

# Executive Director's Report

## February 2014

### ADMINISTRATION

*By Holly Carroll*

#### Library Park

I signed the substantially complete certificate on February 25 and forwarded the second-to-last contractor request for payment to Jeff Barnes. Ken Draves and Jill Burrell did a quick walk-through now that the pedestrian lights are installed. We will know more about any irrigation upgrades or repairs later this spring. The light poles for the performance stage will be shipped in late March. All is on schedule for a completion date of early May. I have received several compliments from the public about the improvements, especially the wider diagonal walkway and additional lighting.

#### New Trustee Appointed

John Frey and I were invited to observe the interviews conducted by the City and Larimer County on February 12 for the appointment of a new Library District trustee. Applications from 16 candidates were submitted and three candidates were interviewed. Amanda Manges Quijano has or will be officially appointed by both governing bodies in time for the March 10 board meeting. Amanda grew up in Fort Collins and was an avid library user throughout her youth. She has returned to Fort Collins to raise her children. John Frey and Cara Neth met with Amanda on February 27 to welcome her to the board and to present her with a copy of the very thorough PRPLD Trustee Handbook. Cynthia Langren is coordinating tours of our facilities with Amanda and the Leadership Team.

#### Tax Increment Financing (TIF)

John Frey and I attended a meeting convened by Larimer County on February 19 to discuss the value and use of TIF in the County. City Managers, School Superintendents and Executive Directors of special districts were all invited with all but a few entities not represented at this first meeting. Larimer County is proposing that the entities work together and agree to a process that would apply to all future TIF projects. The process would then be documented in a collection of Intergovernmental Agreements (IGAs). Linda Hoffman proposes that a steering committee be formed to do some of the heavy lifting of crafting the process. A second meeting of the invitees is planned for late March.

#### Meeting with COFC Human Resources Department

I met with Janet Miller, Human Resources Director for the City of Fort Collins, Deb Mossburgh, the Library's HR partner and Brenda Ehleiter, benefits analyst on February 25 about the HR policy revisions the board approved earlier this year and how such changes to City policy might be administered. Discussed also were the HR services we use and how the Library District and City might best proceed in the future. The HR department has been evaluating the department's capacity to provide services to the various entities that contract with the City. Administering HR policy that varies from the City's is not feasible at this time.

We agreed that policies written for a large, complex organization such as the City do not always work well for the Library District. We concluded that the best solution for 2015 would be for the Library District to develop its own HR policies and hire an HR manager. We would not contract for core HR service which includes partner support, policy administration, recruitment and talent/reward support. The Library could continue to contract separately for benefits administration, wellness and learning. I recommend that the Library District pursue this course of action after we determine financial and staffing implications of such action. A second meeting with HR folks will be scheduled for April.

### **Meeting with Dr. Smyser, Poudre School District**

Sandra Smyser and I met on February 28 to continue our discussion started last September on ways the Library and School District can partner and communicate more effectively with one another. She is pleased that we will be offering programming for children during the two early release weeks in August, supports our school liaison initiative and will pursue an exception from current school policy to distribute the summer reading program calendar to all students. I am following up with her on these issues in a few weeks.

### **Other Activities**

As a newly appointed member of the City of Fort Collins' Community Development Block Grant Commission (CDBG), I attended a two-hour planning session with other members of advisory boards and commissions. The City wants help in determining more effective ways to gather citizen participation and ideas than through advisory boards, of which there are over 30 and some duplication of purpose.

I participated in the Library Trust work session on February 4 and the Friends of the Library monthly meeting on February 19.

Paula and I hosted a table for the WomenGive annual meeting on the 20<sup>th</sup>.

On the 21<sup>st</sup> Paula Watson-Lakamp, Robin Gard and I participated in a FC150 (sesquicentennial celebration) meeting with other community groups to coordinate, plan and promote activities throughout the city.

I attended the State of the City address on the 26<sup>th</sup>.

## **COLLECTION MANAGEMENT**

*By Tova Aragon*

Tova submitted the Overdrive purchasing history for 2011-2013 to Navigant as part of a nationwide study of eMedia purchasing. King County Library System (KCLS) in Washington worked with Navigant, a forensic accounting firm, to identify the cost to the KCLS of purchasing downloadable eBooks at the "library price." In researching the issue, Navigant has found that some publishers are selling eBooks to public libraries at prices that are higher than what retailers pay. When the study was finished, KCLS shared its findings at the Urban Libraries Council Partners Conference (of which we are a member) and announced that Navigant was willing to work with other public libraries in an effort to find a legal remedy to the access and price differential situation. We joined with approximately 40 libraries to expand the research data. This analysis may ultimately help determine whether there is a case to be made about the ability of public libraries to provide eBook formats to library patrons. It will also help us evaluate our own purchasing trends.

Tova, Alice and Judi have been researching the SkyRiver cataloging system. It is an alternative to the OCLC system that we are using now. They attended a webinar presented by CLIC and a demonstration by a Jefferson County cataloger.

In response to customer requests, Tova has been researching ways to handle the *Purchase Suggestions* from patrons differently. The *Purchase Suggestions* are submitted via a web form and goes to an email account. Staff review the requests to see which items will be purchased and which will be requested through Prospector for the patron. If we purchase the item, we place the hold for the patron. It was suggested that it would be more customer friendly to contact each patron and inform them of what decision was being made. We average 40 requests a day. Depending on the type of request, it can take 1-2 hours to process the requests. Due to the large staff time involved in adding personal contact to the process, an automatic solution is recommended. Peggy and Carol helped test the Sierra recommendation module. It wasn't a viable option because it added many more

steps and time to the process without completely meeting the personal contact need. Tova surveyed other Front Range libraries without finding a solution. She will continue to keep an eye out. A change was made to the web form wording to help clarify the process for patrons.

*“This form is only to suggest that we buy an item. Please include as much information as possible. You will not be contacted regarding the status of the material suggested for purchase. However, if the item meets our selection criteria and is purchased, you will be placed on the holds list.”*

## **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 and new Savannah messaging system
- Working on new social media promotions and platforms, “The River’s Mouth” updating
- Worked with local media on various stories
- Taught the teen Tangle art class
- Finalizing 2014 Summer Reading information and 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 Pinterest and blogging webinars
- My Library Story Contest
- Organizing St. Patrick’s Day Parade submission for March 15

## **OUTREACH SERVICES**

*By Johanna Ulloa*

### **Outreach Core**

We welcomed our new team members, Kathie Young de Herrera and Sylvia Garcia. Both of them come to us with many years of experience and knowledge that will be invaluable for Outreach Services. Their skills, knowledge, and experience are a perfect match for our team and the services we provide to the community.

The highlight of the month was the **volunteer appreciation event** held at Old Town. We had 80 people in attendance and very happy volunteers. We recognized and thanked all our amazing volunteers and also celebrated exceptional volunteers from Old Town, Council Tree, Harmony Library, Collections Management, Outreach Services, Homebound Services, and a special award was given to Peggy Reeves for her leadership of the Library Trust fundraising campaign. For great pictures of the event please go to <https://volunteersrocktheworld.shutterfly.com/49>.





During Rincon de Cuentos in February we had lots of fun. We celebrated several different occasions this month: Valentine’s Day, birthdays, along with wolves and yarn. We made wolf puppets; fingerprint cards that showed how old we are, (I decided that I am only five years old this year); we made scratch art hearts, explored yarn painting and had many beautiful paintings.

At the schools this month we shared stories about friendship and of course Valentine’s Day too. From Bauder, University Village, Irish to Stove Prairie, we had a Valentine theme. All of the children loved the stories, but their two favorites were, *Kiss me, I’m perfect*, by Robert Munsch and the cut-n-tell story *Kitten’s Valentine*.

**Mobile Makerspaces**

We visited Putnam Elementary for literacy night. After story time we made library cards, while the kiddos made Valentines for their loved ones with fabric cut-outs and glue, (some of them had more fun with the glue than with the Valentines.)



At Northside Aztlan Center we also celebrated birthdays with 29 kids in attendance. What a fun day! The kids really enjoyed using the stamp pads and their fingerprints. CLC finished out the month with 13 kiddos and we painted with yarn and read stories about colors.



**School Liaisons**

Currie Meyer, Johanna Ulloa, Holly Carroll, and Ken Draves were excited to launch the Elementary School Liaison program with the Poudre School District. We wanted to build and strengthen relationships between PRPLD and PSD, increase regular communication, and, extend our reach and improve our service to PSD students and their families. Although reaching out to schools is an outreach activity by definition, the outreach staff is more than grateful to count so many enthusiastic staff members to help us with this task.

We assigned the 27 elementary schools in Poudre Library District to full-time staff from each branch according to geographical location or staff’s desire to work at a particular school. The Outreach Department will cover a total of 10 Elementary Schools. Dianne Tuccillo and Sue-Ellen Jones will continue their amazing job as school liaisons for the middle and high schools.

**Community Connections**

As part of the Diversity Action Committee we contributed and participated in the two-day training with Dr. Zimmerman on Culturally Responsive Service Delivery. It was an incredible training that will inform our practices from service delivery to strategic planning. We had 98 attendees from Corrections, Human Services, Matthews House, Poudre School District, City of Fort Collins, and Larimer County among others.

We were invited to attend a programming meeting at the Fort Collins Masjid (Mosque). We planned 2014 services and we are honored to have a set schedule to provide storytimes, mobile makerspaces, and computer classes. In order to provide culturally responsible services we will only provide one event a month so we can have plenty of time to research appropriate materials and activities.

Summer Reading Program has taken our main efforts and coordination with many partners in the community. We have a very ambitious plan for 2014; we are planning to provide eight programs a week in the community.

We participated in the monthly meeting for Health Equity in Fort Collins. Sue Beck-Ferkis from the social sustainability Department for the City of Fort Collins shared the results from the Social Sustainability Gap Analysis. The areas covered included housing, homelessness, persons living in poverty, health and wellness, At-risk youth, education, and diversity and equity. The report is available on line at <http://www.fcgov.com/socialsustainability/pdf/gapsdraftreport010814.pdf> and the city is asking for feedback.

We participated in the quarterly meeting for the Larimer County Immigration Advisory Council Meeting. May services and opportunities related to Immigrant services were shared. We were able to promote our Citizenships Classes. We will begin a new series in April. At the moment the library is the only organizing coordinating citizen classes.

We also attended the invitation to participate in a library pilot study using the Anatomy in Clay® Learning System. The program is very didactic and fun. Melissa Beavers from the Progaming Team joined us. It is simply an amazing tool to learn anatomy. We will brainstorm in the future on how to use this perfect makerspace activity! Also the creator, Jon Zahourek, would like us to help make the program available for the Latino community. Stay tuned, more to come!



### **International Outreach**

Since the adoption of our sister library in Nicaragua we have contacted Jane Mirandette and coordinated our first two international outreach programs! We are beyond excited to start a Penpal program between the kids from Rincon de Cuentos and possibly Noches en Familia with the kids from Nicaragua. Also we are collaborating to do a program in Spanish via Skype or Facetime with a group of kids from 3<sup>rd</sup> and 4<sup>th</sup> grade that study in the library in Nicaragua in the mornings and Spanish speaking kids from our programs. Stay tuned!

## Computers

During this month we finished our first series of computer classes in Spanish at Community Life Center where we had attendees as far away as Loveland. We met with their Community Resource Director to plan another series in the near future. Every Friday we will use their computer room for personalized classes, as well as any needed follow up.

Our weekly work continued at Safehouse Crossroads. During the last few visits we finished several job applications for their members. We were also invited to talk about our library and promote the many services we offer. Most of the attendants were very surprised to find out all of our free resources we have to offer including the Nooks and Brainfuse.

Personalized classes formerly known as "Tech a la Cart" continued this month with iPad Basics. Due to the high demand for this service we have a waiting list.

Karol Rueda has cleaned and updated all the mini iPads of our department, making sure they all work properly.

The computer at Salud Clinic wasn't working properly since it wasn't recognizing the Internet connection. After fixing the issue it was also updated and I left it working correctly. This computer's access to Internet had a lot of restrictions including our own library's site, but that problem has been solved.

Karol Rueda attended the Every Child Ready to Read workshop. Karol has been added to our list of available bilingual storytime providers. She has already provided some storytimes in the community.

## Volunteers

Homebound Services added one more in-person delivery and two Books-by-Mail homebound customers this month. The Endicia postage and Dazzle software were updated due to the postal regulations that took effect in late January. Fortunately, the library rate postage did not increase.

Barbara Crandall was able to speak to a Parkinson's disease support group at the request of one of her homebound customers. She told them about the downloadable ebooks and audio ebooks through the customer's speaker phone. She was able to show the customer the library website's downloadable information in a later in-person visit.

Work continued to update calendars and volunteer time sheets with the Volgistics volunteer management software. Training of new paging slip volunteers was done and now there are enough circulation volunteers at Old Town Library for the time being.

Barbara attended DOVIA (Directors of Volunteers in Agencies) and learned about the City of Fort Collins Natural Areas' custom *Nature Tracker* software that handles event/activity registration, volunteer applications, volunteer and event scheduling, evaluations/feedback, and reporting.

A meeting with Kim Doran and Jean Bosch took place to identify better ways to provide excellent services to volunteers and the circulation team at Old Town. Many concrete steps will be implemented in the near future.

# SYSTEMS ADMINISTRATION

By Carol Gyger

**Mobile App Upgraded!** – Upgrade your Library app and see the new features. If you don't have the app, go to <http://www.poudrelibraries.org/m/> and get it! If you already have it, upgrade to the newest version in your app store. There is even an **iPad version** available.

The diagram illustrates the Poudre River Public Library app interface on an iPad. A central screenshot of the 'Main Menu' is surrounded by callout boxes and arrows pointing to specific features:

- Library Card:** Add your library card number and scan it at the Express Check stations.
- Downloadable Library:** Access to our download and streaming services.
- Get Social:** Connect with the Library's Facebook page, Pinterest, Blog.
- BookLook:** Scan an ISBN on the back of a book when you're in a bookstore or out and about and find out if our library has it!

The 'Main Menu' screenshot includes the following items:

- Back
- POUDRE RIVER PUBLIC LIBRARY DISTRICT
- My Account
- Downloadable Library ebooks and more!
- Find Books & Media Search our Catalog
- Find Articles - EBSCO login required
- BookLook™ ISBN Search
- Library Hours & Locations
- Drop Box / Bookdrop Locator
- Calendar
- Ask Us
- Contact Us - Click to Call 970.221.6740
- Get Social

Below the main menu are two additional screenshots:

- eBooks:** A list of digital content categories including OverDrive, Freading, AudioBooks, Magazines, Movies, and Music.
- Holdings:** A search results page for the book 'On Ramon's farm : five tales of Mexico / by Campbell Geeslin ; illustrated by Petra Mathers.' It includes author, publisher, and a 'Request (1 copies) place on hold' button.

### **Recycling Electronics – ELTC**

The Library District has systematically replaced older, smaller computer monitors with 17” and 19” monitors to better meet the needs of the staff and customers. In February the Systems Administration Department donated 24 well-used but still useful computer monitors to the Education and Life Training Center (ELTC). For more information about the ELTC program, go to <http://eltcenter.org/computers-repairs/> .

### **Website Redesign Update**

The Website Redesign Team has been working for over a month on their project plan and creating an alpha site mockup. Everything is still rough around the edges but taking shape nicely. When a beta site is available, many eyes will be looking at the work and giving feedback to the team. Team members – Carol Gyger (lead), Peggy Shaughnessy, Victor Zuniga, Paula Watson-Lakamp, Kristen Draper, and Annie Fox.

### **Minecraft Mania**



Victor Zuniga, Gabe Johnson and Amy Holzworth pulled off an awesome Minecraft Mania program along with 4 teen Minecraft experts and 20 enthusiastic 6<sup>th</sup>-9<sup>th</sup> grade participants. More information about the program and its success is included in Jean Bosch’s portion of the Director’s Report.

Many photos were taken and will be shared by others. But to get a real feel for how active and communicative this group was, even while sitting at computers, take a look at this raw video on the Library’s You Tube channel - <http://youtu.be/3CUJF6WURJ4> .

## **HARMONY LIBRARY HIGHLIGHTS**

*By Ken Draves*

### **Collections and Physical Facilities**

Patrons are using and enjoying the new furniture in our magazine area. It looks terrific and replaces the old and worn chairs that previously occupied that space.

Laurel and Jennifer toured OTL looking at end panel images as part of signage/end panel project for Harmony. Children’s kits now have their own rack.

Staff moved all kids’ magazines into the same section which allowed JFiction to expand.

### **Staffing**

Crystal Bollman, previously Harmony’s Circulation Supervisor, began her new job of Interlibrary Loan (ILL) Coordinator in February.

Kim Doran, currently Circulation Supervisor at Old Town, will transfer to Harmony to fill the position vacated by Crystal. The Old Town Circulation Supervisor position will be filled internally.

### **FRCC News and Updates**

Annie Fox, FRCC-Larimer Campus Librarian, shared that Governor Hickenlooper signed legislation recently that allows Colorado community colleges to issue four-year degrees in some fields.

**Teen Services (shared by Diane Tuccillo, Harmony's Teen Services Librarian):**

Interesting Reader Society (IRS) meeting held on February 1. Nineteen IRS teens signed up to work as volunteers at the Friends of the Library book sale next month. Plans for the Colorado Teen Literature Conference are underway. Teens' Top Ten/YA Galley project is progressing.

A sub-group of six IRS volunteers created an entry for the Colorado State Library's Teen Video Challenge contest to promote the summer reading program's theme this year, "Spark a Reaction." The video, entitled "Book of Monsters," was entered by the February 21 deadline.

The Battle of the Bards poetry contest was held this month, and we received a couple hundred entries from teens and adults. Melissa Beavers and I are now working together on the next phase of the contest, coordinating the judging with our volunteer judges (for Teen, IRS member Jared Corp and local author Todd Mitchell, plus me). This is in prep for the BoB Poetry Reading program on April 25th.

I began my regular afternoon shifts at CT to provide a teen services presence there each week.

I attended the PSD secondary media meeting on Feb 26th to share information about our librarian liaison efforts to connect better with them the teachers at their schools, and their students. I received an invitation for us to host author Ann Brashares at our library and at 2 high schools in Fort Collins in April.

It was a busy month! :)

**Tours, Outreach, Continuing Education**

God's Promises Preschool visited Harmony and children attended a special storytime.

A number of staff attended U.S. Census training at CSU.

Crystal Bollman taught a class for Librarians and Library Assistants on how to issue library cards, so that they can help issue cards during busy times at Harmony, such as the beginning of each semester.

Harmony staff members made initial contacts with principals and media specialists at their assigned schools in the new liaison program.

**OLD TOWN LIBRARY HIGHLIGHTS**

*By Jean Bosch*

**Staffing Changes**

Library Assistant Sylvia Garcia recently completed a job analysis questionnaire. This JAQ helped determine her work/duties are comparable to that of a Librarian. She has been reclassified as an Outreach Services Librarian. We are quite pleased that while she will be managed and guided by the Outreach Services Manager, she will still work at Old Town Library for reference shifts each week.

Circulation Supervisor Kim Doran will be transferring to the same position at Harmony Library on March 31. Kim, Council Tree Circulation Supervisor Chris Cortez, ILL Coordinator Crystal Bollman, and Old Town Library Manager Jean Bosch interviewed several internal candidates for the OTL Circulation Supervisor position. Library Services Representative Holly Bucks has accepted the position and will begin training on March 31. We are pleased to bring Holly on board for this new adventure and challenge!

## Programs, Tours, and Events

Teen/Reference Services Librarian Sue-Ellen Jones did an informal introduction to BrainFuse to a homeschooling group using the Collaboration Room. She also did a tour for 20 kids and their parents from Harris Bilingual program. She demonstrated how they could use our catalog page and many databases in Spanish. She introduced them to BrainFuse and showed the adults some of the resume resources and how they could request help from a Spanish tutor. They spent a lot of time in the World Languages area, audiobooks, and the Children's area.

This month brought us Season 10 of **Story Theatre**. Attendance ranged from 28 at the Harmony evening show; 35 at the Council Tree evening show; 60 at the Old Town evening show; and 70 at the Council Tree Sunday afternoon show.

A few English as a Second Language (ESL) teachers from Poudre School District had their students and their families attend. Library Assistant Giny McConathy emailed the script to them ahead of time, so the students could read and study it. The teachers said complimentary things about the actors afterwards, and said that their students really enjoyed the show. We'd envisioned Story Theatre as a way to promote children's books to elementary students, but this new benefit—a play that ESL students of varying ages can understand and enjoy—is serendipity.

We are very proud of our seven Theatre Pals. Director Karen Christophersen has volunteered many hours to make these productions special.

Early Literacy Librarian Vicky Hays helped Digital Literacy Librarian Kristen Draper teach an iPad 101 class. Vicky also taught a Pinterest class.

The library district can be proud of an extremely successful inaugural **Minecraft Mania program**. The work group of staff (Systems Administration's Victor Zuniga, Answer Center's Gabe Johnson, Systems Administration Manager Carol Gyger, and Librarian Amy Holzworth) and teen work group (Ben Holzworth, Zach Chaffee, George Ivers, and Jacob Lipptert) worked since September to plan and orchestrate a totally interactive event for 20 kids in grades 6-9. Countless hours and tests on the server along with great cooperation from the Programming Team made this a program worth repeating. A measure of success is that we had nearly 30 other kids interested over the initial 20 who filled the registration list! The waitlisted kids were contacted and have now filled up the next Minecraft Mania program happening on March 15 as part of Teen Tech Week. And another waitlist has started up!



## Minecraft Mania's success in a nutshell:

- 1 visit from the Executive Director
- 4 high school teen volunteers
- 3 staff members
- 6 months of planning
- Countless helpful communications with our Programming Team members
- 8 test-and-build sessions
- At least 40 hours of volunteer time
- 20 kids attended the first event (6th to 9th grade)
- 30 kids on the waitlist
- 3 bags of pretzels consumed
- Numerous crafts created (foam swords and paper folding to make “soil” blocks)
- 2 bags of carrots
- 20 bottles of “Creepers Water” bottles consumed (just water with a fun label put on them)
- Individualized name plates so each kid knew which computer was “theirs”
- 65 push-ups (definitely an interactive program!)
- \$100 graciously shared by the Programming Team for supplies
- Minecraft album playing over the iPad and combined meeting rooms AV equipment
- Many, many wires and power cords utilized

As demonstrated in the following photos, you can see the crew and attendees had one solid, fun time!



Jean, Vicky, Amy, Giny, Library Assistant Erin Senseman, and Public Services Librarian Nicole Burchfield have been selected as Library Liaisons between the library district and the elementary schools. We look forward to building relationships and fostering partnerships with our schools to help the students, families, and staff members. We have already started introducing ourselves, scheduling visits for Dr. Seuss Day and One Book 4 Colorado distribution, and collecting Campbell's soup labels, Morning Fresh Dairy milk caps, and General Mills product labels to split and donate to the schools to help them raise funds.

### **Other Opportunities**

Old Town Library hosted a site visit in the children's area for a possible grant opportunity. The Circulation staff was joined by Jean and Amy at an after-hours Shelf Reading Party. Fueled by pizza, soda, and desserts, these staff shelf read the entire library collection in one evening to help ensure items are in their correct locations! Shelf reading is an integral part of library work and a part of the inventory process.

Old Town Library was pleased to serve as the host site for the Volunteer Appreciation Breakfast. Jean presented Jan Ritter with the Old Town Library volunteer of the year award.

Jean, Council Tree Library Manager Currie Meyer, and Collections Manager Tova Aragon make up a work group to research and make recommendations for staff rewards and recognition. The group presented a recommendation to the Library Leadership Team and is now working on the next steps. This work group was formed in an effort to improve some of the needs that came to light in the Q14 survey.

### **Continuing Education/Learning Organization**

All classified staff is crafting their 2014 objectives that are due in March. Staff is tying them into the library district's strategic plan.

Although a graduate of the 2013 Leadership Fort Collins class, Jean had to miss the LFC visit to the State Capitol last year due to medical leave. She was able to attend this year and learned much about the legislative processes. The group was greeted by Senator John Kefalas, Lieutenant Governor Joe Garcia, and several other leaders.

Jean and Manager Currie started a three-part mini-class on Managing in the Middle. The first session was an in-person class held in Denver and will be followed up by two online sessions in March. It is offered through the Colorado State Library and taught by Pat Wagner.

Jean also attended the Colorado Association of Libraries Executive Board meeting and Conference Planning meeting in Denver as part of her COPLA and Awards Committee duties.

In addition, Vicky trained two staff members in Every Child Ready to Read 2.



## COUNCIL TREE LIBRARY HIGHLIGHTS

By Currie Meyer

### VITA Service

Local volunteers from the Volunteers Income Tax Assistance (VITA) program began offering tax preparation help in CTL's community meeting room on February 7. VITA is an IRS-sponsored program that provides free, confidential and secure preparation and e-filing of Federal and state income taxes for low-income taxpayers. VITA will continue to provide drop-in services at CTL every Friday from 10am-2pm through April 11.

### City Parks and Recreation Recreator Sign up

As we have done since fall of 2009, Council Tree Library hosted the City of Fort Collins Recreation Department's walk-in registration for their Recreator suite of classes and programs on February 20. Currie awoke early to let City staff in to CTL at 6:40 am! Registration ran from 7:00 am – 12:00 pm. About 20 community members registered at CTL, the only walk-in site on the south east part of town.

### African Crafts Maker Program

In recognition of Black History Month, Programming Team member Melissa Beavers coordinated an African Arts and Crafts drop-in program at CTL on February 22. 117 people of all ages attended the program. Program attendee Irina Goodrich was so impressed by the event, she wrote this comment on a 'How'd We Do?' form:

*Dear Melissa and CTL: Thank you so much for the wonderful activities during Black History Month. We (together with our 3 year old and 6 year old daughters) especially enjoyed the arts and crafts Saturday and all the explanations on patterns, beads, cave drawings. Informative, entertaining, fun – pure joy! It is always a pleasure to visit the Council Tree Library, but with these extra activities (storytimes, arts and crafts), each visit turns into a special adventure that we so much look forward to. Thank you again!*



### Meeting in the Middle Management Workshop, February 25:

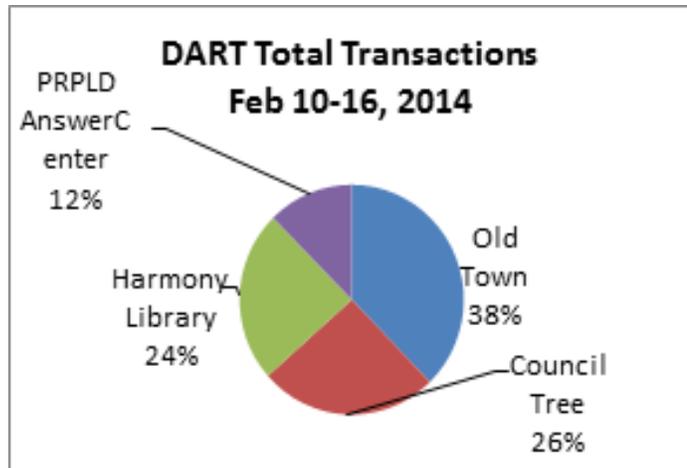
Currie attended the workshop, "Meeting in the Middle: The Unique Challenges of Branch Level Library Management" presented by library consultant Pat Wagner of SieraLearn, Inc. and sponsored by the Colorado State Library, on February 25 at the Eloise May Public Library in Aurora. The all-day workshop featured Pat's perspectives and illustrative stories about management, supervision, leadership and task-based work, an informal assessment of managerial characteristics, and opportunities to network with others at the workshop. In addition to the workshop, two web-based workshops are scheduled for March and April. Participants have an assignment to finish at the end of March.

**DART week one of three February 10-16:**

Currie coordinated the District-wide application of the DART reference tracker during the week of February 10-16. More than five thousand transactions between staff and library users were tracked during the week. Dart Reference Tracker is a free, web-based tool that provides an electronic system for reporting, tracking and analyzing a library’s information transactions. Public desk and circulation staff is asked to track information transactions using Dart for three weeks over the course of a year.

**Location (building)**

Response	Total	%
Old Town	2,000	37.69
Council Tree	1,367	25.76
Harmony Library	1,284	24.19
PRPLD AnswerCenter	656	12.36
<b>TOTAL transactions</b>	<b>5,307</b>	



Feb 11-17, 2013 total: 5,224

OTL: 36%

HL: 25%

CTL: 25%

AC: 12%

**Question Category**

Response	Total	%
<b>No response</b>	<b>1,094</b>	<b>20.15</b>
Information assistance (Reference)	777	14.31
Other (Procedural)	557	10.26
ID check out/card # (Procedural)	440	8.10
Holdshelf help (Procedural)	374	6.89
Payment (Procedural)	350	6.45
Other (Technology)	271	4.99
Renewal (Procedural)	257	4.73
Printing (Technology)	252	4.64
Problem item/CR (Procedural)	220	4.05
Express check help (Procedural)	207	3.81
Check in receipt (Procedural)	177	3.26
<b>Course reserves (Procedural)</b>	<b>100</b>	<b>1.84</b>
Readers' Advisory (Reference)	74	1.36
<b>Meeting room (Procedural)</b>	<b>62</b>	<b>1.14</b>
Readers' advisory (Reference)	56	1.03
Tax information (Reference)	43	0.79
Help finding hold (Procedural)	29	0.53
iPad / Android (eMedia)	29	0.53
<b>AMH help (Procedural)</b>	<b>18</b>	<b>0.33</b>
Kindle (eMedia)	18	0.33
eMedia - other (eMedia)	10	0.18
Nook (eMedia)	8	0.15
e-audiobooks (eMedia)	6	0.11

'No response' transactions represent Directional and Other transactions that do not provide question categories, Highlighted question categories are specific to a building.

## Time Spent

Response	Total	%
< 1 Min.	2,883	54.32
1-5 Min.	2,107	39.70
6-10 Min.	253	4.77
11-15 Min.	41	0.77
16-30 Min.	23	0.43

## Mode of Communication

Response	Total	%
In-Person	4,609	86.85
Telephone	472	8.89
E-mail	218	4.11
Electronic	7	0.13
Other	1	0.02