

# Executive Director's Report

## May 2011

### ADMINISTRATION

#### Main Library Remodel

Design development (DD) meetings continued throughout May. A complete set of DD drawings and narrative were compiled by month's end for the design team to review and red-mark. The team is still struggling with striking a balance between providing open comfortable meeting and study space with shelving for the collection. The architects have found creative ways to add some additional shelving units. The collection needs further weeding but Tova Aragon assures me that her team will complete the task by October. Three Main Library staff members helped to review finishes and color schemes; Carson Block is working mightily in developing a RFP for the automated materials handler and Ken Draves continues to do a fine job of managing the whole project.

#### Rafael Lopez Mural

Following some bureaucratic hurdles, a final location for the Rafael Lopez mural was finally agreed upon by the City and Library District. The new site is the Civic Center parking structure, itself a fine example of urban renewal. The expansive interior wall is quite visible from LaPorte Ave. and will be protected from extreme weather elements. The City has offered to apply graffiti coating to the wall. The expanded size of the mural will require additional adult volunteers to assist in outlining and painting portions of the mural that are out of reach or unsafe for the children and youth who will be painting on Friday, June 17<sup>th</sup>. Invitations for the reception the evening of June 17<sup>th</sup> were mailed May 27<sup>th</sup> after the final mural location was approved by the City Manager.

#### ALA National Library Legislative Day

Holly Carroll and nine other delegates from Colorado attended the American Library National Library Legislative Day. They attended a day of briefings on all federal issues affecting libraries prior to visiting the Colorado representatives and senators. Holly made educational visits to the offices of Senator Mark Udall and Representatives Cory Gardner and Doug Lamborn. Key legislative issues discussed included fiscal year 2012 appropriations for the Library Services and Technology Act, Elementary and Secondary Education Act (formerly No Child Left Behind) network neutrality, libraries and workforce investment and copyright.

#### Teams

Ken Draves and Holly Carroll continue to meet with the co-facilitators of the five library district teams on a monthly basis. They also met with the Customer Experience Team in May to clarify roles and to help determine future activities. The Circulation Team is hard at work on completing a training video for staff. The Program Team is focusing on fall programs now that summer reading is underway. The Learning Organization Team is reviewing staff competencies in the areas of customer service and technology. The Collections Team is developing a check list on how to evaluate separate collections (e.g. pop-up books) in terms of maintaining, eliminating or integrating into larger collections. The teams will be reevaluated after strategic planning in the fall to align with new district priorities.

#### Other Community /Professional Activities

Carson Block, Kristen Draper and Holly Carroll attended a CAL e-services workshop on May 21 at Denver Public Library's newest facility, the Green Valley Ranch Branch. We learned about several models to

circulate ebook readers, digital rights management and Douglas County Library's partnership with the Colorado Independent Publishers group to provide e- content to the public. We also toured the branch which has several features that could be incorporated into the remodel of Main Library.

The CSU, FRCC and PRPLD's e-book study has been posted on the CSU and the Library District websites and Pat Burns and I wrote a Soapbox on free access to electronic content that was published in the June 2 issue of the *Coloradoan*.

On May 23, Holly Carroll attended a CSU event at which Governor Hickenlooper made a national announcement involving O Power and the Environmental Defense Fund on energy efficiency and signed a bill sponsored by Rep. John Kefalas into law. The event was held at the CSU Engines and Energy Conversion Laboratory.

The Homeward 2020 Leadership Team meets on a monthly basis. Holly Carroll is serving on a task force that is exploring the possibility of building temporary housing for the homeless at the corner of Oak and Matthews, where the Mennonite Church is located. The church is considering offering the site for a multi-floor structure with space for the church on the lower level and single resident occupancy units on the upper floors.

## **COLLECTION MANAGEMENT**

Another weed was held at Harmony. Almost 3,000 items were weeded; 88 boxes recycled. Collections staff will finish up our project at Harmony at the end of June.

Selectors have been busy weeding at Main to get ready for the remodel. For the summer, we have borrowed some circulation staff to help process the materials for recycle and the Friends of the Library. Marian was also very busy this month choosing and purchasing the Summer Reading prize books.

As part of our goal to get materials out to our customers as quickly as possible, the Collections staff have been working on a procedures manual. Edifact helped to standardize ordering and invoicing. We next moved on to cataloging and processing instructions. The instructions are helping the staff to streamline cataloging and processing in order to keep the materials flowing even when the assigned staff member is out of the office. We tackled the most complicated area first, media, so that the materials will continue to be processed while Julia is in England at her son's wedding.

## **COMMUNICATIONS OFFICE**

- 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.
- Working with SA on new video billboard systems for each library, these systems will be rolled out as soon as the TV placement is put up.
- Promotion underway for Rafael Lopez mural project and implementation of the Friday evening reception.
- Promotion of Victorian Festival - This year we are working with NoCo 5 for some television promotion.
- Toured Cheyenne Library with Library Trust to promote fundraising ideas for expansion.
- Summer Reading Promotions.

- Continue to sign on new partners for the “Flash Your Card” library member benefit program.
- Hired two new CSU interns for the summer.
- Attended an organizational class “Work Smarter Not Harder”
- Organized CAL Communication Committee meeting virtually.
- Organizing Bike to Work Day booth at Council Tree and staff biking promotion for June 22.
- Helped organize promotion of eReader Study, now on our website.

### **CUSTOMER EXPERIENCE/CIRCULATION**

At the very end of April Nancy Osbahr and Kim Travis-Miller attended the 42<sup>nd</sup> Annual Interlibrary Loan Conference that was held at CSU. At one of the pre-conferences they attended they learned more about the CLiC courier used to transfer materials for Prospector and non-Prospector libraries throughout Colorado. In 2010 the courier serviced 366 libraries making over 55,000 stops and delivering over 5 million items! They also learned that courier fees may go up next year due to fuel costs. They learned that SWIFT, the statewide resource sharing for instate ILL items, will under go an upgrade this year that should make the system faster and easier to maneuver. At a presentation about copyright challenges they heard that publishers are very concerned about the digital delivery of the written word. A presentation of great interest was on how libraries continue to serve their patrons in times of major renovations!

Refunds are fully up and functional across the District. There continue to be revisions and changes to the procedure and we learn more about the specific needs of the City and FRCC when it comes to accounting issues. Patrons are very pleased to hear that they have 60 days to continue to look for something they have paid for and get a refund for the found item. This has been a very successful addition to Circ functions and our desire to please our patrons.

The Circ department in all three buildings has been pulling together and formalizing procedures that define functions within the work area. They have been asked for procedures by the Customer Experience Team, and will be the first work group to have procedures reviewed by the team. There is much written down and much more to refine before it is handed off to the team.

Barbara Crandall has been busy getting volunteers set up for SRP. With many of the volunteers for SRP coming from students it was a bit slow going until school was out for the summer. If you know any one interested in such an opportunity, there are still spots available so send them her way. She has also been working with Programming to coordinate volunteers for the up coming Victorian Festival.

The day after Memorial Day we had some spectacular numbers District-wide. There were a total of 11,501 items checked out and 13,081 checked in for a grand total of 24,582 items moving in and out of Main, Harmony & CT! Circ folks across the District felt the ‘burn’ and on Wednesday the shelvers were busy putting those 13,000 items back where they belong. Main checked out 4,055 items and checked in 4,899. Harmony checked out 3,357 and checked in 3,710. CT checked out 4,092 and checked in 4,471. Main had over 300 paging slips first thing that morning! It was reported that District-wide there were 400 Children’s SRP registrations completed Tuesday May 31! Staff throughout the District in all departments had quite the day!

## **SYSTEMS ADMINISTRATION (SA)**

### **Local History Connection**

Peggy Shaughnessy (with assistance from Ling Zhao) completed a major upgrade of the software that powers the Fort Collins History Connection – our local history website partnership with the Museum & Discovery Science Center. The site is at <http://history.poudrelibraries.org/>

Among the improved features are much more powerful searching, spell check, and overall better performance. Take a look!

### **Wireless Printing**

Wireless access at our libraries is very popular among patrons – and we've wanted to make it even better by offering printing on the wireless network. Finding a system that is easy for folks to use – and doesn't break the bank – has been tough. One method that offers promise is HP's new ePrint technology, so we purchased a unit to test with patrons for one month each at Harmony, Council Tree and Main. After the test is complete SA will work with managers to see if an ePrint is right for us.

### **RMIUG**

Carol Gyger and Peggy Shaughnessy attended the Rocky Mountain Innovative User's Group conference in Denver. Carol reprised her excellent presentation from the national IUG conference on EDIFACT Ordering and Invoicing – Saving Time and Improving Workflow.

### **Main Remodel**

The Main remodel project is moving full steam ahead – in May we spent time with our architecture team to review floor plans and technical schematics for the new building.

### **Automated Materials Handling**

The AMH Team went on the road to study five different sites – and five different vendors – of Automated Materials Handling systems. This month the team worked on two objectives – the space and layout needed for AMH in the Main remodel, and a study of our current workflow, and how things might look with a materials handling system.

As the team works through the process, we have a guiding question that captures our many questions about AMH, and will help focus our team efforts: **How does AMH help us exceed our current level of customer service at a lower cost?**

### **eReader Report is Live**

A joint Poudre River Public, Front Range Community College, and Colorado State University libraries committee has released a report on the state of eBooks and eReaders. The purpose of the study was to gain a better understanding of this rapidly-developing topic, and to make recommendations aimed at serving the customers of each library. A summary report or the full version can be downloaded from our reports page at: <http://www.poudrelibraries.org/about/plans.html>

### **Office 2010 Project Launch**

A project to migrate our version of Microsoft Office to the current version (Office 2010) began in May. It's a big job – requiring migration for both staff and public users. And since the software has a whole different look and feel, it's important that good training options are part of the rollout. Molly Thompson

has stepped up to lead the training effort, and Carol Gyger has taken the handoff to manage the project. The pilot phase has already begun, and we expect to convert staff machines in July, with public machines following soon after.

### **BTOP**

Our involvement in the BTOP (Broadband Technology Opportunities Program) grant continued in May, with computer installations at the Family Center and CORE. Carson served as a BTOP webinar panelist to assist others with some of the technical aspects of the BTOP program.

### **Ignite Fort Collins**

Carson presented a program at Ignite Fort Collins on Poudre Library's use of QR (Quick Response) codes to connect patrons to our cross-platform mobile app. The presentation was well-received, and can be viewed on you tube: <http://www.youtube.com/watch?v=gSKXDIBbkzY>

Ignite programs are brief (5 minutes) and can best be described as "Enlighten us – but make it quick!" Ignite is an international program sponsored by O'Reilly media – more about the background here: <http://ignite.oreilly.com/>

## **MAIN LIBRARY HIGHLIGHTS**

District staff has welcomed new Public Services Librarian Nicole Burchfield. Nicole comes to us from the Chicago area. She has a lot of experience in programming, reaching out to the community, managing collections, sharing early literacy skills with families and preschools, and much more. She received her B.A. degree in Theater and Music from the University of Texas and her MLIS degree from Dominican University in Illinois.

Many Main Library staff has been actively involved in the remodel process by providing input and feedback about the design and other plans. Furniture and shelving have been inventoried to help determine what pieces could be reused.

Teen Librarian Sue-Ellen Jones recorded a "Teen Bookends" program for PSD Channel with her recommendations for good summer reads and also worked with four IRS teens who recorded a second "Bookends" program. She also did a marathon of book talking and Teen SRP presentations to a total of 690 teens in 24 classes over two days! Teens from the IRS group reviewed the blueprints from OZ Architecture and made recommendations about remodeling the teen area at the Main Library.

Library Assistant Giny McConathy has been coordinating the ever-popular Pals summer volunteer program for tween-age youth. We've placed 63 Library Pals for this summer: 45 at Main, 9 at Harmony, and 9 at Council Tree; 16 applicants had to be turned away due to lack of availability to place them. This year's Pals have received their training and are scheduled and prepared to assist with all sorts of library-related activities over the next few weeks.

Eight trusted and older alumni Pals are scheduled to help with the Rafael Lopez mural as paint scoopers. Three Pal alumni were selected as Puppet Pals for this summer's puppet shows.

The public was treated to an extra month of children's storytimes. We had not offered these during May for many years because it is traditionally time used for planning the Summer Reading Program

activities and visiting schools. Executive Director Holly Carroll asked the programmers to fit it in this month to help support our dedication to early literacy and our young users.

Finalized plans for the Victorian Festival have been put into place as well as the finishing touches for the Louisa May Alcott-related programming.

The last three book clubs were well attended. Council Tree had 17, Main evening had 21, and Main afternoon had 13. Traditionally, the attendance for the last book clubs before summer are low so these are good numbers demonstrating support and enthusiasm for our book clubs.

Early Literacy Librarian Vicky Hays presented to the Poudre Golden Kiwanis Club. Her topic was the importance of early childhood education.

Business Reference Librarian Anne Macdonald is leading a partnership with the Financial Literacy Larimer County effort to develop programs, workshops, and more to educate the public on investing, saving, purchasing, etc. These will be presented throughout the next year.

Anne also partnered with the Larimer County Workforce Center, Small Business Development Center, City Economic Development Division, and Larimer County Compass on a wide variety of workshops, training sessions, and seminars.

## **HARMONY LIBRARY HIGHLIGHTS**

### Harmony Library Refresh/Remodel project

Our project architect, Larry Trampe of Architectural Resource Group, distributed design development documents last week. During the current two week period, team members are reviewing and responding to the plans. We are reviewing significant new elements of the plan with affected staff during this period. In particular we are discussing the new self check stations and new staff service units for circulation and information and reference services. Carson Block is involved in reviewing plans and working with project and FRCC staff to address hardware and connectivity issues.

The initial budget estimates from the architect for demolition, new construction, painting, flooring, and selected new furnishings came very close to the threshold in our existing budget, with some items such as restroom upgrades, lighting enhancements, improved signage, and acoustical treatments included as alternates. Discussions as to what to include in a base bid and what will be alternates is continuing. In mid-June, we will begin the construction document development phase of the project, with a scheduled completion date for the CDs of late July.

Since the custom units for self check, reference and circulation are such a vital part of the project, Annie and I want to participate in the selection of the right firm for the job. To that end, Annie Fox and I met a couple of weeks ago with Jim Azar of Azar's Woodcraft, a firm with a vast array of experience working on public library projects across the state, including Boulder, Denver, and all of the six new and remodeled branches of the Anythink (Rangeview) library branches. Annie and I were both impressed with the craftsmanship, experience and knowledge the firm brings. We are meeting for further discussions this week with Azar and our project architect and designer, as well as Carson Block.

## **COUNCIL TREE LIBRARY HIGHLIGHTS**

### **Library People Reception, May 3**

Library People, a state-wide library advocacy group, held a reception at Council Tree Library on May 3. The reception, organized by our own Robin Gard, featured group coordinator Bonnie McCune. The event attracted library directors, leaders, trustees and volunteers from around the region.

### **LO Team Presentation to BOT May 9**

The Learning Organization Team presented a 20-minute slide show to the Board of Trustees on May 9. Representatives from the Team outlined the goals and accomplishments of the team, as well as examples of learning cultures in other libraries, examples of PRPLD's culture of learning, and results of the learning survey the Team gave to staff in February.

### **Summer Recreator Registration May 12**

For the third time in a year, Council Tree Library partnered with the City to host registration for the Recreator suite of classes, leagues and workshops. According to Recreator staff, registration at CTL on May 12 was the most successful yet, with over 60 people registering for programs.

### **Kathie Young de Herrera attended Readers' Advisory training on May 17**

Kathie, a CTL Library Assistant, attended "Reading Patrons, Not Just Books - Guerrilla Readers' Advisory", a half-day workshop at Highlands Ranch (DCPL) Library on May 17. The workshop, sponsored by the Colorado Association of Libraries, was delivered by three Denver area public librarians, whose expertise in RA has evolved over many years of service. Readers' advisory is the skillful recommendation of books to customers looking for compelling and entertaining material. Kathie has agreed to share the tips and tricks she learned at the workshop with CTL staff at our June 14 staff meeting.

### **Odor in the east elevator May 17**

CTL staff received a customer complaint of a natural gas-like odor in the east elevator on May 17. Front Range Village facilities, Currie and Rob responded immediately and determined that the odor was not natural gas, and thought instead the odor was from the elevator mechanisms instead. Schindler (elevator service contractor) is looking into the problem.

### **Shelving shift May 19**

Currie, Millie, Chris, Matt and Rob along with six shelvers removed items from five shelves in the children's area, then moved the shelves from a fan-like array to a parallel arrangement on the morning of May 19. The shift, most evident in the new, open space in front of Juv DVD, added 25 sq ft. of floor space to the children's area. The additional floor space allows customers easier access to the Juv DVD shelves and children's computers, as well as a wider space for traffic to flow in that area.

### **Roof leaks starting May 20**

CTL experienced five roof leaks during the rainy days of May. The first leak was reported May 20. The leaks were: in the teen/children's area, over the teen soffit, near the circ desk, and in the community meeting room and have caused visible damage. The damage includes water stains on ceiling tiles and blistering under the purple paint on the 'teen' soffit. Ed Daly, Front Range Village facilities manager, is working with Currie and Rob to find long-term solutions to this persistent problem. All leaks are being documented, photographed and reported. Rob also mapped in detail the condition of the roof.

**Summer Reading Program Registrants Flock to CTL**

CTL leads the District in SRP registrants, with nearly the same amount of children, teens and adults registered at CTL as Main and Harmony combined. CTL staff and Barbara Crandall, volunteer coordinator, have been working hard to respond to the rush. Thanks to Barbara's efforts, volunteers were reallocated toward CTL during the Memorial Day weekend. Barbara also continues diligently to add volunteers to the District-wide SRP roster every day.