

Executive Director's Report

January 2014

ADMINISTRATION

By Holly Carroll

Library Park Update

The shipment of light poles from which the Tivoli lights will hang has been delayed. We expect the poles to arrive February 4. Because of the delay a change order has been issued to move the substantial completion date back a week. Stay tuned. The cold weather may affect Hoff Constructions' ability to install the poles but no weather allowance has been issued to date.

Fundraising

Maggie Dennis has been working aggressively to identify new funders for our services. To date we have not received funding from local foundations. Vicky Hays, Johanna Ulloa, Maggie and I met with the program officer of the Temple Hoyne Buell Foundation on February 4 for a site visit to discuss our Outreach Services and Early Literacy Programs. We have asked the foundation to help fund the expansion of bilingual Noches en Familia and Rincon de Cuentos programs, as well as money for digital literacy and additional AWE stations. A second attempt for a Bohemian Pharos grant was submitted on February 5 for *Imaginantes*. Several smaller grants were also submitted in January.

Banking Relationship

Administration is recommending that the Library District establish its own banking accounting for small vendor payments under \$5000 to minimize transactions costs that are assessed when each payment is processed by the City. Please see AIS for full information and history.

Sister Library to San Juan Del Sur Biblioteca, Nicaragua

The Library District has been asked by the Hester J. Hodgdon Libraries for All Program to be a sister library to the first public lending library in Nicaragua. The benefits of such a formalized relationship are outlined in the AIS in the board packets. For the past two weeks, Ken Draves and Victor Zuniga have been participating in a virtual library design process for the new library. Victor has been asked to travel to the library for a week in March 2014 to help automate the facility with all travel and lodging expenses paid for by the Hodgdon Program. Administration is asking the Board for its endorsement of the sister program.

Staff Day Survey

All Staff Day participants were asked to complete an evaluation of the day's activities. The results were recently compiled by Molly Thompson of the Learning Organization Team. Overwhelmingly attendees would like to make staff day an annual event (81%). All sessions and speakers received high marks but most importantly almost 87% of staff responding said that they would transfer new skills or knowledge that they had learned from the sessions to their jobs. Kudos are in order for the Learning Organization Team for coordinating the event and to our partner, Front Range Community College, for hosting.

Edge Benchmarks

Poudre River Public Library District is one of seven Colorado libraries identified by the Urban Library Council to participate in the Edge public computing assessment. Edge is a management and leadership tool that evaluates the library's public technology services. Our district will be compared with our peers nationwide on eleven benchmarks that are divided into three categories: community value, engaging the community and

decision-makers and organization management. The State Library of Colorado will be assisting us with the assessment. More details to follow.

Other Activities

I was appointed to the City of Fort Collins Community Development /Block Grant commission in December 2013. I attended a training session for this commission and the Affordable Housing Board on January 29th. The Commission meets the second Thursday of each month and I am looking forward to learning about public housing and the many non-profits that provide social services to the City.

On January 28th Peggy Reeves and I attended the Northern Colorado Gives Campaign Celebration sponsored by the Community Foundation. The event thanked all the non-profits who participated in the ColoradoGives event in December. The Poudre River Library Trust participated in the fundraising event for the first time and raised \$4,200.

ANSWER CENTER – QUARTERLY REPORT

By Lynda Dickson

The Answer Center, just like everyone, else has been busy! From October through December we had a couple of changes and participated in several exciting activities. After several conversations and looking at stats it was decided that the AC would open at 9:30 instead of 10. This move has allowed the AC the opportunity to take care of those early calls that often had us starting with several return calls to make that could have been taken care of while running the opening reports and processes. This has proved to be quite beneficial for customers as well as staff.

The AC worked with staff from CSU as they ramped up their marketing for District library cards to their students. They selected a couple of days toward the end of the school semester to focus on the benefit of having one of our library cards. The AC made sure we were ready for any influx of remote registrations and processed them as quickly as possible. Along those lines, Lynda held training sessions with Outreach Coordinator Johanna Ulloa and her staff on how to do remote registrations. They were surprised at how easy the process was and how quickly those cards would be processed from temp cards to fully functioning cards.

After working with the District's DART stats collection and reporting the AC discussed how we need some more specific stats for the AC. Lynda spoke with Ken and Currie about what the AC is looking for and it was decided that the AC would continue to work with the established DART and in 2014 would develop a DART program that provides us with information that will benefit us and our daily functions. In preparation for this new DART, staff began collecting ideas about what they wanted to know and how it should be grouped. This is something to look forward to in 2014.

COLLECTION MANAGEMENT

By Tova Aragon

The Collection Advisory Team received a suggestion from a staff person to create an adult graphic novel collection. The team liked the idea but it didn't make it through our collection evaluation flowchart. So, we went looking for other solutions to provide patrons with a way to browse the adult graphic novels without creating a new collection. It was decided to move the fiction and nonfiction graphic novels into the 741.5's. They will be divided into the appropriate Dewey numbers which will put them in close proximity for easy browsing.

For single or collected works of cartoons or comic strips: 741.569

Think: Calvin & Hobbes, Charlie Brown, Far Side, Felix the Cat, Dilbert

For single or collected works of cartoon animation: 741.58

Think: Disney works of animation or Pixar or Warner Brothers

For single or collected works as graphic novels or comic books: 741.59

Think: Spiderman comics, Batman comics, works by such authors as Neil Gaiman, Frank Miller, etc. as storytelling in graphics form

Because of the new lights installed at Old Town, a book display that was placed in the darker area has been removed and the new book and media areas have been rearranged to better utilize the space for in demand items. The DVDs have been moved down towards the new books. The audiobooks were spread out. The audiobooks had been extensively weeded but were still crowded. The space made by using the newly lighted area allows for more display in the audio area. Taller size audios in the nonfiction area were re-cataloged as Oversize. By pulling them out into their own space, 3 shelves were added in the nonfiction area.

At the request of FRCC, procedures to handle the 505 note fields in the bibliographic records have been updated. When adding new records, techs will search for an OCLC record that includes a 505 field. It is not always included in the first available record. Staff will be working on retrospectively adding 505 fields to older FRCC records.

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 on dashboard system.
- Working on new social media promotions and platforms, “The River’s Mouth” , updating
- Worked with local media on various stories
- Beginning preparation for 2014 Summer Events
- Helping grant writer gather information for possible grants
- Working with other libraries on statewide “Outside the Lines” campaign for September 2014
- Gathering end of year stats for annual report 2013
- Attended Infographics, YouTube, LinkedIn and Twitter webinars
- Harmony “Owl” –mascot naming contest in January... new name is: Percy

OUTREACH SERVICES

Submitted By Johanna Ulloa

Outreach Core

We started the year with new energy and new ideas. January is certainly the motivational month to start anew and so it was time to conduct an inventory of the Outreach department. We created an inventory of all the new and old materials, crafts, and games. Karol used an Ipad application that allows us to take pictures and write captions to all items, making accessibility and event planning easier. Furthermore, the app allows the items to be organized by themes so in the future we only have to search a theme to find all the items related to it.

The highlight of the month was the full house for computer classes at Crossroads Safehouse

Our patrons have been able to find housing, jobs, contact their family members and get in touch with their loved ones as well as learning computer skills because of our computer program. Guests and personnel are very grateful for our presence. Also guests can register for library cards and learn about the library's many programs and services.

Ludy was absent during January due to illness and Kathie Young-deHerrea covered all her storytimes. Kathie visited several schools, Bauder Elementary, University Village and Irish Elementary. She conducted storytimes in Spanish and English.



Even with the cold, we held several Rincon de Cuentos. We read stories about polar animals, snowmen and dreams. We also had fun with crafts making snowmen, a book about penguins, and making 3-dimensional stars.

Quite a few were blue and orange, go Broncos!

Outreach welcomed a new storytime mascot for 2014. Through January at all programs the children were excited to learn about the raccoon. Because it lives in a trash can, many thought that it was that green guy from Sesame Street, Elmo? No Oscar! They are anxious to vote on a name. So in February names will need to be submitted and the vote can take place in March. So far, at Rincon de Cuentos, their favorite name is Leroy.



We provided a special story time at Aggie Village. There are many families from all over the world with little ones living in that complex. We presented a successful storytime about winter. They inquired about an ongoing storytime for their complex. We will give more details once the program is created.

The Outreach Department was invited to attend a special dinner at Fort Collins Masjid on January 31, 2014. Johanna attended and the department was thanked for programming that was conducted in December at the Center. The possibility of offering a lending library and a monthly storytime at their Masjid is being discussed with their Woman's committee.

In January Karol De Rueda provided storytimes at various locations including Stove Prairie Elementary, Teaching Tree, and Irish Elementary.

Johanna Ulloa attended the quarterly Action Disparities Committee, during which a two-day training for Culturally Responsive Service Delivery with Dr. Toni Zimmerman was discussed. The event was to be held at Harmony Library, but with more than 120 RSVP's received to date, the event was moved to the Larimer County Court House.

Computers

Computer classes were introduced at the Community Life Center in Spanish also, personalized classes formerly titled "Tech a la Carte" were conducted at several locations. Classes are being scheduled for The Family Center/La Familia and Mountain Range Shadows as well as schedule for iPad and computer classes at Ridgen Farm Senior Living.

Volunteers

January activities involved preparing 2014 time sheets for Friends of the Library; as well a few library volunteers who don't use email and cannot access their online volunteer time sheets. January also includes cleaning out, recording, and shredding the old court-ordered volunteer and regular volunteer records. New 2014 delivery schedules are made and distributed to our Monday and Wednesday homebound customers so that they know when to expect their deliveries. Another new homebound Books-by-Mail customer was signed up this month. The printable postage software was updated by downloading the new postage rates that took effect on January 26th. Barbara also trained two new Paging Slip volunteers for OTL circulation and managed to get one short-term volunteer from the WorkForce Center placed to allow 10 hours of volunteer time to qualify for that agency's benefits. Another Paging Slip volunteer was trained on January 29th, by one of the experienced circulation volunteers who expanded her volunteer assignment to include training paging slip volunteers.

The year-end statistics for volunteers and homebound: 610 homebound deliveries with 4,221 library items placed, and 672 volunteers who gave the Library District 16,084 hours of service—with more hours coming in! Barbara also received many thank you notes from volunteers for our December thank you notes with enclosed \$10 DBA gift cards for volunteers who gave 20 or more hours of service. They were pleasantly surprised!

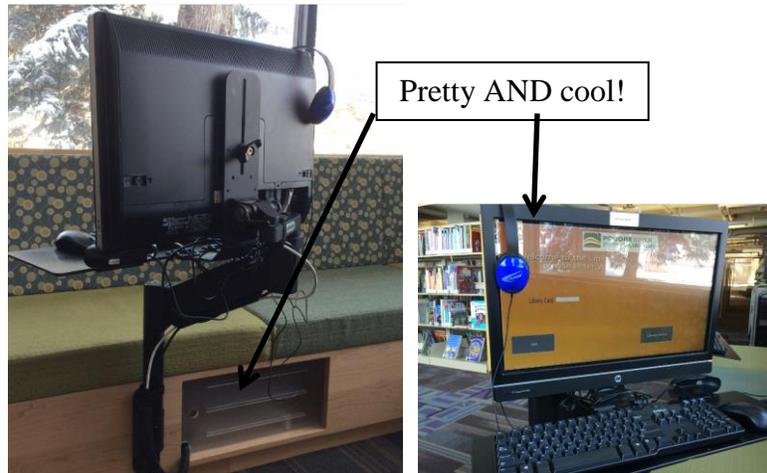
Barbara Crandall hosted the Directors of volunteer Agencies (DOVIA) of Larimer County at Old Town Library on January 16th. Thanks to Jean Bosch for stopping by to welcome the group and talk up our "new" downtown library and its programs and services. Barbara talked about how our libraries engage volunteers and promoted the 2014 Summer Reading Program and the need for many SRP volunteers. Additional professional development this month includes attending the Northern Colorado Nonprofit Resource Center's monthly meeting on January 28th, on the recent changes to services and resources for nonprofits at United Way of Larimer County, and a free Webinar on January 30th from VolunteerMatch on the latest information on volunteer handbooks.

SYSTEMS ADMINISTRATION

By Carol Gyger

New Computers at Old Town Library Children’s Banquette Area

All-in-One touchscreen internet stations have been installed in the banquette area of the Children’s Department. These computers are widescreen and touch-friendly. Customers are already loving them! The improved cable management makes for easier maintenance, too. Thanks go to Ling Zhao and Chris Bauman for a flawless configuration and installation.



Sierra Upgrade

Our Integrated Library System (Sierra) was quietly and successfully upgraded to the latest version. This was primarily a maintenance upgrade which included no new features but many bug fixes. Victor Zuniga led the project.

Website Redesign Team

The Website Redesign Team had its kickoff meeting and is working towards a second quarter (Q2) rollout of a new look and feel to our District website. Our current design is about 5 years old and a bit long in the tooth. The new design will be based on current best practices in web design, usage statistics and the District’s vision. The rollout will be done in phases, involving much input and feedback from both staff and public. The ultimate objective is to “Create a patron-centered, responsive web design that is engaging, easy to use and accessible to our customer and their devices.” This is a tall order but the Team is excited about the challenge and confident the final product will meet the objective. Team members – Carol Gyger (lead), Peggy Shaughnessy, Victor Zuniga, Paula Watson-Lakamp, Kristen Draper, and Annie Fox.

Minecraft Update

Victor Zuniga, Gabe Johnson and Amy Holzworth conducted a successful test of the District’s Minecraft server with approximately 15 teens and pre-teens. Their feedback was used to improve the server configuration and participants’ experiences. More building and testing ensued. More testing will be conducted with a large group in February before the District’s first-ever Minecraft program on February 15.



HARMONY LIBRARY HIGHLIGHTS

By Ken Draves

Collections and physical facilities

New furniture arrived last week for our magazine area. It looks terrific and replaces our old and worn chairs.

We have relocated our Children's jump/reference station for better visibility and enhanced ability for staff to serve patrons and assist fellow staff. We are working with Jim Azar (Azar Furniture) to identify new, kid friendly fixtures for kids' internet and PAC stations.

We are also working with Arapaho Sign Arts to explore some more dynamic and attractive end panels for our children's section. Arapaho Sign Arts created the acrylic panels for the Old Town library.

Staffing

Nancy Osbahr, longtime Interlibrary Loan (ILL) Coordinator, retired in January. Her position was posted and Crystal Bollman, Harmony's current Circulation Supervisor, will become the District's new ILL Coordinator in mid-February.

Kim Doran, currently Circulation Supervisor at Old Town, will transfer to Harmony to fill that position. The Old Town Circulation Supervisor position will post soon and will be filled internally. Somewhat convoluted, I realize, but it all makes sense from a staffing perspective, meeting the needs of both employees and the District.

Services to Local Business and Nonprofit Community

Report below from Anne Macdonald, Business Librarian:

I continue to work with local nonprofits introducing the Foundation Directory Online and the partnership we have with the Foundation Center.

- Met with the Fort Collins Lincoln Center Guild, member from the Fort Collins Opera and Team Fort Collins to walk them through the offerings of our Foundation Center partnership.
- I presented Grantwriting Basics and Foundation Directory Online to a group at Estes Park Library – a partnership with the Estes Park Nonprofit Workforce Center.
- I'm working on a partnership with Estes Park Nonprofit Resource Center, Northern Colorado Nonprofit Resource Center, Foundation Center and (maybe) OtterCares to contract with the Foundation Center for a one-day workshop on one or more of the following:

[Budgets that Make the Case: Winning Proposal Budgets](#) *Live Webinar*

[Building Relationships with Foundations to Win the Next Grant](#) *Live Webinar*

[Developing your Nonprofit's Brandraising Strategy \(and what to do once you've got it\)](#) *Live Webinar*

[Foundation Funding Research: Strategies for Finding and Evaluating Prospects](#) *Classroom*

[Foundation Fundraising Essentials](#) *Classroom*

[Getting Started: Prototyping an Outcome Framework](#) *Live Webinar*

Continue to meet with Small Business Development Center clients on a weekly basis—3 or 4 per week to provide competition, industry trends and market research.

Have developed a working partnership with Rocky Mountain Innosphere—word has evidently gotten out to the high-tech and biotech world. I work with their new part time researcher to provide basic industry and market trend information to determine the market value of their applicant startups.

Teen Services

- Promoting the Battle of the Bards 2014 contest (for both teens and adults) began in January. Entries are being received Feb 3-19. Diane Tuccillo is again working with Melissa Beavers to do this special contest and poetry reading program (which will be April 25th, Harmony Round).
- IRS teens met Jan 4th at Harmony with 22 in attendance. Sue-Ellen Jones and Diane registered 10 IRS members for the Colorado Teen Literature Conference on April 5th (registration is now full and closed, so it is good we did it early).
- Diane did database and reference training at Preston Middle School for the class piloting the Oral Histories Project on Jan 17th. They videoed Diane doing the training as part of the documentation of the project.
- Victoria Hanley did the Seizing the Story for Teens writing/critiquing program on Jan 25th to a very enthusiastic group of 19 teens (who did not want to leave they were so engaged!).
- IRS teens met on Feb 1 at Council Tree with 17 teens in attendance.

OLD TOWN LIBRARY HIGHLIGHTS

By Jean Bosch

Library Visits and Tours

Old Town Library Manager Jean Bosch gave a brief welcome to the visiting DOVIA group. Volunteer Coordinator Barbara Crandall hosted the group for a meeting and she described our volunteer program to attendees.

Jean also gave a brief welcome to the Volunteer Income Tax Assistance (VITA) volunteers during their orientation. This free tax assistance service is offered in the Community Room twice a week and provides services for about 50 households each week during the tax season. The volunteers also use the study rooms throughout the year to meet with tax clients one-on-one.

Old Town Library provided space for Homeward 2020's annual Point-in-Time Survey of homeless individuals. Volunteers met briefly with individuals identified as homeless to conduct short interviews to gather data to try to improve services and needs for this population so that they may move out of homelessness. Jean also conducted surveys during a lunch shift at Catholic Charities and Library Assistant Sylvia Garcia assisted with data entry.

Technology Update

We are pleased to welcome Paul Douglas, Emilio Herrera-Young, and Daniel Jauch to newly created Computer Assistant positions. These part-time positions assist with all things computer-related as well as the Collaboration Room, Assistive Technology, smart boards, Community Room a/v, emedia, and more. We are very happy to have them on board in this capacity.

Scheduling adjustments have been made to bring staffing for the public computer area on the 2nd floor in alignment with Council Tree and Harmony libraries. Computer Assistants will not be available during the weekday morning shifts. Library Assistants and Librarians will assist when they are working the Reference jump station.

Old Town Library and Answer Center staff has received several requests for the use of a typewriter. Staff got one donated and Facilities staff refurbished a wheeled cart for it to make it more portable and easy to store off of the public floor. In its first week of availability, the typewriter was used seven times.

Programs and Events

Staff and patrons eagerly returned to our regular preschool storytime schedule. Staff is busy making preparation and plans for the 2014 Summer Reading Program as well as the One Book 4 Colorado events happening later this spring.

Teen Reference Librarian Sue-Ellen Jones co-hosted an IRS meeting at Harmony with 22 teens in attendance.

Harmony Teen Reference Librarian Diane Tuccillo and Sue-Ellen finalized the list of ten teens who will be attending the Teen Literature Conference; our IRS group will also be staffing its own table at the Teen Lit Conference this year. The group will also be sharing the details of what it's like to be part of a successful Teen Advisory Group.

Considering the chilly and snowy weather, Librarian Sarah Scobey enjoyed a good turnout for the book club meetings for *Billy Lynn's Long Halftime Walk*. She hosted 17 participants at the (very snowy) evening book discussion and 21 participants for the brown bag lunch discussion group.

Public Services Librarian Nicole Burchfield hosted our first Spellapalooza – a spelling bee for adults. It was held off-site at Avogadro's Number with over 125 in attendance despite the snowstorm. Participants enjoyed the fun-filled evening and one skilled speller went home with the spellmaster trophy after over 2 hours of competition. Many thanks to Board of Trustees members Robin Gard and Mike Liggett who graciously served as judges for this event!

Continuing Education and Training Opportunities

Most of the staff was able to attend our 2nd PRPLD Staff Day. Some staff also presented. It is a very valuable experience and we enjoyed the opportunity to learn and share together.

Several staff members attended one of the City of Fort Collins' show-and-tell sessions regarding the forthcoming MAX transit system.

Early Literacy Librarian Vicky Hays and Nicole attended the CATS (Children's and Teen Services Division of the Colorado Association of Libraries) Workshop in Denver. Nicole was one of the organizers and it was a very informative day on STEM, Mock Caldecott Award, and lots and lots of apps.

Many staff participate in the Wellness Program each year. One of the many things we learned this year is that the average person gains eight pounds during the holiday season. Six Old Town Library staff members formed Team Status Quo to participate in the Great Holiday Weigh-In sponsored by the Wellness Program. Our goal was to not gain any weight during the holiday season and we met our goal.

Jean accompanied Communications Manager Paula Watson-Lakamp to Denver for the Colorado Performer's Jamboree. The Jamboree is hosted by the Colorado Parks and Recreation Association and is a great opportunity to see and hear area performers before booking them for library programs.

COUNCIL TREE LIBRARY HIGHLIGHTS

By Currie Meyer

Kathie Young de Herrera promoted to Outreach Services

On January 2, Council Tree Library's Kathie Young de Herrera (Library Assistant) was hired by Johanna Ulloa, Outreach Services Manager, for the full-time Library Assistant (LA) position in Outreach. Kathie, an original member of the Council Tree Library LA crew, was hired in January of 2009. Kathie will be missed sorely at Council Tree Library, but her skill set – including speaking fluent Spanish, teaching kindergarten, personalized customer service and passion for sharing library resources, will be highly useful in Outreach Services.



Staff Day

All Library staff, including 36 Council Tree Library staff, attended Staff Day held at Front Range Community College on January 10. Several Council Tree staff members were involved with staff day, including Holly Fritz, Library Services Representative (LSR), who helped plan and implement the event with the Learning Organization Team; Chris Cortez, Circulation Supervisor, who helped present the program, 'Finding Ways to Say Yes' with LSRs Holly Bucks and Holly Fritz; LAs Karla Cribari and Sara Nesbitt who helped present 'The Virtual Library' as members of the Tech Heads group, and Currie Meyer, who gave a short speech to honor Chris Cortez for her 25th anniversary of work with the District, and who presented information about the new Learning Log learning survey initiative.

Larimer Health Connect Training

Julie Wenzel, Outreach and Education guide from the Health District of Northern Larimer County, presented information on Larimer Health Connect (LHC) to Council Tree Library classified staff at our monthly staff meeting on Jan 14. Ms. Wenzel shared information on ways LHC provides assistance to people in need of health insurance due to the Affordable Care Act. We discussed ways library staff can help our customers explore insurance options through the LHC website, enroll in insurance online, and arrange for personal help from LHC guides.

