

# Executive Director's Report

## April 2013

### ADMINISTRATION

*By Ken Draves*

#### Library Park Landscape Update

Improvements to the Library Park streetscape and entry plaza began on April 29, after a weather delay of one week. While additional snow last week slowed initial work by Hoff Construction, at this point we anticipate that the project will remain on schedule. The initial phase of the project, the entry plaza and streetscape, should be completed by early June, as should the project elements funded by the Elks and completed by volunteers, the story time tree and the outdoor chessboard. Initial volunteer work on these two projects was postponed from May 4 to May 11.

The current phase of the project will necessitate closure of the public entrance of the Old Town Library for a period of one or two up to several days. Plans are in place to accommodate the public and provide safe and convenient access during the period of the entryway closure. The emergency exit located to the south of the main entrance will provide access during this time.

The next phase of the project, including safety, accessibility, seating, lighting and aesthetic improvements to the diagonal walkway through the park and the creation of “Annie’s Walk”, is in design phase, with near term plans for completion of construction documents followed by plans to solicit public bids in the next several weeks. Current plans include bidding an outdoor performance stage (initially termed an amphitheater in earlier plans) as an alternate should funding allow for its construction. Work on this next, and final, phase is scheduled to commence after New West Fest in August.

April was a busy month for programming. On April 16, B.A. Shapiro spoke to a large crowd on a snowy evening about her novel *The Art Forger*. The well attended event appeared to be enjoyed by all, and continued the successful partnership between the Poudre River Friends of the Library and Friends of CSU Libraries.

On April 24 the Old Town Library hosted a fun and successful Battle of the Bards poetry reading program. We had 135 people in attendance, and all of the 20 adult and teen finalists were there to read their poems but one (Diane Tuccillo read her poem for her), plus most of our judges and honorable mentions, who were also honored. Trustee Liggett provided much appreciated assistance at the event and helped deliver awards to participants.

In April District staff discussed workers’ compensation processes and procedures with Mountain States Employers Council (MSEC), City of Fort Collins Risk Management staff, and our current workers compensation carrier through the Colorado Special Districts Association, CTSI. Conversations are ongoing and we have workers’ compensation training scheduled for managers and supervisors in June.

## ANSWER CENTER

*By Lynda Dickson*

Well 2013 is off to a quick start and the AC is right there keeping up! We started the year migrating all of the “outside” meeting reservations and programming events from the old reservation system used by the City (EMS) to the new Room/Event Registration program, Evanced. Everything that had been entered into EMS was migrated by AC staff and then double checked by Lynda and Sam Alvarez. Once the migration was complete the AC focused on the Room Reservation side of things and all of the Events are now scheduled by programmers. The new program offers online registration so staff has been busy teaching patrons how to use this function. We have heard lots of positive comments from patrons on the ease of the online reservation feature. This does not necessarily mean the AC is getting any fewer calls to reserve rooms☺

Shortly after we were up and running on the Room Reservation program, along came DART. This was the 3<sup>rd</sup> time the AC participated in DART and we wanted to make sure we captured as much of a picture of work in the department as possible. After looking over the DART form we created a form for the AC that would count things like the number of notices printed, the number of bounced emails and returned mailers, the number of calls transferred out of the AC that could not be counted by us in DART and the number of “non-transactional calls” (hang-ups, pocket dials & telemarketers) received at the Answer Center. The primary reason for tracking the transferred and “non-transactional calls” was to have some accountability for the difference in calls recorded coming into the AC and the transactions recorded in DART. The week was very interesting to look at by the numbers. 334 hard copy mailers were printed; 56 bad mailers & bounced emails were processed; 27 “non-transactional” calls were received and 70 calls were transferred to other libraries. Once totaled figures showed the AC received 676 calls the week of DART for an average of 96.6 calls a day.

Speaking of stats, we have not received our monthly stats from the City’s IT department for several months. Kathy H., our “go to” person for these things, informed me that she is having difficulty with her databases and pulling reports from them. She is hopeful that no information has been lost and will get the information to us as soon as it is available. In the meantime limited stats are available through Triple I’s Management Reports. Year-to-date, according to these reports, we have done 5,553 renewals, which is a 34% increase over last year’s 4,105! The report also shows that so far this year we have placed approximately 800 holds. This is new information we are able to get thanks to Victor Z. changing some setting for us that allows us to see the holds placed from the website by the Answer Center. Lynda D. and Gabe Johnson, the areas stats keeper, are excited to have this information as it continues to paint a more complete picture of activity at the Answer Center.

During the first quarter we also trained two new subs for the Answer Center: Bonnie Nichols and Natalie Hammang. Both came to us by recommendation from the Circ Supervisors and both caught on quickly to AC processes. The next step will be for all of our subs to train on the Room Reservation program.

Along with the normal day-to-day “stuff” some new tasks have come to the AC this first quarter. In March, Lynda started processing payments coming into the District via the US mail. This allows processing of Collections payments at least a day quicker than done previously when payments were sent from Webster House to the Old Town Library for processing. The entire department took the District’s offered Excel classes via Tech-ala-cart; not only did we learn about Excel we also got to see how the remote training lab worked so that we can better explain it to or offer it to patrons. Sam and

Amanda have signed up and will be taking City offered classes to provide additional customer service training to enhance what is already provided at the AC. Gabe is our representative to Tech Heads and will be working with Kristen to learn about and then instruct on the wide variety of eReaders currently available to our patrons. Sam has put together a “no” log for the AC to use in an effort to see where the road blocks are when the AC has to tell a patron “no we can’t help with or do that”. The “big” thing we are all looking at and getting excited about is SIERRA.

## **COLLECTION MANAGEMENT**

*By Tova Aragon*

Starting May 1<sup>st</sup>, there will be a different language learning database for our patrons to use. After studying three options for language learning databases (Transparent Languages, Mango, Pronunciator), the Collection Advisory Team choose Pronunciator to replace Transparent Languages.

[http://learning.pronunciator.com/getstarted.php?library\\_id=7906](http://learning.pronunciator.com/getstarted.php?library_id=7906)

Pronunciator has 3,750 available courses. Users can learn 75 languages in any of 50 languages. For example, a Spanish speaker can learn Chinese in a Spanish context, without having to go through English.

Pronunciator features a building-block learning approach, which meets the needs of both beginners and advanced learners. And, with an entire level of phrases for tourists and travelers, and 2,000 downloadable phrasebooks, Pronunciator provides the essentials for those going abroad.

Each Pronunciator course has up to 10,000 exercises and 2,500 quizzes, which means both rich content and ample opportunity to track and measure progress. In addition, up to 350 hours of downloadable audio lessons are available for each course.

With a combination of proven "old school" learning methods (e.g. verb conjugation, vocabulary-building, audio lessons) and cutting-edge interactive methods (e.g. pronunciation analysis, virtual conversations, virtual coaching.), Pronunciator applies best practices to ensure an engaging, effective learning experience for each user, regardless of age or level.

With the money we saved changing to Pronunciator, we will be adding a new database – Indieflix. Indieflix is an online streaming service that offers access to independent films, shorts, and documentaries to library cardholders on computers, Android and iOS tablets and mobile devices and Roku. It provides unlimited, simultaneous access to films screened at more than 2,000 film festivals worldwide. The content is exclusive to Indieflix.

The database will go live for patrons mid-May but you can get a sneak peak at <https://www.rbdigital.com/poudriverco/indieflix>. If you have a Zinio account, you can use the same log on and password information or set up a new account to access Indieflix.

## **COMMUNICATIONS OFFICE**

*By Paula Watson-Lakamp*

- Completed monthly/weekly goals of Communication Plan.
- Organizing, managing and supervising all graphic design work for the District.
- Co-facilitator of the Programming Team
- Working with SA to roll out new services
- Working with OrangeBoy for cluster updates and getting ready for new dashboard system.
- Finalizing Summer Reading Graphics and promotions
- Working on new social media promotions and platforms
- Laying out plans for 2013 marketing promotions
- Working with local bookstores on “Book Festival” in June
- Rolled out new library blog – “The River’s Mouth” , updating
- Scrambled with media announcements about snow closures!
- Attended *Coloradoan* Media Group Seminar and Northern Colorado Public Communicator Group
- Working with CSU Morgan Library on new library card promotions
- Attended Webinars “Blog Content Creation,” “Feedback and Fine Tuning Facebook Engagement”, “Taming Your Communications Calendar”.

## **OUTREACH SERVICES**

*Submitted by Johanna Ulloa*

### **OUTREACH SERVICES**

The new Outreach Manager, Johanna Ulloa, began working with us on April 8<sup>th</sup>. As previously mentioned in the last month’s report, she came to us after a celebrated career working for the Department of Human Services. So far she has met with several community leaders and organizations like the Asian/Pacific American Cultural Center at CSU, Marilyn Thayer and CORE, Dr. Archer at Salud, Margarita Hernandez from Community Life Center, El Centro, and El Nidito.

### **OUTREACH’S CORE**

In order to have a description of the Outreach Department that better reflects the mission, vision, and culture of our libraries and community, the Outreach Department is developing a survey to gather feedback from the staff and Board of Trustees regarding their views and ideas. The intention is to send an invitation to all staff asking them to participate in the survey, the invitation will be sent by the beginning of June.

Interviews for the new library assistant (10 hours) will be held May 3 & 6. Hopefully we will have a new computer instructor on board by the end of the month.

### **PARTICIPATION IN EDUCATIONAL SERVICES**

On April 16, Johanna participated in the webinar from Broadband Technologies Opportunity Program (BTOP) regarding the reports from their grantees. Participants from across Colorado discussed the report from BTOP and compared them to their programs. Across the board the need to continue providing services to seniors, specifically in the area of social communication like Facebook, Skype, and email, was identified by participants. A lot of information regarding the sites and the users for the computer classes

was shared, and the implications from findings were analyzed and shared. All the pertinent information for the makeup of our community will be used in the near future for the implementation of our own digital classes.

On April 10<sup>th</sup>, Johanna participated in the webinar from (ASCLA) showing different ideas and actionable steps to connect with Latino communities in different libraries in the country. It was a great time to share ideas, activities that have been successful in other libraries, and to network with other outreach departments.

On April 23, Library Assistant Cydney Clink attended the Family Leadership Training Institute Community Forum. During this forum, program administrators, program alumni, and community partners discussed program evaluation results, themes from key stakeholder interviews, and brainstormed steps for supporting program developers, program attendees, and program alumni as the program moves forward. It was a wonderful time to learn more about this is powerful community initiative which is a public-private partnership that works with local communities to provide parents/youth/communities with the knowledge, skills and tools for civic engagement.

### **PARTNERSHIPS IN THE MAKING**

Denver Museum of Nature & Science is starting a network called Comunidad. The aim is to engage Cultural Institutions around the state to share resources, ideas, and to create actionable steps to increase visibility, familiarity, and support institutions to become part of the community of Latinos in Colorado. The first meeting will be held at the Museum and our Outreach Manager was invited to attend, and will be there!

Community Life Center is a project from the Mathews House located in northwest Fort Collins. Their main idea is to provide services to underserved and underrepresented families in that area. The Outreach Department met with their staff and they identified the need for services to monolingual Spanish speakers in their area as well as family activities. The Outreach Department will begin this collaboration by offering Story Time for monolingual Spanish speaking families. After assessing the outcome of this first activity the implementation of concurrent activities –computer classes and story time- will be assessed.

### **IMAGINANTES**

Lights! Camera! Action! A lot of activity behind the curtains happened on this project. We finalized the schedule for the program, secured locations, facilitators, and sites. It has been a team effort and everyone on the Outreach team has worked tirelessly on this project. Ludy has been working extra hard on the logistical aspects to have a flawless Imaginantes program this year. We are very excited to announce that Denver Museum of Nature & Science donated free admissions tickets for the youth and also reduced the cost of IMAX tickets to \$5!

We are also solidifying the main ideas for the closing ceremony. This year we will host a gala for the kids with different awards under categories such as best documentary questions, best team effort, etc. The Board of Trustees will be invited to this wonderful event.

Lastly, we are applying to participate in the 13<sup>th</sup> Annual Diversity Symposium. The 2013 Diversity symposium will be held Sept 17-19 at Colorado State University and the theme this year is “Experience and Understanding Diversity through Culture and the Arts”. Johanna Ulloa, Marilyn Thayer, and Maura Velasquez are submitting the proposal on May 3, 2013. Stay tuned!

## **FAMILY AND LITERACY**

As was briefly mentioned in last month's director's report, the Outreach Services Department has received a Summer Literacy Mini-Grant from the United Way. This grant will be used to purchase iPad minis that will be used to engage children and parents in digital storytimes. The purpose of these storytimes will focus not only in educating parents about the importance of early literacy, but will also address the need for parents to be well-versed in digital literacy—the ability to find, evaluate, understand, create, and use information in multiple formats from a wide range of digital sources—so that they may assist their children in navigating the increasingly digital world. During this digital storytime pilot program, seven outreach storytime locations will receive three digital storytimes over the summer months. Following the pilot, Outreach Department staff will evaluate the program and make recommendations for the future. Stay tuned for updates regarding this program in the months to come!

## **Volunteer Engagement**

April means getting set up for all those Summer Reading Program (SRP) volunteer shifts! There has been communication back-and-forth with SRP staff regarding what shifts they want covered how many volunteers will be needed, and contacting past volunteers about taking shifts this summer. Barbara Crandall has also been getting these volunteer opportunities out to local and national (VolunteerMatch) venues. Several volunteers have been placed and several of our court-ordered volunteers have completed their service and have been signed off by Barbara. Barbara obtained four volunteers for Vicky Hays' book-stickering project for her One Book 4 Colorado "Tour de Four" event for four-year-olds. Cold lemonade, iced tea, and cookies were provided for the volunteers working in the very warm Story Time room at Old Town Library. Books-by-Mail for homebound customers has been working with no hitches—YAHOO! Barbara is finding that keeping in contact by telephone is reassuring for both customers and herself and that, YES, the blue and green envelopes of books are getting to where they are supposed to, AND coming BACK! Study for the certification for volunteer administration continues.

## **SYSTEMS ADMINISTRATION (SA)**

*By Carol Gyger*

Highlights of current projects:

**Upgrading Millennium to Sierra** – Millennium is the Library District's Integrated Library System that runs circulation, selfcheck, cataloging, acquisitions, and other systems directly related to the bibliographic database. That's a mouthful! Well, that system is being upgraded on May 22<sup>nd</sup> to a system called Sierra. While there won't be any noticeable changes on the public side, the staff will get a new "look and feel" to their staff interface and a few new features. The biggest change is in the underlying database structure which is modern and more accessible to the geeks on our staff. It's like updating your house from old knob and tube wiring with a fuse box to Romex and a breaker box. Victor Zuniga along with others on the Systems Team and a great group of staff members on the Sierra Team have been busy preparing for this upgrade.

**Discover** – Victor Zuniga and Carol Gyger from Systems are continuing to work with the product vendor to fix a couple of significant bugs before the "go live" date with the new catalog. To get a sneak peak at the catalog go to <http://discover.poudrelibraries.org>.

**Windows 7 Upgrades continue** - Lingzhen Zhao and Chris Bauman from Systems continue to upgrade PCs to Windows 7 operating system and configure according to the needs of each staff member. This project will continue through the spring and summer.

**IUG Conference** – Peggy Shaughnessy and Victor Zuniga attended the Innovative Users Group Conference in April. This conference is a learning, teaching, sharing, networking conference of Innovative product users from across the US and around the world. (Innovative products include our Integrated Library System – Millennium, Sierra, Discover, selfchecks, etc.) Their presentations:

➤ **Encore: Extending the possibilities** - Victor Zuniga

The presentation will cover the strategic adoption of the Encore discovery layer at the Poudre River Public Library. It will illustrate the implementation for staff, training, installation and insights on the overall process. In addition, we'll go over some options to customize and extend the functionality of your Encore catalog to enhance the patron's experience.

➤ **Public Libraries Forum** - Victor Zuniga

Co-presenters: Phil Shirley, Cuyahoga Falls Library and John McCullough, Vice President of Product Development

Gather with colleagues to discuss aspects of using Innovative products in your academic library environment. Main topics during the talk included:

Maker's Space  
RDA  
Automatic Renewals  
Use of mobile devices within staff workflow  
Decision Center  
Sierra

➤ **Mobile Magic: Re-Purposing Kids Online** - Peggy Shaughnessy

Not all libraries have extra money in the budget for a mobile catalog. Users get frustrated with Boopsie and other apps. They dislike the fact that the apps don't work with all mobile devices and that they lacked real-time search integration.

One creative solution we tried was to convert an unused Kids Online product into a lightweight, user-friendly HTML5 mobile catalog. Guess what? It works! Come see how we did it!

## **OLD TOWN LIBRARY HIGHLIGHTS**

*By Jean Bosch*

### **Library Park Update**

The start of phase 1 of the landscape construction project in Library Park had to be delayed for one week due to inclement weather. The construction crews set up the staging area and started demolishing some sidewalks on April 29.

Library Park did enjoy some special visitors during the month – a mountain bluebird was sighted which attracted many birdwatchers as this species is not usually seen at this elevation.



### **Events and Programs**

On April 24, Librarian Melissa Beavers hosted 135 poetry enthusiasts for the Library District's Battle of the Bards. The event featured ten teen finalists and ten adult finalists chosen from 135 entries in our first poetry contest. Each poet read their poem and received certificates recognizing their contributions. This program was a partnership with Colorado State University, Front Range Community College, and Poudre School District.



The event was simply electric with audience members of all ages in attendance with some there to support their friends and family members who were finalists, but others were there simply for the love of poetry. It was the kind of program that had people laughing, crying, hugging, and taking pictures with new acquaintances. The feedback was tremendous and many hope that this program will continue to grow in the future.



Teen Services Librarians Sue-Ellen Jones and Diane Tuccillo took ten teens to the 25th annual Colorado Teen Literature Conference in Denver on April 27. Several teens from our IRS group did an afternoon presentation with author Patrick Jones about their involvement as editors on Patrick's new book, *Cassandra's Turn*.

Sue-Ellen hosted Patrick Jones and his teen editors for a question-and-answer session on Sunday, April 7 at Old Town Library.

Sue-Ellen also did six book talk presentations to 136 sixth graders at Wellington Middle School.

### **Tours and Visits**

A group of eight from the Fort Collins Senior Center came for a technology tour of the Old Town Library on Monday, April 22. Library Assistant Sylvia Garcia demonstrated the Smart Board, the technology available in the Collaboration Room, the Assistive Technology station, and the copy/fax/print stations by the second floor computer lab. As they visited each area, they enthusiastically shared how they might use similar technologies at their facility.

### **Continuing Education**

Early Literacy Librarian Vicky Hays has become a new member of the Tech Heads - a group of library staff members who help other library staff learn about e-readers and are the go-to people in each building for eMedia-related queries.

Vicky also presented three brown bag lunch sessions for library staff on using iPad apps with preschoolers.

Sue-Ellen did a presentation on AskColorado and BrainFuse at the All-Staff meeting on Tuesday, April 30.

### **Community Outreach/Embedded Staff**

Vicky actively participated on the CALCON13 Selection Committee to help choose sessions for the Colorado Association of Libraries annual conference this fall.

Sue-Ellen did a PowerPoint presentation on trends at the Poudre River Public Library District for twenty-seven attendees at the Faith Libraries of Northern Colorado Annual Workshop at the Old Town Libraries on April 20.

Public Services Librarian Nicole Burchfield presented the Tween Programs Extravaganza! workshop at the Paralibrarian Division Workshop (a division of CAL) in Denver and the CLiC (Colorado Libraries in Consortium) Spring Workshop in Pueblo.

Librarian Amy Holzworth represented the Library District and the library profession for the attendees at the 2013 Career Xpo at Rocky Mountain High School on Tuesday, April 23. She encouraged students to explore work in the library and information field as a career.

### **Circulation Services**

Circulation staff started the process of becoming familiar with Sierra which will go live on May 22.

Our work study students, who assist with a great deal of shelving and other projects, will be leaving in a few weeks and will not return until fall semester.

## **HARMONY LIBRARY HIGHLIGHTS**

*By Ken Draves*

We have a couple of significant staffing changes to note. First, Neal Schlein, a Harmony Library Assistant for the past three years, has resigned his position and is relocating with his family to Tucson. We wish Neal all the best in his future endeavors.

Laurel Castellana will begin as a Library Assistant at Harmony in late May. Laurel comes to us from Council Tree, where she has worked since CT first opened. We welcome Laurel and are excited to have her join our team.

### **Teen Services**

Updates from Diane Tuccillo:

- Battle of the Bards on April 24<sup>th</sup>. Big success!
- Sue-Ellen and I took 10 IRS teens to the Colorado Teen Literature Conference on April 6th.. A group of our IRS teens served on a panel presentation with well-known author Patrick Jones and editors from The Grumpy Dragon Press to discuss The Cassandra Project, where the teens edited Patrick Jones' new book.
- Patrick Jones spoke at the Old Town Library on April 7th. One of the teens filmed the event for a Bookends show, which gives the program a wider audience.
- There was an IRS meeting on April 27th with 20 teens attending.
- IRS filmed one more author interview show with Victoria Hanley during April. That should be released soon.

### **Digital Literacy and Learning activities**

Kristen Draper, Digital Literacy Librarian, shares the following list of April activities:

- Attended the CLiC Conference in Pueblo
- Visited CSU to talk about Overdrive and how to use it with various devices
- Tech guides meeting - getting iPads/tablets for the "Tech Heads" to use and teach
- Taught kindles, Nooks and ipad classes to public
- Updated staff on Overdrive at the all staff meeting

### **Programming and services to area schools and homeschoolers**

- Programming Team presented 2<sup>nd</sup> Flash Mob at Old Town Square, Approximately 350 in attendance. Many local mascots. – April 12

#### **PSD Outreach**

- Jennifer Zachman presented book talks at Traut Elementary for 75 fifth grade students – April 5

#### **Summer Reading—from Jennifer**

- Proofed SRP materials for print with Paula
- SRP web updates with Peggy
- Training for SRP school visit presentations – April 22
- Programming Team SRP teaser presentation at All Staff Meeting – April 30

### **Continuing Education**

- Molly Thompson and Elaine Burritt (co-facilitators of Learning Organization Team) met with Cynthia Langren and Zoe Bartzen on April 19 to review recommendations for our next Staff Day. Zoe and Cynthia have volunteered to assume lead responsibility for planning SD this time, with our guidance and support.
- April Harmony Staff Meeting – Elaine reviewed Ebsco Legal Information Reference Center based on a webinar I had attended; presented search examples and handout to staff.
- Jennifer Zachman attended Brown Bag session on preschool apps – April 2
- Co-facilitator meeting – April 16

### **Other Activities**

- Jennifer coordinated and participated in interview process for halftime library assistant position at Harmony.
- Children's area refresh at Harmony. New chairs for countertop arriving soon. Working on estimate for additional children's seating.

## **COUNCIL TREE LIBRARY HIGHLIGHTS**

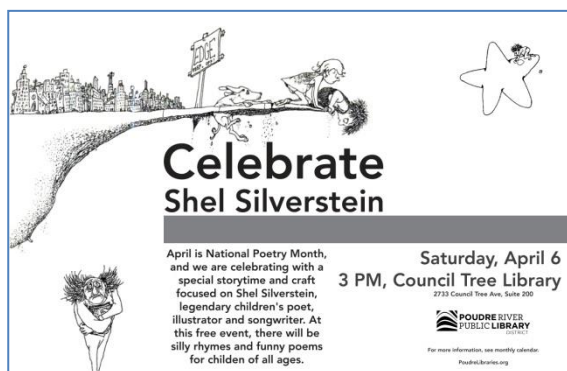
*By Currie Meyer*

### **Visit from Linton BASE Camp, April 4**

Children's Librarian Millie Kridler provided a tour of CTL and storytime to a group of six children who attend the Before and After School Enrichment (BASE Camp) program at nearby Linton Elementary on April 4.

### **Library of the Year Application Submitted to Library Journal, April 6**

Ken and I wrote a 15-page application for Library Journal's prestigious Library of the Year award during March and April. Several staff helped contribute reports, data and photos of their initiatives and or projects for the application. See a profile of the 2012 winner, San Diego County Library at <http://lj.libraryjournal.com/2012/06/library-services/2012-galelj-library-of-the-year-san-diego-county-library-empowering-the-public/>



### **Shel Silverstein Program, April 6**

In recognition of National Poetry Month, Children's Librarian Millie Kridler and Programming Team member Melissa Beavers organized and presented a program featuring the well-known children's poet Shel Silverstein on April 6. Forty-eight people of all ages attended.

### **Tour for New Library Board of Trustees Member Jennifer Birks, April 19**

Currie provided a tour of CTL to Jennifer Birks on April 19.

### **Cub Scout Pack 92 Tour, April 23**

Library Assistant Karen Cagle led seven nine and ten year-old Cub Scouts on a tour of the children's area at CTL on April 23. Karen encouraged the Scouts to enter the 'Money Matters' guess-the-pennies contest for children.

### **Rivendell School "Library Mentors" Group Tour, April 24**

Carol Fix, volunteer librarian, brought her crew of 22 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> grade students to CTL for a tour of the library on April 24. I led the group on a tour of the library, while LSR Holly Fritz showed the students how items returned in the book drops are processed and re-shelved. The group responded with a heartfelt thank-you card, now posted in the CTL shared office.

### **Elevator Failures, April 1 and Ongoing**

The east elevator malfunctioned on April 1 when an alarm sounded for no reason, and with no riders. The technician fixed the problem the next day. The same elevator stopped responding to calls on April 16; the technician determined a part in the electrical system panel needed replacing. Facilities assistant Rob Stansbury ordered the part the next day. The part has not yet arrived, and the elevator remains inoperable. Fortunately, CTL has two elevators, and the other elevator is working just fine!