accomplishments as well as the enduring value of public libraries. They met on the House floor with Representatives Fischer and Kefalas, and visited the offices of Senators Bacon and Lundberg and Representative Nikkel.

### **National Library Legislative Day (NLLD)**

I will be attending this event on April 23<sup>rd</sup> and 24<sup>th</sup> again this year and am serving as the state's coordinator. There are ten of us in the delegation this year, representing all seven congressional districts. We represent trustees, and school, public and academic libraries. The issue of great concern this year is copyright and how to protect free access to information as it concerns electronic publishing (eBooks) and congressional research. The recent Federal Communications Commission ruling on net-neutrality as it applies to the Intranet passed congressional review earlier this year. The concern now is to achieve net-neutrality protection for wireless networks. Federal funding for Libraries through the Institute of Museum and Library Services (IMLS) has seen decreases the past several years and NLLD provides an opportunity for librarians and trustees to explain how such funding is used at the state and local levels to improve library service and to provide for innovative practices.

### **Pending Revisions to District Facilities Policies**

At the March meeting, Trustees and staff discussed potential changes to the District's facilities policies. As there has not been opportunity for adequate legal review of changes proposed last month, the issue will not be taken up at this month's meeting. We anticipate discussion of this issue at the May meeting.

## **COLLECTION MANAGEMENT**

*By Tova Aragon*

Overdrive has finally launched their Support Service and we have subscribed. Staff from all buildings and departments has been doing a wonderful job of helping patrons in person and over the phone download materials. The eMedia Support team of Tova, Sylvia, Kristen and Nicole have been fielding more in-depth calls and emails. Kristen has been hosting classes. All this will continue. The Overdrive Support Service will add another layer of support for our patrons. It will also reduce the response time on those issues that only Overdrive can solve. Staff and patrons had to use the eMedia Support team as a go between. Now, they can contact Overdrive directly. This is what Overdrive's Front Line Support includes:

- Access to the OverDrive Front Line Tech Support team 24x7x365 via web form and email.
- Response time via email expected within 8 business hours of receipt, or within 24 hours if received outside of business hours (8:30 am – 5:30 pm ET Monday-Friday, excluding major holidays).
- Professionally trained specialists provide support for OverDrive technology-related issues only.
- Self-service support is also available to users 24x7x365 through extensive and user-friendly FAQ and other written help that is accessible through the library's OverDrive-powered website.

Peggy reworked the webpages so that staff and patrons will have easy access to the Overdrive support web form. You can see the new links on the Downloadable Library page in the middle under **eMedia**

### **Questions or Problems?**

<http://www.poudrelibraries.org/catalog/download.html>

Much excitement met the announcement that Overdrive had come to an agreement with Pottermore to lend the electronic versions of the Harry Potter books. The agreement allows for the library to license a copy for 5 years. At 3 weeks a circulation, each book can be used 86 times. This is a much better

agreement than other publishers. Harper Collins allows for only 26 uses and Random House has tripled the cost of their eBooks.

Collections staff has started to order and process a small 'Main grand opening' collection. These items will be new copies of popular titles and subjects that will be made available at the grand opening celebration.

## **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, almost done!
- Finished 2011 Annual Report
- Working with Library Trust on fundraising
- Finalizing work on 2012 Summer Reading, printed materials, advertising, giveaways and web pages
- Coordinating with Main Remodel team on continuing information for staff and public
- Working on naming procedure for Main Library
- Attended webinar on "Social Media for Non-Profits"
- Digi Bookmobile Promotion – May 19<sup>th</sup>, Council Tree Library
- Beginning work on Main grand re-opening

## **OUTREACH SERVICES**

*By Irene Romsa*

### **School Readiness & Early Literacy**

March 2, was National Education Association's Read Across America Day. NEA's Read Across America is an annual reading motivation and awareness program that calls for every child in every community to celebrate reading on the birthday of beloved children's author Dr. Seuss.

The Outreach Department was happy to celebrate this day at Putnam Elementary. In the morning, Outreach Staff, along with staff from other departments, stopped by Putnam to read with children in grades kindergarten through 2<sup>nd</sup> grade. In the afternoon library assistant, Cydney Clink and Annie the Railroad Dog shared a storytime with Title 1 students in kindergarten and first grade.

In March, we totaled 27 literacy events which included demonstrations to In-Home Child Care Providers and PSD's ESL adult groups, in addition to the daycares and schools visited on a monthly basis. This month, 400 children, 8 teens, and 85 adults were reached through our literacy programs.

On Thursday, March 22, Library Assistant Cydney Clink visited the Fort Collins Partners in Child Care to talk about up-coming events related to the One Book 4 Colorado campaign and to share information about and answer questions related to TALES Kits.

## Digital Literacy

Thirteen computer classes were provided through the BTOP grant, reaching a total of 55 people this month. In addition, we logged over 275 open-access sessions; most of them through the three after school programs that these computers support. The Library's Public Computer Center program has 20 offsite computers and a mobile computer lab with 6 laptops and mobile hotspot.

## Volunteers



On Thursday, March 29<sup>th</sup> three of our outstanding teen volunteers received the Cesar Chavez Award at CSU's Ballroom. Out of all the PSD students and groups nominated, only 11 received an award – and our Library nominated 3 of the 11 recipients! Storyteller Ludy Rueda works closely with these youth on a weekly basis, providing them meaningful opportunities to become involved with the promotion of literacy.

## Community Engagement



- The Poudre River Public Library District Book Cart Drill Team was joined by our three library mascots and several volunteers for the Lucky Joe's St. Patrick's Day Parade. With wonderfully entertaining choreography, an impressive pot of gold and golden book carts the District's entry took first place! This was an excellent opportunity to show the Library as an active player in the community, and many kids (and adults) who saw us thought their library was "cool!"
- Irene Romsa was the guest speaker at this month's citizen meeting at Buckeye's Community Building. These gatherings are hosted and organized by the Board of County Commissioners; and they have asked the Library District to attend their citizen meetings in March and April to share about the new Outreach services available to the outlying communities. Twenty three people, in addition to Commissioner Gaiter, were in attendance at the Buckeye meeting.

## SYSTEMS ADMINISTRATION (SA)

*By Carol Gyger*

### Busy month

It's starting to sound like a broken record - The Systems Team was quite busy in <fill in month here>. But honestly every month is full of exciting news and I believe our entire library staff broke records in March. We moved, closed, opened, set up, served and installed people, places and things.

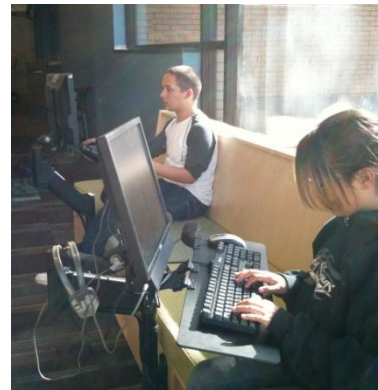
### Harmony

The final touches are final on the Harmony Remodel – Chris Bauman, thank you! Ling Zhao finished up last year's computer "refresh" which was on hiatus during the remodel. Next stop – Harmony Lab remodel and computer refresh. More news next month.

### Main Remodel

Highlights include:

- **Awesome new Children's Area** – Banquette area (pronounced bank-ette) – 4 new internet computers especially friendly to families wanting to sit together and search the internet or watch and listen to videos. Two self-check stations, plenty of lookup stations, AWE stations, too.



- **New internet furniture upstairs** – Check out the new furniture upstairs for all the internet computers. What an improvement! And in April we'll be adding 11 more internet computers in this area. We are ready as soon as the power and data is ready.



- **Public Service Staff Workroom** – SA staff moved all computers in record time from the old area to the new area.



### **3M Automated Materials Handling System**

The Automated Materials Handling system is up and running at Main Library! Everyone, both staff and public, are embracing it whole-heartedly.

Installation: March 28 – 30

Configuration: March 30 – April 3

**All systems go: April 3**

The Systems Team has a million thank yous for everyone involved in making this a reality. From Emilio, an hourly circulation staff member who has declared his new favorite thing is Rosie (AMH), to the Board of Trustees who unanimously supported this project.

Jean Bosch, Kim Doran, Paula Watson-Lakamp, Holly Carroll, Ken Draves, the entire LLT, all the SA folks, every single circ staff member, ... I'm sure I've left out some people! Mark Olson for getting that hole cut in the concrete wall! The list goes on and on.

Come and see the new system in action. You need to see it to fully appreciate it.



### **MAIN LIBRARY HIGHLIGHTS**

*By Jean Bosch*

The remodel of Main Library continued with the installations of shelving and furniture. There were also systematic moves into the new Children's area and Adult Fiction areas, both now located on 1<sup>st</sup> floor. Staff and subcontractors did a great job of moving a large amount of books, furniture, computers, and supplies while maintaining excellent, cheerful service to our patrons. Patrons are a little disoriented with all of the changes and moves, but they are generally really excited and positive about the changes they've seen so far!

The Circulation staff has also continued to acclimate to the new Check-in Room which has a recent addition – the Automated Materials Handling (AMH) unit! Considering her a new member of our team, we have given her a persona and a name – Rosie - to make the machine less industrial and more people-friendly. Rosie's persona is taken from World War II's cultural icon, Rosie the Riveter – like the rest of the Poudre River Public Library District staff, "We can do it!" pitching in with our sleeves rolled up and taking on challenges! We are in process of testing prior to rolling the AMH's services out to the public.

The Reference/Reader's Advisory staff serving children, teen, and adults also relocated from their workroom to the newly created workroom on 2nd floor. The former Children's, Adult Fiction, Teen, and Reference Workroom were closed off to the staff and public as the subcontractors took over these areas for demolition and construction. The boiler system and water heater are also being replaced, so the temperature inside the building is fluctuating even more than usual.

Children's staff is very excited to have completed the last storytimes offsite at Northside Aztlan Community Center as the remodeled Storytime Room is now ready for us to use. While we enjoyed having the capability to continue offering storytimes to the public, we will not miss having to carry all of our materials back and forth!

Early Literacy Librarian Vicky Hays spoke briefly at the Larimer County Commissioners meeting where she accepted a proclamation on the Month of the Young Child (April).

Librarian Amy Holzworth gave a presentation about the library district's services to the Fort Collins chapter of the National Active and Retired Federal Employees (NARFE). There were 67 attendees who have primarily worked as scientists and administrators within the U.S. Forest Service, EPA, Fish and Wildlife Service, and U.S. Department of Agriculture.

Public Services Librarian Nicole Burchfield created displays and a contest to enhance and capitalize upon the popularity of "The Hunger Games" books and movie. The displays generated a lot of interest in reading the books and fans of the series were grateful for the activities.

Several Main Library staff actively serve on the Programming Team. They have been busy building excitement and enthusiasm for the upcoming Flash Reading Mob to be held on April 12 at noon in Old Town Square. Several local authors, the Northern Colorado Writers group, library and literary mascots, downtown businesses, community agencies, and anyone interested in dropping what they are doing to come and read for 15 minutes are welcome to come!

Teen Services Librarians Sue-Ellen Jones and Diane Tuccillo took ten teenage patrons to the *Taking Teens to Literature* conference in Denver.

## **HARMONY LIBRARY HIGHLIGHTS**

*By Ken Draves, project manager*

I previously announced that Anne Macdonald, our Business Librarian, was awarded the 2012 RUSA BRASS Morningstar Public Librarian Support Award, an award given annually that includes a \$1,000 travel stipend to attend the American Library Association conference this summer. We have known of the award for a number of weeks, but the press release just came out this week.

### **Teen Services**

Diane Tuccillo and Sue-Ellen Jones, our Teen Services Librarians, travelled with a group of enthusiastic teens to the Colorado Teen Literature Conference in Denver last weekend. The teens had a great time discussing literature, listening to authors, and interacting with teens from across the state. The Teen Poetry Slam, another literature based event in celebration of National Poetry Month, is scheduled for April 14.



## **COUNCIL TREE LIBRARY HIGHLIGHTS**

*By Currie Meyer*

### **Currie Met With Her Direct Reports - Annual Performance Objectives, March 2-21**

All classified Library District employees are required to determine performance objectives every year. These objectives, as suggested by City HR, should be specific and results-oriented, measured, achievable, relevant and time-bound, or SMART. Once objectives are discussed and approved with supervisors, the employee tracks them electronically through the Talent/Reward performance management system. Several staff members are already making progress on their 2012 objectives, and a few staff members had all but completed one objective.

### **Currie Attended Public Library Association's Bi-Annual Conference, March 13 – 17**

Please let Cynthia know if you would like to see her report.

### **Dart Week**

Currie coordinates the District's use of the Dart Reference Tracker three times per year. Our first "Dart Week" of 2012 was March 19-25. Close to 100 staff members are asked to use Dart three select weeks per year. Staff members use Dart to electronically track information regarding every question they answer for library customers. Information is gathered using a web-based form, that includes question type (e.g. informational, readers' advisory, directional, procedural), location in the library where the customer asked (e.g. desk, roving, or phone), and duration of time to answer the question.

During the March 2012 Dart week, staff from all three libraries including the Answer Center answered 5,174 questions posed by customers. Of those questions, 37% were categorized as procedural, 29% were reference, 18% were directional, 9% were technology (excluding eMedia), and 6% were 'other' and 2% were e-media. Complete reports available upon request through Holly.

### **Lynda Dickson and Ludy Rueda Trained CTL Staff on the Language Line**

Lynda visited the CTL classified staff meeting on March 21 to explain and demonstrate the features of the District's newly adopted language translation phone service. The language line, introduced to the District by Irene Romsa, provides staff a fluent translator over the phone to help library customers. Although used primarily for Spanish-speaking customers, the LL also provides translation from Hindi, Korean, Russian, Punjabi, and dozens of other languages. The District is charged per call for the service. The Answer Center has been using the service successfully since January.

### **Millie Kridler Provides Tours of CTL to St. Luke's Preschool**

Millie guided two groups of three- and four-year old children and their teachers around the library on March 28, showing them all around the stacks, meeting rooms and fireplace area. The children enjoyed extra time exploring the Play and Learn interactive. Millie also shared a private storytime with each group.