

# Executive Director's Report

## October 2014

### ADMINISTRATION

*By Holly Carroll*

#### 2014 CAL Conference

For the past two years, the CAL conference has been held at the Embassy Suites in Loveland which allows the Library District to easily schedule staff to attend for one or more days. This year over 20 employees and three trustees attended. The District was well represented by staff who shared information on various panel discussions (Jean Bosch, Carol Gyger, Holly Carroll, Kristen Draper). Victor Zuniga and Amy Holzworth shared their experience and expertise about our monthly Minecraft programs held at Old Town Library. Former Library Trustee and current President of the Poudre River Friends of the Library, Robin Gard, was awarded the "Unsung Hero" award for her many contributions to our district, the Friends, and CAL. The 2015 and 2016 conferences will also be held in Loveland so our employees will continue to benefit from the close proximity of the venue.

#### TIF study group

The core study group met on October 15 to interview two consulting firms to assist with the study. The county will finalize a contract with the Denver firm, Economic & Planning Systems, Inc. The consultants will meet the Full Study Group on November 19. The firm will be interviewing representatives from each taxing entity. I will need to know by November 19 if any trustees would like to schedule time with the consultants. A small group of "Excel geeks" has been designated to meet with the consultants to help with developing a financial model. Jeff Barnes will participate on this group as the representative for the special districts.

#### Human Resources Policies and HR Manager Recruitment

Ken Draves and I have scheduled four meetings the week of November 3 to meet with staff to review the new HR policies. Ken prepared a tabular chart which indicates the sections where there are changes and sections where there is no change. Staff are to familiarize themselves with the policies and sign the acknowledgement document on or before December 15, 2014.

To date, 41 applicants have applied for the HR manager job. The Cornerstone on-line recruitment software ranks the applicants by qualifications, skills and knowledge as included on the job description. Eight candidates have received a green (high) rating by meeting at least 15 of the qualifications required or preferred. Eric Ewing, Director of Human Resources, High Plains Library District, has offered to assist with the interview process. We will benefit from his experience as HR Director of a public library.

#### Q14 Employee Engagement Survey

Last October, staff employees were asked to participate voluntarily in an on-line employee satisfaction survey based on the respected Q12 Gallup Poll survey that serves as a standard tool to gauge employee engagement. We worked with the City of Fort Collins and a research company, Campus Lab, to tailor the City's Q14 survey for our employees. Last year 95 staff completed the survey and we received

positive ratings for 12 of the 14 questions. Using last year's results as a baseline, library administration will learn if some of our initiatives, such as the rewards and recognition program, have had an effect on this year's responses. The survey will be distributed by email the week of November 10, 2014.

## **COLLECTION MANAGEMENT**

*By Tova Aragon*

The transition to our new cataloging service, SkyRiver, on October 8<sup>th</sup> went well. Staff from the Colorado Library Consortium met with each of the techs to show them the new system, set up shortcuts and help them adjust their work flow to the new system. The techs picked it up quickly and we had less of a slowdown in work than we anticipated. We are finding that the majority of records are available right away with a few exceptions – some of the academic materials ordered by FRCC and materials ordered through Amazon that are coming from the United Kingdom. Staff are using the SkyRiver's record request service, WorldCat or doing original cataloging to keep the materials going out the door.

We will be launching a new streaming service, Hoopla, in mid-December. Hoopla will give our patrons access to thousands of movies, television, music, and audiobook titles. Although Hoopla provides access to a large selection of materials, it should not be thought of as a replacement for or as up to date as Netflix and Hulu. There is a wide variety of Hollywood blockbusters, television series, bestselling authors and artists along with educational materials, children's titles, foreign films, and other hard-to-find content not offered anywhere else. The Hoopla web site and mobile apps are easy to use. It provides simultaneous use of the titles so there isn't a need for waiting lists. Start streaming immediately, or download a title to your phone or tablet for offline viewing later. Checkout periods are 3 days for movies and television episodes, 7 days for music albums and 21 days audiobooks.

By request of Paula, bibliographic records were entered for the ebooks that the library has produced for the Battle of the Bards, Spooky Stories, and Love the Library writing programs. The ebooks can be found by title of the program, the title of the piece or the author of the piece.

[http://discover.poudrelibraries.org/iii/encore/record/C\\_\\_Rb1634470\\_\\_Sbattle%20of%20the%20bards\\_\\_Orighresult\\_\\_X5?lang=eng&suite=cobalt](http://discover.poudrelibraries.org/iii/encore/record/C__Rb1634470__Sbattle%20of%20the%20bards__Orighresult__X5?lang=eng&suite=cobalt)

## **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 programming team on next year's budget reduction
- Logic Model training with LLT
- Working on 2014 Summer Reading assessment and 2015 planning
- Working with OrangeBoy on dashboard and Savannah messaging system.
- Working on new social media promotions and platforms, "The River's Mouth", updating

- Worked with local media on various stories
- Working with Morgan Library on new Ram Card promotions
- Working with Library Trust PR committee and Board to get ready for December ColoradoGives campaign
- Doing video work with mascots and library services... see our YouTube channel details
- Set up hanging art displays as part of Old Town Library – The Veteran print project in October.
- Working with Holly and Slate Communications on gathering data for new needs assessment focus group and January roll out.
- Working with the City and Outreach Department to market new LSTA grant Makerspace at Northside Aztlan
- Spoke at the Library Communications Conference in Philadelphia

## **OUTREACH SERVICES**

*By Johanna Ulloa*

### **Outreach Core**

October was a busy month for Outreach! LSTA took a big portion of our time; we ordered Lego Robotics and the 3-D printer. Carol Gyger and Victor Zuñiga have been a huge help working with all the logistical aspects of the 3-D printer. Different meetings with staff from the City of Fort Collins took place in order to coordinate all the tasks needed to keep on track for the grant events.

The highlight of the month was our team meeting. Each team member was in charge of presenting a different practice from Every Child Ready to Read. We presented the latest findings on research for early literacy, language acquisition, and school readiness. We made important correlations between the current needs in our community, locations where we provide services, research, and our storytime practices. One of the most useful research findings we discussed was the 30 Million Word Gap. <http://www.aft.org/sites/default/files/periodicals/TheEarlyCatastrophe.pdf> All of the revised research findings informs our practices, keeps our staff informed of latest research-based programs and help us give the community a unison message about the importance of professional storytimes.

A meeting with evaluator Laureen Trainer also took place to coordinate all three evaluations for Rincon de Cuentos, storytimes, and Stream Lab. We are hoping to create a baseline regarding the impact of our programs to inform our practice. Stay tuned!

### **On the Road**

We provided many literacy programs in the community including: Stove Prairie Elementary, University Village, Global Village Museum, Teaching Tree story time, Livermore Elementary, Northside Aztlan Community Center, Harmony Mobile Homes, Putnam Elementary, Community Life Center, Salud, and many more. At Harmony Mobile Home Community, we now have a family of three that comes from the other side of town just to be part of this story time. Their mom says that her children are learning Spanish and feeling much more comfortable speaking it thanks to their participation at Rincón de Cuentos.

We participated in Harry Potter Night at Northside Aztlan Center. Over 200 children came to our booth where we had the green screen. It was a great event full of magic! Karol de Rueda and Johanna Ulloa are now very efficient at using Photo Shop.



Dia de los Muertos is a very important tradition in the Mexican culture that continues to migrate to other segments of the Latino Culture, evidenced by more and more people celebrating it around the world. Harris Elementary hosted an Assembly so we could present a celebration full of tales, books, videos, and interactive program. 300 children from pre-K to 5<sup>th</sup> grade participated in a program made by Ludy Rueda with the special presentation of La Catrina.

We provided digital storytimes at some locations and the reception continues to be very positive. We received really good feedback from teachers, caregivers, and children. Some of the sites that received digital storytimes were at Irish Elementary 1<sup>st</sup> grade classes, Family Center and Salud Clinic.

A new Informal Lending Library was established at Community Life Center. The board books were a big success among the little kids. Slowly, our weekly Rincon de Cuentos storytime at this site is progressing for the better; the kids are able to follow a 15-20 minute literacy presentation, followed by a craft.



We started our second series of Citizenship Classes in partnership with the Family Center. It has been very successful with 13 participants from different parts of the world. The weekly class with a constant attendance has been extended to a few more sessions. This knowledge makes participants feel more confident when it comes to the USCIS complex application.

### **International Outreach**

We began a new series of the Pelicano Program at Harris school in collaboration with our sister library in Nicaragua. We also helped them with a new Language Exchange Program between seniors at Rigden Farms and kids from Harris school.

As documented last year we have been invited to present in the: "Congreso Internacional Lectura 2015: Para leer el siglo XXI" my best translation is "International Reading Conference 2015: Reading in the

21st Century”. Every two years this conference brings the best representatives around the world working with Latino communities to present best practices and research-based programs working with Spanish language readers. Many libraries, researchers, and professors attend this amazing event where all presentations are done in Spanish. We are currently finishing our 8-page application.



We were contacted by Casa de Niños, a Montessori School in San Luis de Potossi Mexico, seeking our expertise in storytimes in Spanish. Ludy Rueda provided ideas, program outlines, and our experience with the program. We just received a report and pictures from their new program with incredible success!

### Community Connections

We attended the Diversity Panel for CSU with Sophie Esch, Ph.D. Department of Foreign Languages and Literatures, Shannon L. Archibeque-Engle, M.S. Director of Diversity and Retention, Jonathan E. Carlyon, Ph.D. Department of Foreign Languages and Literatures, where we were able to learn a lot about current trends on diversity issues. We will use the information gained in order to inform our programs.

Senator Kefalas and Rep. Ginal hosted October Community Issues Forum: **“What is the Purpose of Education?”** Senator Kefalas invited Johanna Ulloa to participate in the panel. All six panelists represented an important education perspective based on their expertise and experience along the P-20 education continuum. The community issues forum is free, nonpartisan and open to the public. With the help of Karol de Rueda, we created a dynamic and beautiful presentation. Both panelist and community members expressed positive feedback on the presentation and Johanna has been asked to help with the second part of the education series.

Will Chan, from the Denver Public Library, visited the Outreach Department. We have worked with him in different panels and meetings. He has been appointed by the White House to be the representative and liaison of Asian Pacific Islanders. We discussed different needs and trends in our community related to that population and possible programing ideas to support that community in our library District.

Ken Draves, Molly Thompson and Sylvia Garcia took a tour of the Spirit Crossing Clubhouse which is affiliated with Touchstone. They are interested in receiving computer classes at their facility with the hopes of transitioning members to using the library services at one of the branches for classes and other information needs. Molly Thompson has agreed to deliver the computer classes at that location.

The Collections Department will be weeding a large quantity of large print books from the Harmony Library. I suggested that they be “donated” to the Homebound program. Tova, Becky and I met to discuss strategies to provide yellow shelf materials to two assisted living facilities that would include large print and other weeded materials from our District’s collection. We began work on a Logic Model proposal to support this project if it is deemed appropriate to continue providing services to these facilities.

Anne Saunders had expressed an interest in assisting with GLBTQ library projects. Per customer request we will be building a list of Lambda Award winners and recommended reads to be added to our Reader's Café page.

Per customer request Sylvia Garcia has begun researching the need for a videophone to be installed in one of our libraries for the hearing impaired.

### **Computers**

We continued providing Computer Literacy services at Crossroads Safehouse where this month we helped quite a few women to find a safe and more stable house. Also two of the attendants that were coming from outside the shelter to get help finding a job, actually found one! Once again, we have some more successful stories!

Another wonderful program with successful stories is the Computer Classes at Northside Aztlan Center where the Ancianos (seniors) are eager to learn new computer skills. They feel more confident when exploring a computer and they are now able to do research over the internet. It is a slow, yet a steady process because most of them have never touched a computer before, but I am always very impressed in how open they are to new technologies and little by little losing any fear or insecurities to what it looks like a very intimidating new field for them. Last month we were attending this location twice a week but now we changed the schedule to one weekly class.

As we do every last Wednesday of the month, we attended Rigden Farm Senior Living, bringing both Computer and iPad Basics to their community. I am very lucky to have a volunteer helping with this class since we can now help in a more organized and personalized manner to lend our assistance that most times come with very different levels of knowledge and plenty of questions.

Karol de Rueda also updated our iPads with the new operating system and made sure that all of the apps had the latest actualization. Also our SA Department is allowing us to try different child friendly iPad cases. We have hosted a couple of informal focus groups with children to evaluate the cases. We are considering, in conjunction, with the SA Department on writing a review from our experience and posting it in our website.

### **Volunteers and Homebound Services**

This month the volunteers completed 955.77 hours of volunteering. Most of this time came from Theatre Productions & Performance.

There were quite a few volunteer applications processed this month, however, most of the volunteer positions are filled. Harmony is full with their "job study program," Old Town Library and Council Tree have very few open slots for volunteers. We have placed two PLACE students, one at Old Town Library and one at Harmony.

Sylvia Garcia continues to manage Homebound Services and taking most of her time with Outreach team. She prepared a Logic Model to Johanna Ulloa to map out possible options for delivery of service. She has received 5 requests from customers to become a part of our program. Sylvia took their information and asked them to check back with us after the first of the year.

## Training

Johanna Ulloa and Kathie Young de Herrera attended the Association of Bookmobile and Outreach Services (ABOS) conference in San Diego. This training is specifically tailored for Outreach Library Services. We learned a lot from other libraries and their programs. We visited San Diego's library and were highly impressed with their beautiful building and their extensive programming, makerspace Lab (3-D printing), especially with their Healthy Program in alliance with Kaiser Permanente.

## SYSTEMS ADMINISTRATION

*By Carol Gyger*

### New Website:

- **Feedback** – During the month of October, Carol Gyger (Website Redesign project lead) responded to all feedback from the public and staff.
- **Tweaks** – Peggy Shaughnessy made some minor fixes and tweaks to the website based on feedback.
- **Training** content providers on input interface – Peggy trained the library content providers in how to input changes to the website. Some examples - slider pictures and book jackets on the homepage, booklists and featured links on the Kids' page.

### LSTA Grant – STREAM Lab prep

- Research and purchase HW for STREAM Lab – Victor Zuniga and Carol
- 3-D Printer – configuration and testing in-house - Victor

### Training

- **Logic Model Training** – Carol attended this training with all the LLT members. Training was excellent and immediately applicable to our District. The instructor, Laureen Trainer from <http://trainerevaluation.org>, taught us about the logic of the logic model, why and when we would use it and led us through a real world exercise to create a logic model for a library initiative.
- **OneNote Training** – Carol and Victor attended OneNote training at Fort Collins Digital Workshop. They are evaluating this Microsoft product as an organizational and collaboration tool for use by the Systems Department and beyond.

### CALCON 2014 Presentations

- **Convergence: A Dauntless Approach to Collaboration between Public and Academic Libraries**

Presenters: Kristen Draper, Carol Gyger, Holly Carroll, Michelle Wilde, and Annie Fox  
Academic and Public libraries traditionally have held amicable, yet independent relationships. In this session, Poudre River Public Library District, Front Range Community College Larimer Campus and Colorado State University will discuss how they are working together in mutually beneficial partnerships. Cooperative endeavors include various programming efforts, author visits and a project that provides the CSU community with easy access to cards from Poudre Libraries.

- **Embracing the Maker Space model through Minecraft**

Presenters: Victor Zuniga, Amy Holzworth

Come and join us as we will describe in detail the journey Poudre River Public Library District undertook from initial meetings to program logistics to accomplish not only the construction of our own original world inside Minecraft but also the tips and strategies that made this initiative a success within our community. The creative nature of Minecraft allows players to build environments out of textured cubes in a 3D generated world. Other activities in the game include exploration, gathering resources, and crafting. Have you been thinking about setting up a similar program at your library? Come and learn from our experience. We'll cover initial planning, recruiting volunteers, lessons learned and so much more.

- **Partnerships and Collaboration: Connecting Your Library with the Community (and Even Other Libraries!)**

Presenters: Dodie Ownes, Melissa Stockton, Robert Anderson, Carol Gyger

As libraries begin to reach beyond their own walls to create partnerships in the community, it is increasingly important that processes are in place that allow these institutions to share benefits and patrons. Quipu Group's ePASS solution is currently allowing over 40 cultural institutions throughout the state of California to take advantage of library services which give patrons the opportunity to reserve passes for general admission, special events and more. Dozens of libraries across the country have also implemented Quipu Group's SCRUB solution for patron record clean-up across 20+ libraries, sharing expertise, data and services. And in 2015, Quipu will launch PITS – Patron Incident Tracking System – which will libraries to collaborate with local agencies on the tracking of problem patrons to ensure greater security for their staff and other patrons.

## **HARMONY LIBRARY HIGHLIGHTS**

*By Ken Draves*

### **Programs, College Partnerships and Children's activities**

Jennifer Zachman participated in Timnath Elementary School's Read-a-thon on October 6. Second grade children enjoyed stories told through books, props, and songs. The kids were engaged, laughed, and clamored for more when our time was up. It was a delightful afternoon, and Jennifer was asked to return next year for the event.

Storytime competencies were introduced to district-wide storytime staff earlier this year. All storytime staff are currently in the process of being observed by librarian staff so they can use the results in their own self-assessments. Librarians are being observed by peers as well.

Jennifer attended CALCON and participated in sessions on library outputs vs. outcomes, music and movement in storytime, teen programming, and the general sessions.

Kids Explore Art class offered by FRCC Art Education Dept. and Poudre Libraries at Harmony began this month. This series is for children in grades kindergarten through five. This is the first time we've offered the series for this age group and we've seen great interest and excellent participation. The ImagineArt class series for students in grades 6-12 also began this month, but unfortunately the

participation and registration has been very low. As a result we've cancelled the final two sessions in the series. We'd like to offer the series again in the spring on Saturday afternoons for this age group.

The Programming Team prepared a special Halloween makerspace activity for staff on October 31.



Jennifer's daughter, Abby, getting creative in the Kids Explore Art class.

### School Liaison:

Jennifer scheduled a meeting with Johnson Elementary media specialist for Oct. 29 as well as database presentations for Johnson fifth grades in November. She is scheduled visit to Bacon Preschool in early November. Jennifer also offered services and shared programming information with Johnson and Bacon Elementary Schools and TPAAK.

### Shared by Elaine Burritt:

- Reviewed and revised written procedures again prior to training new substitutes Erin Kirchoefer and Thuan Nguyen in October. Created a list for "Checking Displays".
- Attended City Health Fair on October 1, helping to staff the CSWT booth and talking to City staff from all departments.
- Met with Debra Throgmorton from FRCC to discuss planning for music programming at Harmony Library in 2015.

### Teen Services

Reported by Diane Tuccillo, Teen Services Librarian at Harmony

- I gave library catalog/database instruction to 95 students at Preston Middle School for three 6th-grade computer literacy classes on October 3rd and 6th.
- I coordinated hosting guest author Brandon Sanderson at two high schools (Fossil and Rocky, about 230 students) plus a Bookends show after school with two Teen IRS members on October 8th.
- Teen IRS meeting, October 11th, with 22 teens in attendance.
- Teens Create: Cool & Snazzy Magnets, October 11th, 1:30-3:30, 10 very enthusiastic teens in attendance.

### Continuing Education

Several staff members attended CAL Conference in Loveland October 16-18.

### Business and Careers Services

From Molly Thompson, who has been working with Anne Macdonald and participating in Career support and outreach:

- Attended Spirit Crossing Clubhouse tour
  - Scheduled library resources presentation at Spirit Crossing Clubhouse (affiliated with Touchstone Health Partners) for December 3rd

- Scheduled computer classes at Spirit Crossing for Jan.
- Coordinated for a vendor from the JobNow database to talk to public desk staff about how to use JobNow for resumes, interview practice, and career exploration
- Arranged for an employee from the Larimer County Workforce Center to talk to Harmony and CT staff about Workforce resources for job seekers
- Coordinated and team taught the library Resumes and Job Searching class
- Created a Job Searching brochure for library users
- Attended the Larimer County Workforce Investment Board meeting

## **OLD TOWN LIBRARY HIGHLIGHTS**

*By Jean Bosch*

### **Continuing Education and Learning Opportunities**

Several staff attended the 2014 Colorado Association of Libraries annual conference (CALCON) in Loveland. The sessions and keynote speakers were very interesting and thought-provoking. ILS Administrator Victor Zuniga and Librarian Amy Holzworth presented a session at CALCON entitled “Embracing the Makerspace Model through Minecraft”. They were accompanied by two teenagers, Ben Holzworth and Sophia Acott who assisted participants at an available laptop to give Minecraft a go. Approximately 40 people attended the session. As a result of the presentation, we were approached by a representative of Denver’s Comic Con and Literary Conference to consider doing a presentation in May 2015.

Old Town Library Manager Jean Bosch fulfilled her duties as CAL Awards Chair by presenting the association’s awards at the Awards Luncheon to a crowd of 600. Librarian Erin Kirchoefer is also an active committee member. It was an honor to coordinate and serve on the committee presenting these awards.

Jean also represented COPLA at the Executive Board and COPLA annual meeting as outgoing president of that association. She and Erin also set up and staffed the Awards Committee table at the CAL membership fair.

Jean also was a last-minute speaker at the session entitled “Guns in Libraries: How to Navigate the Open Carry Laws in Your Library” as one of the speakers could not attend the panel discussion. Approximately 55 library staff and trustees attended the session.

Early Literacy Librarian Vicky Hays shared “Every Child Ready to Read” with the Teen Parents group at FCHS, Best Start for Babies, and the East Side Parent's Club. In addition, Vicky and Kathy Young DeHerrera provided a library booth and storytime at the Be Ready Parent Fair.

This month, Vicky, Jean and Public Services Librarian Nicole Burchfield have been observing storytime staff to give input on their self-assessments for storytime competencies.

### **Outreach and Embedded Staff**

Vicky is assisting the Early Childhood Council of Larimer County in assessing their strengths and priorities as part of the Colorado Trust evaluation.

Amy was present and available to parents and families at Cache La Poudre Elementary school during Parent Teacher conferences on October 16. She made 10 library cards and was able to promote library services in a very approachable and hands-on way. The Media Specialist and Principal were very excited to have her there and to grow this partnership.

## **COUNCIL TREE LIBRARY HIGHLIGHTS**

*By Currie Meyer*

### **Burgeon Play and Learn Repair Meeting**

CTL Children's Librarian Millie Kridler and I discussed needed repairs to the Play and Learn interactive with the principal and business manager of Burgeon Group, the designer and manufacturer of the structure, via phone and webconference on Oct 8. After 5.5 years of love, CTL's P&L is showing some wear, on the flat surfaces where decals were laminated but now rubbed/peeled off, on the story wheels and create-a-word wheels where paint has faded, and on cording that has frayed. Burgeon will assess the damage and send an estimate for repairs soon.

### **Reupholstery Project Finished, October 12**

Local upholsterers The Re-Covery finished the second of two phases of furniture reupholstering in October. This time, they reupholstered the window seat pads and backs as well as the roll-arm easy chairs, both in the children's area.

OTL book discussion facilitated by Currie, Oct 13 and 15

### **School Library Liaisons and Community Outreach**

Tour / visit/ new library cards for 70 Linton Elementary 2<sup>nd</sup> graders, Oct 2 (Millie with staff support); Storytime at Kruse 2<sup>nd</sup> grade, Oct 21 (Currie); Rivendell School library remodel meeting, Oct 29 (Currie); Selected books for BASE Camp School Off Day activities, Oct 10 (Millie); Tour for nine 1<sup>st</sup> grade Cub Scout Troop (Millie), Oct 23.



### **Larimer County Workforce Center Presentation**

Maureen Harter, a leader at the Larimer County Workforce Center, gave a 30-min presentation on the Center to CTL classified staff on October 9. Ms. Harter explained the history of the Center, its funding sources, and most importantly, its services. Staff had lots of questions and was impressed by the Center's website for people who are looking for work.

### **Annual Colorado Association of Libraries Conference, Oct 16-18**

Currie and CTL LA Karen Cagle attended the CAL Conference in Loveland. I participated in a panel presentation on CAL Leadership Institute mentoring on Thursday. The program, for the current CALLI cohort and potential mentors from around the state including library directors, state library representatives, library consultants, and other library leaders, was held at CTL. Karen attended the conference on Friday, and enjoyed opportunities to learn more about maker programs and technologies,

as well as readers' advisory. Karen is involved in both of these areas for PRPLD. I enjoyed cheering for Unsung Hero award winner Robin Gard, whom I nominated for this award in May. I attended programs on Intellectual Freedom (with Kim Seter and Elizabeth Dauer), Readers' Advisory, statistics-based library advocacy, outcome measures, and ethics. I also attended a COPLA meeting, as the past-secretary for this statewide group.

### **CTL Circulation Staff “retreat”**

CTL Circulation Supervisor Chris Cortez and her staff of five half-time Library Service Representatives planned and implemented a 3.5-hour retreat for circulation hourly staff that was held at Old Town Library on October 10. The brainchild of Chris, the event was spurred by a desire to recognize and celebrate the efforts and skills of the hourly circulation staff, also known as library aides, and circulation assistants. Circulation hourly staff work between 12 and 20 hours per week, process returned materials and items on hold, organize materials on carts, shelf



LSR Amy Weeks (L) cheers speedy-yet-accurate Melody Gallagher and Betsy Dean.

materials, check shelf order, and sometimes assist LSR staff with customer service. At CTL, Chris supervises 21 circulation hourly staff members.

Chris used her new Reward and Recognition budget for the event, in order to celebrate the group as a whole. Chris and her LSR team planned an evening of fun, celebration and learning, including a pizza dinner, handmade, personalized necklaces for each staff member, friendly competitions like the team relay race that included events like accurately arranging library materials on a cart, and short demonstrations of procedures. Here are a few comments about the retreat from Chris's staff:



Jordan Elle (L) and Brett Williams in the book-on-head balancing race.

*It was fun sharing stories and getting to know fellow co-workers without being so busy at work. It was also helpful to include the learning tips - things we do daily, that maybe we get used to doing a certain way... It was nice to be acknowledged that we were so appreciated!*  
---Kathleen Lewis, library aide

*It was also really fun participating in the group activities/games that were a part of the evening. The meeting served to highlight why working at Council Tree is great, and also further enhanced what I believe is one of Council Tree's greatest strengths, the sense of community and commitment to excellent customer service! I feel fortunate to be able to work with so many great people.*  
---Therese Elish, library aide

*...it is hard to truly pick out which part of the night was my favorite because it was fun and informative the entire time, and I would love to see us do this again.*  
--Brett Williams, library aide

*Since the party/training a few weeks ago, I have noticed that staff has become even more cohesive, and there is a palpable camaraderie.*  
--Erin Conte-Bryant, LSR

**Dart Week, third of three, Oct 20-26:**

I coordinated the District-wide application of the DART reference tracker during the week of Oct 20-26. Library staff tracked just under 5,000 transactions 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. Results follow this report.

