

Executive Director's Report

November 2014

ADMINISTRATION

By Holly Carroll

TIF Regional Study Group

The full study group met on November 19 and was introduced to representatives of Denver firm, Economic & Planning Systems, Inc. (EPS), the consulting firm that has been hired to conduct the TIF study. Jeff Barnes and I were in attendance. The consultants will meet with the representatives of participating entities in early December. Jeff Barnes, Linda Gabel and I are scheduled for an interview on December 9.

Community Needs Assessment update

All focus groups except the Spanish-language focus group were conducted in November. The focus group for Spanish speakers will be held on December 5 after the Noches En Familia program at Council Tree. Slate Communications reported that there are 250 responses to the focus group questions. The raw data has been organized into broad themes: facilities, technology, collection development, programming, childrens' services, tweens/teen services, book returns and communications. Using this information from the focus groups, Slate has developed a first draft of survey questions that Paula and I have reviewed.

Claire Thomas, Paula Watson-Lakamp and I will meet with Lauren Gustus, Executive Editor, on December 10 to plan a public forum in the *Coloradoan* meeting room. The forum, co-sponsored by the newspaper and Library District, will serve to gather further information for our needs assessment. The forum is planned for January 14, 2015 in the evening. Also, Lauren Gustus has invited Claire, Paula and me to meet with the editorial board January 7 to further explain why we are conducting the needs assessment and to provide an overview of services provided by the Library District.

I hope that all of you have seen the graphic that we are using to promote the needs assessment. Additional print PR is being developed for banner and ads in print and social media.



Training and conferences:

Mountain Plains Library Association

Nickie Harber (OrangeBoy) and I made a presentation at the Mountain Plains Library Association on customer intelligence and how to use market analysis data to better engage customers. I talked about how we use the data to help redesign the website, space plan at Old Town Library and how we are tracking use of the new RAM card holders.

I attended several excellent programs on community engagement, homebound services, and the delivery of services via bicycles.

Logic Model Training

Both the LLT and programming teams participated in planning/evaluation training using the logic model. The logic model is a planning tool to help design and or evaluate services by identifying a community need, defining target audiences and activities and articulating a measurable outcome. The United Way of Larimer County is using this approach with its Impact partners to define specific community needs for which funding is provided.

As part of the training, staff worked in groups of two or three to define the community needs we are meeting with such initiatives as History Comes Alive, Summer Reading, Social media campaign, and readers' advisory.

Human Resources Policies and HR Manager Recruitment.

Ken Draves and I reviewed the new Human Resources policies with staff in four separate meetings held at all four buildings in early November. Ken prepared a chart that outlines the changes and/or similarities of those policies that were changed or revised to meet the district's needs.

The deadline to submit HR manager applications was November 11. The Library District received a total of 92 resumes/applications. Ken Draves, Jeff Barnes and I reviewed the submissions and narrowed the pool to eight candidates for initial interviewing by phone. Phone interviews were conducted the week of December 1. Four candidates have been asked to move to the next round for an interview in-person and to make a presentation to staff the week of December 15. Eric Ewing, HR Director at High Plains Library District is assisting with the interviews and his knowledge and his experience at High Plains as its first HR Director has been very helpful.

LLT Retreat

The Library Leadership Team met in retreat for two half-days at Primrose Studio on October 2 and November 6. Ariana Friedlander of Rosabella Consulting facilitated our group discussion on clarifying the team's purpose and recommitting to communicating and working together effectively. The LLT is currently working in small groups to develop a new agenda to follow and to draft ground rules.

Q14 Employee Engagement Survey 2014

The results summary from this year's Q14 Employee Engagement survey was emailed to the board and to all staff on Monday, December 1. Our scores improved for all but 2 questions where the scores decreased by 2% or less.

Employees' overall job satisfaction is very high. In fact 92% of the respondents say that the Library District is the best place that they have ever worked. This is a wonderful story to tell. The complete data by department, length of employment, and building have been posted on the staff Intranet.

COLLECTION MANAGEMENT

By Tova Aragon

It wasn't a sold out crowd like last year but Fort Collins Reads author, Colum McCann was a hit. Reads and the library received many compliments on bringing McCann to Fort Collins. He fascinated 663 attendees with stories of his life and how he writes his books. The Reads committee has not chosen the author for next year. They hope to make a decision soon. If you have suggestions, please send them to Tova.

In August, Tova announced a trial of a new way to mark new books using red tape instead of red dots. After review, it has been decided to expand the use of red tape to all new collections. The change will be more ergonomic for processors and for circulation staff when the items come off new status. The concern that customers would remove the tape didn't come to pass.

In the remodel of Old Town Library, space was not planned for the Juvenile Holiday collections. Instead of reducing the Children's collection to make space, it was decided to store the Old Town's collection at Webster House. As a holiday approaches, Collections staff crate up the items to send to Old Town. Old Town staff checks in the items and shelves them on displays. When the holiday is over, the process is reversed. After managing the collection in this manor for a few holiday seasons, Tova has found that it is not efficient and it is time consuming. Materials are handled by staff an additional 6 times in comparison to how the collections are handled if shelved in the building. Tova and Jean did a study of Old Town to see how the holiday collections

could be housed in Old Town without reducing other juvenile collection space. It was decided to add shelving to the green wall in the west side of the elevators on the second floor. This area is mainly used by staff but is still available for patrons. This solution will eliminate the additional handling of the materials and provide quicker access to them for patrons.

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 FOL budget reduction
- Logic Model training with Programming Team
- 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 Library Trust PR committee and Board to get ready for December Colorado Gives campaign
- Doing video work with mascots and library services... see our YouTube channel details
- 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 Aztlán
- Finalizing details on Needs Assessment Survey roll out for January
- Organizing 2015 Editorial Calendar
- Rollout of new Hoopla service in December

OUTREACH SERVICES

By Johanna Ulloa

Outreach Core

We started November celebrating Día de los Muertos all around the District, with two special presentations at Old Town and Council Tree. We had a really good time offering high quality culturally diverse bilingual storytimes. We provided tamales and entertainment thanks to the excellent performance of Gloria Garcia at the Council Tree branch, where we had a record attendance for our celebration with 118 attendees!





The highlight of the month was the magnetic elephant that now we show during ALL of our storytimes. We are increasing awareness of 5 practices of Every Child Ready to Read with the use of this interactive prop (plus the two practices Outreach models –Digital Literacy and Cultural Awareness.) This month we reached 350 individuals with Digital Literacy material. *(See photo on the left.)*



Estes Valley Library contacted us seeking our guidance and expertise working with the Latino Community. They have heard of our high quality bi-lingual and Spanish monolingual programs and met with us to gain more insight working with this audience. Two of their librarians attended two of Ludy’s storytimes and then met with Ludy and Johanna to discuss best practices when working with diverse communities.

Phase 1 of the pilot program for LSTA grant is under way. With the amazing help from the IT Department we spent many hours figuring out our 3-D printer and its programming. In order to test the printer’s remote capabilities, Jean Bosch graciously allowed us to place the 3-D printer at her office. Sylvia Garcia created a nice display for the public so they could provide us with feedback while the machine was printing different jobs. We received positive feedback from staff and patrons, who expressed being very interested in the 3-D printer. We are now in the process to program all the new iPad Minis. Carol Gyger and Johanna Ulloa were able to access information from Apple on how to configure, on a regular basis, all the devices more efficiently. Apple provided beneficial insights for us that will require further assistance from the IT Department.

Karol Rueda and Ludy Rueda spent many hours at WHAC’s basement organizing and cataloging all items and props for the Outreach Department. Now we have a safe and organized space to store our work items.

During our staff meeting we discussed some of our Logic Models, updated the storytime Logic Model, and planned the review of our 2014 plan. During December’s team meeting we will assess what goals we achieved from the 2014 Outreach Plan, what projects need to be reconsidered, and we will create timelines for all objectives for 2015.

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, Community Life Center, Salud, and many more.

We have been amazed by the children at Community Life Center. As stated in a previous report when we started providing services they were easily distracted, had a hard time focusing, and displayed unsafe behaviors during our storytimes. After meeting with staff at the Mathew's House and presenting very simple ways to increase awareness on school readiness practices, we have witnessed a drastic change in the children's behaviors. Now they are more attentive, their attention span has increased, and they are actively participating during the presentation.



Community Connections

We attended the Diversity Action Committee where the video *Color Between the Lines* was presented and discussed. A trend seems to be emerging during the meetings, where we discussed the need in the community for certified translators in social services field which includes the local police, court proceedings, and human services among many others. More and more organizations in the community are becoming aware of the urgent need to have proficient and professional bilingual services.

At the Commissioner's meeting, Budget Director Bob Keister talked about the proposed 2015 County Budget. Larimer County Commissioner Lew Gaiter III discussed economic development and diversity in our county.

We successfully finished our second Citizenship Class with the help of our partner The Family Center. The Immigration Lawyer Cristina Steele-Kaplan explained the citizenship process, answered patron's questions, and provided helpful information to make the process easier for people over 50 years old. Cristina Steele-Kaplan made the presentation pro bono and we are very grateful for her help.

The CEO of Pathways Hospice presented at the Harmony Library staff meeting. Sylvia Garcia talked about the collaboration between PRPLD and the hospice and demonstrated our new catalog record for their library. The record includes a live link to their web page. Many thanks to Tova for pushing this initiative through.

PRPLD has recently upgraded Dragon Naturally Speaking on both assistive technology laptops. Sylvia is currently learning the new format to be able to assist patrons with the changes in the program.

Computers

We continued providing Computer Literacy services at Crossroads Safehouse, Northside Aztlan Center, and Rigden Farm Senior Living. The class at North Side Aztlan serves a senior group called "ancianos". The current group started digital literacy at level 1; since most attendants expressed that they've never touched a computer before. They learned skills from how to turn on a computer and use the mouse, to more advanced skills like how to use the Internet and Microsoft Word. Karol de Rueda reported that the group is advancing in an impressive manner!

Karol continues administering the mini iPads, downloading all the applications needed for digital literacy and keeping them all up to date.

Volunteers and Homebound Services

The number of volunteer was 160 hours. Two volunteers were interviewed: one is helping with Outreach services and Round/History Comes Alive program; the other volunteer is currently helping at Council Tree.

Kathie Young de Herrera has trained Laurel Castellana, who is taking over the interim volunteer coordination. Laurel and Kathie will co-facilitate two interviews in the first part of December. Laurel will be coordinating all volunteer's tasks after that.

Sylvia Garcia continues to manage Homebound Services and taking most of her time with Outreach team. This month volunteer assistance was low due to illness, family emergencies, and holidays.

Sylvia created an attractive brochure to advertise Colorado Talking Book Library to our homebound patrons that qualify for that program. I had hoped that if they were made aware that this service also provides large print materials then they would apply. I mailed each individual a brochure with a note and then followed up at the time of their delivery. So far no one has contacted me for assistance with the application.

Training

As Karol de Rueda will be a co-facilitator for LSTA grant activities, she attended an internal Minecraft introductory meeting organized by Amy Holzworth and Victor Zuñiga.

Johanna Ulloa, Kathie Young de Herrera, Ludy Rueda, and Karol de Rueda attended a webinar on digital storytimes.

Johana Ulloa attended a webinar on 3-D printing organized by Victor Zuñiga and Carol Gyger.

Kathie Young de Herrera attended the Fall Youth Services Workshop in Thornton for 2015 Summer Reading Program.

Sylvia Garcia attended Transforming Life After 50 webinar about a program sponsored by the California State Library to provide services to patrons over 50 years of age. They have a website with resources and also provide online courses to help other libraries get started.

SYSTEMS ADMINISTRATION

By Carol Gyger

Project Updates

- **San Jan Del Sur Library, Nicaragua** – Phase 2 of the library automation project is under way at PRPLD's sister library in Nicaragua. Victor Zuniga and Carol Gyger met with Jane Mirandette to plan the next steps. In Phase 2 the bookmobile will be automated with Koha software, library cards and barcoded items, just like their public library in town. To learn more about their bookmobile, go to <http://www.sjdsbiblioteca.org/sjds-mobile-project/> Phase 2 will be completed in March 2015.
- **Hold Pickup Notices** – Most PRPLD customer receive their hold pickup notices from the library via email. Well, due to recent software upgrades and Victor's persistence, the email notices are easier to read on smaller devices like smartphone. Next step is to do the same for all email notices – courtesy and overdue notices, etc.
- **Website backend apps** – Peggy Shaughnessy implemented new apps for the library content providers to input changes to the website. All the training is done and the apps are "live".
- **Minecraft refinements** – Victor Zuniga has been working with teen volunteers to develop 5 new environments for different age groups and for the LSTA Grant participants at Northside Aztlan Community Center. The Minecraft environments are age appropriate and engaging to each audience.

- **Discover catalog upgrade** – Victor Zuniga (Project lead), Tova Aragon, Carol Gyger and others prepared for the December 3rd upgrade of the Discover catalog. The upgrade will include a slightly different “look and feel” to the catalog and “My Account”. The biggest new feature is the integration of OverDrive checkouts and holds from within the Discover catalog.

LSTA Grant – STREAM Lab prep

- 3-D Printer – Pilot 1 – Victor, Johanna Ulloa (Outreach), Carol, Chris Bauman
The 3-D Printer was placed in Jean Bosch’s office at Old Town Library so it could be viewed by both staff and public. The response was overwhelmingly positive. More pilot programs are planned.
- Minecraft – Preparations for full programs in January at NACC. – Victor with Outreach staff.

Collaboration

- **Colorado Library IT Directors’ Meeting**
Carol Gyger attended the Colorado IT Directors’ meeting hosted by Pikes Peak Library District. They toured the Library 21c branch, including the Creative Computer Commons, Makerspaces and video studio.
- **Prospector Directors’ Meeting**
Tova Aragon and Carol Gyger attended the annual Prospector Directors’ meeting in Denver. Holly was not able to attend.

HARMONY LIBRARY HIGHLIGHTS

By Ken Draves

Programs, College Partnerships and Children’s activities

Shared by Jennifer Zachman

School Liaison Outreach

- November 4 - Presented special storytime sessions at Bacon Preschool.
- November 5 & 10 - Provided database instruction to Johnson Elementary fifth grades for their famous American project.
- November 11 – Provided database instruction to TPAAK fourth grades for their Colorado Heroes project.
- November 18 – Johnson Elementary’s media specialist, fifth grade teachers, and I offered an afterschool study session to students to assist any child who needed help with his or her famous American project.
- November 9 – Staff from the PSD Fullana Early Childhood Program visited storytime with some of their families to introduce them to library. Following storytime, we toured the library and I shared information about our services and resources.

Kids Explore Art series partnered with the FRCC Art Education department was completed. On November 12 an open house gallery/reception, hosted by FRCC in the Community Room, was held for all the young artists in the elementary, preschool, and tween series.

Completed observations this month at Harmony of storytime staff on storytime competencies.

Reported by Kristen Draper, Digital Literacy Librarian

- Visited DPL to see the iPads as AWE stations - looking to implement here
- Hosted Kindle, iPad 10, eBooks on tablets and Minecraft events
- Met with FRCC computer science club to see about the club teaching/hosting some computer classes in the spring

Teen Services

Reported by Diane Tuccillo

- November 3rd was author "Lauren Kate Day," compliments of Random House book publishers and as a partnership with Old Firehouse Books. I arranged for her to speak to 2 large audiences, both at Fossil Ridge High School and at Rocky Mountain High School. She also did an afternoon Bookends show with 3 of our IRS teens and me (just released, up now on Teens library web page). In the evening, Lauren did an author talk program at Old Town Library.
- Teen IRS had their monthly meeting on Nov 8th. Twenty-seven teens attended, we believe a record number. FOL provided goodies for this meeting to thank the many teens who volunteered at the last book sale.
- I attended the NCTE/ALAN conference and workshop Nov 21-25. I attended several specifically ALAN (Assembly on Literature for Adolescents of NCTE) events (the ALAN Breakfast on Saturday; ALAN Author Reception on Sunday; and 2-day ALAN Workshop on Monday/Tuesday), plus visited the NCTE exhibit hall, went to publisher-hosted dinners each night, and went to one publisher literary brunch on Sunday. I shipped a large carton of complimentary finished copies of books back to the library to use for the collection, with Teen IRS, and as summer reading prizes.

Business and Careers Services

Reported by Molly Thompson



- Team taught a Job Searching & Resumes class at Old Town on November 14
- Coordinated with the Workforce Center about the possibility of offering more job related classes at the Library for 2015
 - LinkedIn
 - Customizing your Resume
 - Job Search Strategies
- Scheduled walk-in hours at Old Town for job search help beginning in January
- Created break-out sessions document for Staff Day
- Added content to the Larimer County Workforce 2020 site -- <http://larimerworkforce.hoop.la/>

Continuing Education

- Jennifer Zachman attended Summer Reading Program 2015 workshop in Thornton on November 14 which was presented by the Colorado State Library. This was a wonderful opportunity to get and share ideas for 2015 and to visit with colleagues from across the state.
- Programming Team attended the Logic Model training workshop held at WHAC on November 20.

OLD TOWN LIBRARY HIGHLIGHTS

By Jean Bosch

Library Maintenance

Teen Services Librarians Sue-Ellen Jones and Diane Tuccillo coordinated the seasonal window painting at Council Tree and Old Town Libraries with Sophia, the art teacher from Fossil Ridge High School. Sue-Ellen was talking to two girls who were doing the painting at the Old Town Library while we were waiting for their friend to bring drop cloths over and she told them about seeing her first wild wolf pack up in the Minnesota boundary waters. One of the girls had the idea to use the windows at OTL as a frame for a winter scene with different Colorado mammals. We have gotten a great response to this from staff and customers.



Old Town Library Manager Jean Bosch hosted the STREAM Lab's 3D printer in her office for a week. Patrons and staff enjoyed watching the Makerbot create a variety of plastic objects. We all learned more about the process and were inspired by the creativity and variety of possible uses.

Programs and Events

Sue-Ellen hosted an IRS meeting at the Council Tree Library; 27 teens attended.

Jean added a bonus element to the preschool storytimes held during the week of Thanksgiving at Old Town Library. Her assigned theme was “Robot Rumpus” and she worked with local tech volunteers Math Stein and Jamie Leben to have a hands-on show-and-tell session after the storytimes. They brought drones, remote controlled vehicles, Spheros, a Robo Sapien robot, a 3D printer, and more. *(See photos below)*. Jean is looking forward to exploring more opportunities to partner and program with these individuals and their makerspace/creator space groups.



Public Services Librarian Nicole Burchfield planned and hosted the Holiday Sing-a-Long: Crafts and Cocoa. Twenty tweens attended and enjoyed holiday treats, singing, and crafting projects.

Continuing Education and Learning Opportunities

Nicole attended the Mental Health First Aid class focused on working with the adult population.

Nicole, Early Literacy Librarian Vicky Hays, Librarian Jennifer Zachman, Librarian Millie Kridler, and Outreach Assistant Kathie Young de Herrera attended the fall youth services workshop in Thornton in preparation for next year's summer reading program.

Vicky, Nicole, and Librarian Norm Fitzpatrick also took part in the Logic Model for Programming training. Jean attended the Logic Model training with the LLT.

Outreach and Embedded Staff

The library is part of the “Be Ready” program, an initiative for kindergarten readiness. This month, Vicky worked on the committee that presented a screening to business leaders of “The Raising of America” - a PBS documentary. As a community member of PSD's “Your Voice” - the early childhood policy council, Vicky shared library services with their program and provided a tour and storytime for families in the early Head Start program.

Sue-Ellen did booktalks for all of the sixth grade classes at Boltz Middle School for a total of five presentations to 213 students.

COUNCIL TREE LIBRARY HIGHLIGHTS

By Currie Meyer

Active shooter training from FCPD and City of Fort Collins, attended by Library Assistants Sara Nesbitt, Karen Cagle, and Currie, November 7

The City of Fort Collins Learning and Development department coordinated a presentation by Officer Murphy and a colleague from City Utilities about active shooters in the workplace. They presented information and statistics about shootings in the workplace, and explained FCPD and SWAT response. Officer Murphy also presented a Department of Homeland Security video about the “Run, Hide, Fight” model for handling an active shooter in your building. Sara, Karen and Currie are meeting soon to discuss how to summarize and present relevant information to CTL staff at the January CTL staff meeting.

School Liaisons Activities

Currie to Irish Elementary for Read-a-Thon storytime (Dogs) with Annie the RR Dog, Nov. 7 and to Kruse Elementary storytime (Fairy Tales) for 2nd grade, Nov. 18.

Author Colum McCann presentation, attended by Currie, November 9

Currie helped the Fort Collins Reads group set up for a presentation by *Let the Great World Spin* author Colum McCann, and then enjoyed the presentation and a special dinner with the author and the FC Reads Committee that evening.



Jean Bosch (as Annie the RR Dog) and Currie present a storytime to the kindergarten classes at Irish Elementary on Nov. 7.

Summer Reading Program workshop, attended by Millie Kridler

Millie attended an all-day summer reading program workshop at the Anythink Libraries on November 14. The program was sponsored by the State Library and CLiC.

Staff performance evaluations written and submitted for approval, November 20

Circulation Supervisor Chris Cortez and Currie finished annual written performance reviews for their direct reports. Chris completed reviews for 4 classified staff and 22 hourly staff, and Currie completed reviews for eight classified staff.

Recreator sign-up, November 20

Currie opened the building to City Parks and Recreation staff at 6:45 am for their quarterly Recreator programs and classes sign up day. We’ve been partnering with the City on Recreator sign-up for about four years. Customers may walk-in to register for Recreator programs and classes from 7-10 am, before opening hours, at CTL. Currie and other staff were on site to open and secure the building during this time.

Logic Model for Evaluation training, attended by Currie and Millie, November 20

Trainer and program evaluation expert Lauren Trainor provided a three-hour training on using the “Logic Model” to programming team. Currie attended because she missed the previous presentation given to LLT.

Special children's programs at CTL coordinated by Millie in November

Nov 15: Rosie Revere, Engineer, presented in partnership with the Women in Engineering group, and featuring a reading of the book, *Rosie Revere, Engineer*, discussion, crafts and snacks.

Nov 22: Front Range Children's concert.



Two girls show off their creations at the Rosie Revere, Engineer program.