

Executive Director's Report

September 2011

ADMINISTRATION

Main Library Remodel and Expansion

(Submitted by Ken Draves and Holly Carroll)

One-hundred percent (100%) Construction Documents (CDs) were issued and reviewed by District and City of Fort Collins staff (Project Manager Steve Seefeld and Operations staff members) in September. Jacqueline Murphy provided a final legal review of the CDs. Kate Fields worked with OZ's contracted Spec Writer to incorporate all changes into the final documents in preparation for bidding. The targeted issuance date of the bid documents was delayed by one week in order to receive and incorporate needed revisions, including changes to the landscape elements decided at the September Board of Trustees meeting.

Bid documents were issued on Friday, September 30th. A mandatory pre bid meeting on Wednesday, October 5th was attended by approximately 40 individuals, representing 16 general contractors, as well as additional subcontractors.

An updated schedule for major project benchmarks as of October 5, 2011 is provided below.

- Bid questions due: Tuesday 10/11/2011 noon
- Responses due: Monday 10/17/2011 noon
- **Bids Due: Friday 10/21/2011 3pm**
- Board acceptance of recommended general contractor by: 10/28/2011
- Contractor Acceptance Due: 11/11/2011 2pm (Earlier if possible)
- **Notice to Proceed: 11/15/2011**
- Phase 1B: 11/15/2011-3/23/2012
- **Phase 1A (Library CLOSED) : 12/1/2011-1/8/2012 (reopen to public 1/9/2012)**
- Phase 2A: 3/23/2012-5/25/2012
- Phase 2B: 5/25/2012-6/15/2012

Furniture, Finishes and Equipment (FF&E)

The project team is continuing to meet weekly with Shelly Cockrell, Interior Designer with OZ, to develop the FF&E package. Preliminary cost estimates were higher than anticipated. Shelly and the team are identifying areas of potential cost savings, such as maximizing reuse of our existing shelving hardware, while maintaining overall quality. Preliminary costs have been pared by approximately \$180,000 with the estimated budget now at \$650,000. Ken Draves and Holly Carroll will work with the team to see if further reductions can be made without sacrificing the overall aesthetics of the remodel project. Work on FF & E will result in a package to be bid in late September or early October.

Automated Materials Handler (AMH)

Prior to his recent departure, Carson Block worked with the District's AMH team and Architect Kate Fields to determine specs for an AMH system for the Main Library in preparation for a bid document. As Interim IT Manager, Carol Gyger, with assistance from the AMH team, developed a request for proposal (RFP) document for the AMH system. The RFP will be posted on the City of Fort Collins Purchasing website no later than October 10 once legal review by Library attorney, Jacqueline Murphy, is completed.

Relocation, Assembly/Disassembly, and Storage Services

The project as planned involves extensive disassembly, reassembly, relocation and storage of existing library shelves, materials and furniture during and between phases. The project calls for a specialized moving firm with significant library experience because the job requires moving significant amounts of material and relocating it in a short timeframe, and because of the varied and specialized shelving systems at main Library which must be assembled correctly for safety and functionality.

Staff submitted a request for a sole source exemption for PS Installations, Inc., a Denver firm with 20 years of specialized experience serving libraries through projects large and small, including complicated phased moves. We have worked with the firm for our shelving assembly and relocation needs in the past at all three of our libraries. Jim O'Neill, Director of Purchasing with COFC, approved the request.

Art in Public Places

A Request for Qualifications (RFQ) to select an artist to work with the staff/board task force to design a work of art for the Main Library was initially drafted by the City of Fort Collins APP coordinator, Ellen Martin. It was reviewed and edited by OZ architect, Kate Fields and task force members. Paula Watson Lakamp and Holly Carroll met with Ellen Martin to finalize the document which will be posted on the City of Fort Collins Purchasing Department website by October 7, 2011.

Staffing During Library Closure

Administration has worked carefully with the City's Human Resources department and attorney David Zwisler, Mountain States Employers Council (MSEC), to develop a plan for scheduling all classified staff and some hourly employees from Main Library to work at Harmony and Council Tree libraries during the period when the Main Library will be closed to the public. Two mandatory meetings for all Main Library staff are scheduled for October 11 at which time staffing needs and relocation assignments will be announced.

A coordination team consisting of Carol Gyger, Tova Aragon, Jean Bosch, and Jeff Barnes created a staggered schedule for moving Administration, SA and Collections staff to Webster House Administration Center. The current Technical Services office space on Mountain Avenue will be re-purposed as temporary work space for classified Main Library employees during the closure.

Webster House Administration Center Update

(Submitted by Jeff Barnes)

Improvements are progressing at Webster House so that staff can begin moving in the week of November 7th. Classic Contractors has started the construction/remodeling work, painting is in process and most of the wiring for the computer and phone systems have been installed. Staff is summarizing a detailed list of items to be moved so that quotes from moving companies can be obtained. Because of the anticipated cost of the movers, an informal quote process will be conducted with the help of the City's Purchasing Department.

Strategic Planning Process

Sandy Swanson and Nickie Harbor from OrangeBoy Inc., conducted a half-day visioning session with the Board of Trustees and Library Leadership Team on September 16 as an initial step in the development of a new strategic plan. At this session a belief statement was drafted and four strategic goals identified.

Three Innovations Sessions were facilitated by Nickie Harbor on October 6th for staff (2 sessions) and trustees and leadership team (1 session) to determine objectives and tactics for each of the strategic goals. Next steps include a financial analysis to ascertain resources necessary to achieve the goals, refinement of goals, activities and tactics and identification of library user clusters for each of the four goals.

Customer Service and Roving Reference Training

In preparation for a new service model for both Main and Harmony libraries, trainer Joan Gianonne returned to Poudre River Public Library District to conduct two one-day workshops on September 27 and 28 for reference, administrative and circulation staff from the two libraries. She previously trained Council Tree Library staff in 2009, prior to the opening of the new library. Currie Meyer coordinated the training sessions. Follow-up questions and assignments for all attendees will continue for four weeks so that the valuable information presented and new skills learned can be practiced by staff immediately.

Staff Development Day for 2012

The Learning Organization Team has been tasked with exploring the benefits of organizing a staff training day for employees at Poudre River Public Library. They have reviewed the research, talked to other libraries and even observed staff days at nearby libraries. After six months of discussion and study, the team has prepared a proposal for the board to consider. It is included in your packets. The focus of the 2012 staff day will be on customer service and library technology. The administration recommends that the Board approve closing all libraries on December 14, 2012 so that staff can participate in a full day training session. Members of the Learning Organization Team will be at the Board meeting to answer any specific questions.

Other Activities

On September 24th, Holly Carroll and Jean Bosch attended a day -long community workshop on Deliberative Inquiry presented by the CSU Center for Public Deliberation. Martin Carcasson, Director of the Center, facilitated the session. The deliberative process is a non-adversarial technique used to make community decisions. Participants learned about this model of public decision making, how to convene community forums and basic techniques to facilitate public discussion. Holly Carroll has asked Jean Bosch to work with the programming committee to explore offering a series of National Issues Forums in 2012 with the Library as the convening institution. The Center of Public Deliberation would assist in the facilitation of such community forums.

Holly Carroll attended the Education & Life Training Center's State of Agency meeting on September 21. The Center provides valuable technology and job readiness training for approximately 240 individuals in the County as well as identifying internship opportunities for its students. It coordinates its services with the Larimer County Workforce Center.

COLLECTION MANAGEMENT

Staff from all departments has been working to create a plan on how to handle collections during the Main closure. Here is an overall summary. If interested, Tova can provide more detail of the tasks involved to achieve the objectives.

Objectives:

- Maintain a high level of customer service
- Maximize material availability

Overall Recommendations:

- Continue to float collections
- Don't change the checkout time periods
- Provide a 3rd renewal for items not on hold
- Provide book drop(s) in front of Main
- Leave Christmas items as 3 week checkout

To cut down on the number of materials that need to be moved, selectors are changing their buying patterns for the last quarter of the year. They will be purchasing patron suggestions, purchasing to meet the holds ratio and purchasing highly popular titles/authors. They will not be purchasing to replace worn out titles or to update popular subjects until 2012.

This change in purchasing also freed up funds to respond to the announcement of e-books for Kindle being available at Overdrive. Overdrive and Amazon announced they were going to partner and would go live in the fall. We received an email on September 21st that we would be going live within a week. By the evening of the 21st, the Kindle access was live on our website so patrons could download to their Kindle. Kindle access was added to all titles that we owned. Any new titles/copies we purchase will have Kindle access.

Even though we didn't have a lot of notice, we wanted to take advantage of the wave of publicity so quickly added more titles/copies to Overdrive. Selectors rearranged their schedules to get 1,942 new e-books added to the collection. Between PRPLD and FRCC, we spent \$25,919. We now have a total of 3,924 e-books and 3,664 of those are Kindle compatible. We did have a surge in new users to Overdrive. In the 3 days around the announcement, we averaged 29 new users. The other big surge in new users came during the 3 days around Christmas of 2010 with an average of 28 new users. The number of downloads before and after the announcement has stayed steady at an average of 65 a day.

COMMUNICATIONS OFFICE

- Completed monthly/weekly goals of Communication Plan.
- Hired a CSU creative writing student, Shelbey, internship for fall semester.
- 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.
- Continuing to gain partners for the "Flash Your Card" library member benefit program
- Worked with staff to organize booth for Senior Law Day at CSU
- Continued organizational meetings with OrangeBoy for new strategic planning process, organized BOT & LLT Retreat Day
- Beginning coordination of Library District fourth-quarter all-staff meeting in October.
- Working with the Trust and their consultants to put together their Case Statement and other information for fundraising effort.
- As part of being the Communication Committee chairperson for this year we have begun the statewide promotion for CALCON11 in October.
- Organized Library District Homecoming Parade float along with Outreach Staff– September 30.
- Working with the remodel team to set up speaking points for remodel and closure.
- Working with the APP Team to get out the RFQ for Main art project.

OUTREACH SERVICES

The month of September marked the first month of operation for the newly formed Outreach Services Department which at the time has 2.4 FTE. As in any typical transition, much time and effort was invested in wrapping up previous responsibilities and setting a clear path for future actions. As a result, the Department established and communicated our guiding mandate and three objectives to focus our efforts for the rest of the calendar year:

Mandate: *To deliver offsite library services to underserved groups and areas of the Library District and coordinate the volunteer program.*

Quarterly Objectives (Sep-Dec 2011):

1. In order to contribute to school readiness and early literacy, *we will increase the number of childcare providers receiving direct library services.*
2. In order to support residents who are unable to visit a library, *we will create a strategy to reach an increased number of elderly and homebound.*

3. In accordance to the District’s vision of being integral to the fabric of our community, *we will start delivering ongoing services to at least two outlying communities.*

SCHOOL READINESS & EARLY LITERACY

We have focused on delivering monthly storytimes to non-profit daycares and Early Childhood (former Head Start) preschools located in schools without a Media Specialist or at a significant distance from a Library. We visited with the Early Childhood program, Base Camp, and Preschool teachers in order to establish new locations. Our current storytime programming includes:

- 2 preschool classes at Cache La Poudre (new – starting in October)
- 1 preschool class at Stove Prairie (new – starting in October)
- 3 classes at Teaching Tree
- 2 classes at The Family Center
- 1 playgroup at CSU’s University Village
- Weekly family Spanish storytime at Harmony Mobile Homes
- Monthly family Spanish storytime at Council Tree

HOMEBOUND:

In the next 3 weeks we will be transitioning homebound patrons to a 4-week cycle instead of 3 weeks. This will reduce the number of annual home visits from 17 to 13. This will allow us to be able to better respond when we don’t have all of the needed homebound volunteers (2 have recently “retired” from this job). This is a change that shouldn’t create much of an inconvenience to our patrons, but that would be very beneficial for the operation of the program.

In addition, jointly with the Digital Literacy Librarian and the Retirement Home Activity Coordinators, we are planning on providing a class on eBooks to explain the advantages (Large Print, audio, instant delivery, free library check-outs) of these devices.

SERVICES TO OUTLYING COMMUNITIES:

Participated with Library Executive Director and Board Member in the County Commissioner’s citizen meeting at LaPorte (September 7). It was a good opportunity to engage with leaders of the community and provide information and clarification. In response to LaPorte’s request to be better informed of Library programs, starting in October, we will be posting our monthly calendar and newsletter at the Post Offices in LaPorte, Bellevue, and Livermore; as well as living some samples behind. Also, we met with the North Forty News editor who has agreed to publish Library commentaries from time to time, provide discounted ad rates, and unlimited website postings. Presence in this newspaper is important as it is established and covers all the households and businesses in North Fort Collins and Larimer County on a monthly basis.

We also visited and are in conversations with the School Principals of LaPorte and Livermore, to define what additional services and programs could be brought to those communities.

OTHER:

Public Computer Centers (BTOP Grant)

We completed the required launching events for the three existing Computer Centers, and programming has now been established for the sites:

- Wellington – River of Life – Classes and Open Lab the first and third Saturday of each month (except Holiday weekends)
- North Fort Collins – The Family Center – Spanish classes every Tuesday morning and Open Lab every Thursday morning
- North Fort Collins – CORE Center – Bilingual classes and Open Lab every Friday

Community Events and Informational Booths

- **Women's International Conference @ CSU** – September 1: Two staff members were present to provide a storytime (Ludy) and provide information in the booth (Cydney).
- **LaPorte Citizens meeting @ LaPorte** – September 7: provided information on Library's efforts to reach to all of the District's communities
- **Public Computer Center (BTOP) launch @ Family Center** – September 8: Parents of the neighborhood, staff, and a representative from State Library were present.
- **World Fest @ University Village** – September 10: Annie appearance, craft program, and informational booth
- **Chili Fest @ Museo de las Tres Colonias** – September 10: support with planning and vegetable giveaway component
- **Public Computer Center (BTOP) launch @ Wellington** – September 11: giveaways, cake, and informational booth. State Library representative was present.
- **Presentation at the REFORMA National Conference @ Denver** – September 17: presented an hour long seminar on our "Rincon de Cuentos: promoting literacy, strengthening communities" program which generated much interest.
- **Literacy Night @ Rice Elementary, Wellington** – September 22: per request of the media specialist, we participated with information, giveaways, and promotion of our BookFlix eResource. Talked to 98 people, most of them, cardholders. Teachers are interested in follow-up programming.
- **Vamos a la Universidad @ CSU** – September 24: joint presentation with our partners, about the Rincon de Cuentos program.
- **Public Computer Center (BTOP) launch @ CORE Center** – September 26: giveaways, cake, and information. State Library representatives were present.
- **CSU Homecoming Parade** – September 30: participated with a float and group of teens from our Spanish programs.

SYSTEMS ADMINISTRATION (SA)

Flying Solo

Carol Gyger has taken on the role of Acting IT Manager. September has been a month of learning and working extremely hard at catching up on all active Library projects, especially the major ones. The entire Systems Admin Team has pulled together and taken on many tasks to support the major projects. All the while, Peggy Shaughnessy, Ling Zhao, and Chris Bauman are continuing to respond to Bugzilla/Help Desk/urgent needs of staff on a daily basis.

Marmot Users Group (MUG) Conference

Carol and daughter, Shana Brown, were invited to present at the MUG Conference in Grand Junction on Sept 23, 2012. Their presentation "Redefine Inventory and Work Smarter" was enthusiastically accepted by the 80 conference attendees. There were many good questions during the program and one-on-one discussions after the session showed high interest. The information presented was praised as being practical and insightful.

Webster House Administration Center and Main Remodel

The schedule for moving staff to Webster House is set in motion. All Systems staff are preparing their own items for move and planning the logistics of moving 24 staff members during November. Carol continues to work with the Project Coordination Team to accommodate temporary and permanent IT needs for all staff before, during and after the Main Remodel.

AMH Update

The RFP for Automated Materials Handling at the Main Library is nearly final and after one or two more review, will be ready to release.

eMedia

There is something new every month, sometimes every week, on the emedia frontier. In September, Peggy helped Kristen Draper and the emedia support team scramble to provide help to customers and information on the Library's website for Kindle ebooks in OverDrive. Yes, Kindle and OverDrive surprised the Library and the world with their announcement in September. And the Library District delivered in style!

MAIN LIBRARY HIGHLIGHTS

In continued effort to enhance cooperation and increase safety and security measures at Main Library, an in-service meeting was offered for staff. Forty-two staff members and four Fleming Security staff attended a 1.5 hour session led by Officer Matt Johnson with the City of Fort Collins Police Department.

Jewels Hall-Payne was selected and welcomed as a new Library Assistant for Main Library. She will be providing reference and readers' advisory services during the bulk of her 25 hour shifts each week.

Congratulations to Library Assistant Giny McConathy and Harmony Librarian Jennifer Zachman for having content published in the 2012 national Collaborative Summer Library Program (CSLP) manual! All 50 states, the District of Columbia, American Samoa, and the Mariana Islands are members of CSLP and all participating public libraries in member states receive complimentary copies of the manual to use for their Summer Reading Program planning and promotion. Giny's text and photos from her puppet play "Hush Little Baby" comprise several pages of one chapter.

Celebration of National Banned Books Week included a terrific presentation featuring Tattered Cover Bookstore owner Joyce Meskis who discussed her many incidents related to our freedoms of speech and reading as well as right to privacy. In addition, our colorful Banned Books Week displays generated a lot of dialogue with our patrons seeking more information on the celebration of our freedoms.

Main Library also hosted award-winning poet Camille Dungy. We had 71 poetry enthusiasts in attendance with wonderful feedback from the public and poet alike.

Main Library was privileged to provide space for a private party for the local National Novel Writing Month (NaNoWriMo) participants. The party was hosted by NaNoWriMo Founder/Executive Director



Chris Baty and NaNoWriMo Program Director Lindsey Grant. This special event was the culmination of much local effort put into a NaNoWriMo book drive last year by Municipal Liaisons and library staff members Jewels Hall-Payne and Bonnie Nichols. The Fort Collins NaNoWriMo group gathered more book donations than anywhere else in the world and was treated to the party as well as getting to meet the founder in person!

Library Assistant Jimena Sagas completed a television interview with *Azteca America* (Denver Channel 7) with Luis Treto. The interview focused on the library's *Vamos la Universidad* program with an emphasis on the importance of libraries as a tool for attaining a higher education.

All three of the Story Theatre performances went well, with appreciative audiences and exuberant young actors. We are very appreciative of the volunteer work of director/scriptwriter Karen Christophersen. In addition, the rest of the volunteers - our twelve Theatre Pals - put in a total of 305.75 hours for this production. This innovative program led by Library Assistant Giny McConathy has garnered new fame through an article and cover photo of *VOYA (Voice of Youth Advocates)* journal this month (written by our District's own Diane Tuccillo).



Thirty-two teens (including 14 boys!) attended the "Teens Create: Origami @ Your Library" program at the Council Tree Library from 1:30-3:30 on Saturday, September 24th, at the Council Tree Library. Jewels Hall-Payne did an amazing job of teaching. The kids made cranes, Yoda, Darth Vader, and snitches from Harry Potter among a wide variety of other projects.

Teen Librarian Sue-Ellen Jones has continued work with our IRS teens to get much-needed feedback for the Harmony and Main remodels of teen areas. For a large portion of their recent meeting, the teens tested out new chairs for the Harmony refresh of the teen area and voted on color/fabric choices. Public Services Librarian Nicole Burchfield is also working with them to decorate the windows at Main Library for an upcoming scary storytelling program.



the

HARMONY LIBRARY HIGHLIGHTS

Harmony Library Refresh/Remodel project

Requests for bids for the project, including base and alternates, closed on September 20. At the bid opening the afternoon of the 20th, nine firms submitted bids. The low bidder was the firm Construction Concepts, Inc. Following reference checks by FRCC Project Manager Ron Baker, the decision was made to award the job to Construction Concepts. The award and contract will follow soon. The Harmony team and representatives from Construction Concepts and a number of the subcontractors held a pre-contract meeting on October 4th to review the scope of the project and review owner expectations. Following the award and contract and a notice to proceed is granted, regular construction meetings will commence and a detailed schedule will be developed.

The bid was comprised of a base bid and six alternates. Available project construction funds allow us to proceed with the base work and alternates one and two, improvements to lighting and suspended ceiling canopies somewhat similar to the “cloud” units at Council Tree. In addition, following review of the bid responses and budget, FRCC administration approved additional funds to allow for the work described in an additional alternate to proceed, which will provide for new carpet and paint in staff areas excluded from the base bid.

In September a separate FRCC RFP for the custom built mobile furniture posted, closing late in the month. Two bids were received with the award being made to Azar’s Woodcraft following a review of the bids based on price, experience, capability and overall proposal quality.

With FRCC sole source approval secured, the Public Works will shortly begin fabrication of five mobile display units (or “boulders” as CT staff calls them). These units will be very similar to the Council Tree units and will be used for display of new materials in the central area of Harmony.

COUNCIL TREE LIBRARY HIGHLIGHTS

Reorganization and CTL staff:

The second phase of personnel reorganization announced in July impacted Council Tree staff in several ways during September. Amy Holzworth, Library Assistant at CTL, agreed to a reassignment as a part-time Librarian at Main Library. Her new position backfilled desk hours and some professional duties of Anne MacDonald, who relocated to Harmony in June. Amy’s move to Main created a vacancy for a half-time LA position at CTL.

Ken, Jean and Currie recruited and hired three half time LAs to backfill vacated LA positions and hours in each library. Candidates Drew Gaede accepted the LA position at CTL, Zoe Bartzan accepted the LA position at Harmony and Julia Hall-Payne accepted the LA position at Main.

Drew and Zoe, formerly Library Service Representatives at CTL, created openings in their vacated half-time positions. Chris Cortez, Circulation Supervisor at CTL, offered Amy Weeks one of the LSR positions from the LSR eligibility list. Amy Weeks had just been hired by Lynda Dickson for the Answer Center, but opted for the LSR position (a classified position) instead. The remaining LSR position at CTL is currently posted. Amy Weeks’ former position, Materials Handler at CTL, was filled by a new hire.

Library Staff Picnic, September 9:

Held at Boyd Lake State Park, the “Family Fun” staff and family picnic was a success. Attendees enjoyed burgers, hotdogs and drinks courtesy of the Poudre River Friends of the Library. The Friends donation was also used to covered the costs for staff entrance / parking fees. About 75 people attended, bringing salads and desserts to share. Some staff brought games such as bocce ball and croquet to share. Jeff, Cynthia, Louise and Currie served on the picnic planning committee.

Burgeon Play and Learn Center repair, Sept 10:

Doug Van der Veen, a principal designer from Burgeon Group, fixed several elements of CTL's Play and Learn interactive center on September 10. He replaced worn cord and "House that Jack Built" wood blocks, re-mounted the spinning number interactive, and made arrangements for the replacement of the peeling "Friends of the Library" dedication sign and the installation of a measuring stick on the "How many books have you read" feature. Millie arranged for the repair work.

Early Literacy webinar from Urban Libraries Council, September 14, was attended by CT LA Kathie Young de Herrera.

"Books for Boys" free webinar featuring author and advocate Jon Scieszka and presented by School Library Journal, September 15, was attended by Currie.

Pro-active Customer Service and Roving workshops, September 27 and 28:

Library services consultant Joan Giannone, of Mentor Group, Inc.

<http://mentorgrouptraining.com/businesses/aboutus.php> presented two full – day workshops on a pro-active customer service model, featuring roving reference service to 57 staff members on September 27 and 28. Attendees included all public desk staff, computer lab staff, Answer Center staff and select administrative staff that had not previously attended the same training given to Council Tree classified staff in February 2009. Staff will be asked to complete a follow up program, via email, where Giannone's prompts staff to share their experiences using the roving techniques introduced in the workshops. Currie coordinated Joan's visit.