

# Executive Director's Report

## ADMINISTRATION

*By David Slivken*

### Meeting with Bohemian Foundation Staff

I recently met with Sara Maranowicz, Community Programs Director for the Bohemian Foundation. Many of the programs the Bohemian Foundation is working on match our strategic plan, including, but not limited to:

- Ensure students achieve 3<sup>rd</sup>-grade literacy proficiency
- Provide after-school academic and enrichment activities
- Provide early care and education experiences

We hope to bring in other staff members from both organizations and continue these conversations very soon.

### Update on Materials Dispensing Unit

Because of the significant costs involved in both the initial purchase and ongoing operations of a materials kiosk, and because the Library District is planning to create and adopt a new Master Plan in 2018, we advise suspending the project until our master planners evaluate both the costs and benefits of a Senior Center location for a library materials dispenser.

In 2016 the Library District's Executive Director Holly Carroll considered the Senior Center an optimal location to place a materials lending kiosk/dispenser. At the time staff had not evaluated other potential locations as possible sites. The Library District was at the time (2016) preparing to conduct a new 10-20 year Facilities Master Plan but had not yet begun that process.

Through much of 2017, Library District staff worked with Senior Center staff to identify characteristics and functionalities of an optimal materials lending kiosk, and to identify appropriate units and vendors of materials kiosks that might fit our mutual needs best. Two primary companies emerged: MK Solutions and Envisionware.

Staff quickly determined that the \$45,000 specified in the 2016 BFO offer was not close to adequate for the purchase of a unit that would meet the needs of the Senior Center, the Library District, and our customers. Initial quotes for appropriate units came in much higher, between \$70,000—165,000+ more than the initial \$45,000 in the funded offer.

During the last several months of 2017 Library District staff worked to identify cost estimates to operate a materials lending kiosk in a non-library location (i.e., the Senior Center,) including space and staffing, and transportation requirements. While the cost estimates proved somewhat difficult to identify, staff consensus is that ongoing costs would be considerable, and more or less permanent, as long as the unit was in operation. The overlapping proximity to the Harmony Library branch (2.7 miles) and the Old Town Library (3.3 miles) is another aspect to keep in mind as we assess the most effective placement.

### Privacy/Ethics Forum

I meet regularly with the Front Range Library Directors. I recently brought up the issue of privacy versus safety at public libraries and it has morphed also into a discussion of advocacy versus the library being neutral conveners on important issues of the day. My fellow library directors were all over the spectrum on both issues. The Colorado State Library has formed a group to plan possible programs to address these issues, and I am part of the planning team.

### Webster House Reconfiguration/New location for Collections and Interlibrary Loan

We hope to have the Collections Department and Interlibrary Loan operating at the new location by the end of February. We are working with an office designer to plan the space being vacated by Collections at the Webster House, with the goal of providing more space for Outreach, Human Resources, and the Friends of the Library.

## Speaking Engagements

I recently spoke at the evening and lunchtime Rotary Clubs. I was very gratified to hear great comments about our Library and how they are taking advantage of our collections and services. It was very gratifying!

## COMMUNICATIONS

*By Paula Watson-Lakamp*

- Completed monthly/weekly goals of Communication Plan
- Organized, managed and supervised all graphic design work for the District
- Worked with OrangeBoy on dashboard and Savannah messaging system – 2017 Q4 information will be out end of January
- Worked on new social media promotions and platforms including “The River’s Mouth” blog
- Worked with local and regional media on various stories
- Finalized new internal communications strategies, will be sending out staff survey in early February
- Finalized Awareness and Advocacy Toolkit document, staff training in progress, gave update to BOT at January meeting
- Continued work on new Strategic Plan Marketing strategies with various workgroups
- Continued to roll out new Library District “Connect to Curiosity” to staff and public
- Organizing for Fort Collins Start-up Week, February 26-March 2
- Gathering 2017 end of year data for annual report
- Beginning work on 2018 Summer Reading Challenge - Rock On!
- Organizing #LibraryLove social media campaign for February – please use the hashtag on your own channels!

## HUMAN RESOURCES

### HR Manager:

*By Sabrina Stromnes*

- Primary focus in January has been setting up, learning and beginning to use our new recruitment Applicant Tracking System (ATS)
- Attended training by Dr. Jamie Naidoo, “When All Means All: Library Services & Programs to Diverse Children and Their Caregivers”
- Completed 4<sup>th</sup> Quarterly Performance Alignment (QPA) process and set goals for HR and Volunteer Program for 2018
- Recruitment
  - ❖ Hires: No new hires in January
  - ❖ New Postings:
    - Circulation Aide
    - Library Aide – Computer Lab Monitor
    - Assistant Circulation Supervisor
  - ❖ Continued Postings:
    - Children’s Collection Development Librarian: Currently interviewing
    - Bilingual Library Assistant, Outreach (on hold)
- Ongoing:
  - ❖ Employee relations issues
  - ❖ Performance management
  - ❖ Employee questions and support
  - ❖ On/offboarding
  - ❖ Manager/Supervisor questions and support
- ❖ Manage Workers’ Compensation

- ❖ Assist employees with FML, STD, LTD, Non-FML medical leave
- ❖ Manage/support Volunteer Program Manager
- ❖ Liaison between City of Fort Collins HR, Payroll, Benefits, and Learning
- ❖ Participate in Learning Organization Team

**Volunteer Program Manager:**

*By Audrey Glasebrook*

- Interviewed 12 volunteer candidates, including a potential volunteer intern through Larimer County Workforce Center's Re-Hire program
- Found volunteers for special projects, such as volunteers with sewing machine experience for the weekly Pajama Studio at Genesis Project (an Outreach initiative)
- Posted 3 staff volunteer requests in Volgistics, and filled all of them
- Organized a weekly internship for a student with Poudre School District's Cooper Home program, which focuses on independent living skills and career development for young adults with learning challenges
- Collected hours from 150 library and Friends of the Library volunteers who served in December
- Worked on cleaning up the volunteer database, contacting folks who have not entered hours in the last year to update their status
- Learning Org Team: corresponded with potential speakers for Staff Day 2018, created January meeting agenda
- Visited Jefferson County Public Library to learn about their successful Homebound Delivery Program, their processes, best practices, and involvement of volunteers. Met with Sylvia to debrief and talk about where we can go with this new information
- Attended training with Dr. Jamie Naidoo - When "All" Means All: Library Services & Programs to Diverse Children and Their Caregivers

**OUTREACH SERVICES**

*By Johanna Ulloa Girón*

As directed by our current strategic plan "the Library District will continue to provide and improve services, programs and collections that support all users, including the adult and senior populations, the disabled, LGBTQIA, those experiencing homelessness, and non-English speaking and immigrant populations", the Outreach Department collaborated with multiple partners to provide the following programs and services.

We began the year with a team retreat where Alma Vigo Morales deliver a great training in cultural competency, and Laureen Trainer walked us through an exercise to determine our annual plan for 2018. We had an amazing day at CSU Diversity House.

Jofat Castillo resigned his position as a Library Aide. We will begin the process of assessing the best way to serve the District and post the job opening as soon as possible. At the moment, Ludy Rueda is covering most of his programs in the community.

Iman Al Sudani has begun providing storytimes in the community. At the moment, she is providing bilingual English and Arabic storytimes. We are in the process of working with the Mathews House and Colorado State University (CSU) in order to design and implement parent cafes for Arabic speakers.

Ludy Rueda and Iman Al Sudani implemented a training for CSU; an advanced Arabic class where they presented the program World Language Storytime. Ludy Rueda created a great video to supplement her training for the CSU International Language Department.

We are also working with the Family Center and La Cocina program in the design of a support group for LGBTQ Spanish speaking parents and an ongoing support group for teens. At the moment, we are providing weekly programs for Spanish speaking families at La Cocina.

*The Dying Wish* film and discussion program sparked introspective questions and deep discussion. The film followed a surgeon in stage 4 cancer who agreed to share his dying process. Questions and the

sharing of personal stories were then facilitated by Palliative Care Nurse, Lisabeth Paradise and Mindy Rickard of Larimer Advance Care Planning. Overheard after the program: "This was life-changing!"

In accordance with our values to be a fiscally responsible library, we are participating in the Health Learning Equity Series as grant recipients. We are also supporting our strategic plan by working towards advancing health equity in the District. Johanna Ulloa Girón attended the introductory convening in Denver to kick off the first grant cycle.

Johanna Ulloa Girón was appointed for another two-year term to serve as the Colorado Ambassador for the US International Board on Books for Young People. As part of the American Library Association (ALA) Advocacy Committee, Johanna also posted a blog on how to advocate for libraries through programming.

Eileen McCluskey and Johanna Ulloa Girón have been conducting one on one interviews with youth at Platte Valley Youth Services Center and in-home interviews with families as part of the Community Engagement with the Judicial Juvenile system.

The District has reallocated resources in order to provide training opportunities for staff in order to help reduce social and cultural barriers to programs, services, and collections. The Outreach team participated in an ALA webinar on cultural humility.

ALA Services for children, president-elect Dr. Jamie Naidoo Campbell, met with members of the Outreach team to discuss multicultural programming. In the afternoon, we held a training in cultural competency at Old Town Library. Dr. Jamie Naidoo is an associate and Foster EBSCO endowed professor at the University of Alabama. His life's work focused on services to diverse families and children. We were very fortunate to have him here to provide training and guidance.

## **SYSTEMS ADMINISTRATION**

*By Mark Huber*

The changes to the circulation policy – the Teacher Library Card, Limited card and the removal of extended use fees for Juvenile and Teen collection – required some alterations with our Integrated Library Systems (ILS). Thanks for Victor for his work with all parties to get these changes in place for the start of the New Year.

We've been working on putting the pieces together to open the new Collections and ILL facility on Research Boulevard. Internet, phones and access to the staff network have been the top priorities with occupancy targeted at the end of February.

Upgrades were completed for our session management systems ("SAM") as well as customer printing solution (Pharos). Thank you to Ling for all her work in scheduling and managing the migration with multiple vendors.

Congratulations to Victor for being selected to the Innovative User Group (IUG) Steering Committee. This is a three year term that plans and schedules the annual user group conference. He'll be Vice-Chair the first year, Chair the second year, and past-chair in the third year. It's exciting opportunity to be involved in the planning of a national conference.

## **HARMONY LIBRARY HIGHLIGHTS**

*By Ken Draves*

### **Staffing updates**

Teen Services Librarian Miranda West began her new position on January 15. Miranda will work as part of the District's Teen Services team together with our other two Teen Services Librarians, Jenny Thurman (Council Tree) and Nicole Burchfield (Old Town.)

## **Interlibrary Loan Move**

With the opening of the new Library District administrative and processing facility on Research Boulevard, our Interlibrary Loan (ILL) department and staff will relocate there from their current overcrowded situation at Harmony Library. Crystal Bollman, Interlibrary Loan Coordinator, and her staff will relocate from the central shared workspace at Harmony to the new facility. The Research Blvd. location provides a more centrally located hub for distributing materials throughout the District that we borrow from, and lend to, other libraries throughout Colorado and beyond. Following the move Crystal Bollman will report to Tova Aragon.

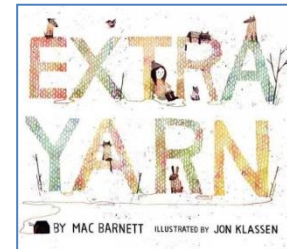
## **COUNCIL TREE LIBRARY HIGHLIGHTS**

*By Currie Meyer*

### **Winter Kids' Zone: Extra Yarn**



Fifty children, ages 5 to 9, attended the free "Winter Kids' Zone" program "Extra Yarn: Cat's Cradle, Pom-Poms, and More" on January 4. Currie coordinated the program, with a dramatic reading of Mac Barnett's award-winning picture book, *Extra Yarn*, hands-on activities including string games, pom-pom making, and gods' eyes. Kids enjoyed string-y snacks such as celery, licorice, and string cheese. Knitter and Library Assistant Drew Gaede demonstrated knitting to the children.



### **Atrium Lights and Window Shades Installed**



Between January 10 and January 19, our facilities techs Matt James and Rob Stansbury worked with electricians and shade installers to replace lights and install window blinds in CTL's atrium. The new lights are energy-efficient LEDs that shine brightly from the 60' ceilings, giving the area a more welcoming and clean feel. The window blinds have the opposite effect: they block our powerful winter sun in the afternoons, making computer monitors easier to see and easing eye strain.

### **Hands-Only CPR, AED and Pulse Point**

**Training:** Kim Ewy, Community Educator from Poudre Fire Authority, provided training on hands-free CPR, AED use and the Pulse Point App to CTL staff at our monthly staff meeting on January 24. Kim demonstrated the use of a defibrillator, similar to the one we have at CTL. Pulse Point is an app that sends texts to citizens trained in CPR / AED, alerting them to nearby emergencies where they can help.



### **Circulation Supervisor Angela James Completed Five Online Management Courses in January** including:

- First time manager: Challenges (Part 1) Understanding your role (Part 2)
- Leadership Essentials: Building your influence as a leader
- Leadership Essentials: Motivating Employees
- Workplace Conflict: Recognizing and Responding to Conflict

Angela and I also completed the class "Reasonable Suspicion", about how to respond to staff influenced by substances such as alcohol or drugs in the workplace at the City of Fort Collins building on January 17.

# **OLD TOWN LIBRARY HIGHLIGHTS**

*By Eileen McCluskey*

## **Programs**

- Bilingual Storytime has started at OTL on Thursdays and has been well received by the community. We are seeing a diverse range of ages and backgrounds of people interested in the Spanish / English storytime. Word of mouth continues to spread resulting in a steady increase in attendees each week.
- Kids were engaged and active in Wiggling Through Winter, Anime Club, Hack Your Notebook, Animal Afternoon, DIY Fidgets & Spinners, Minecraft and Game Day.
- We welcomed local author Lauren Myracle, who shared her latest book, *Dragon Overnight*.
- Kevin Cook, *International Night*, and *Cracking the Codes: The System of Racial Inequity* drew in adult audiences.

## **Community engagement**

- OTL provided space for the FOL book sale. Thanks so much to the Friends of the Library for their continued support.
- OTL worked with the City of Fort Collins Neighborhood Services department to offer lobby space during several programs in order to support their community engagement efforts. We also provided our community room for their Neighborhood Connections Open house, which provided an opportunity to meet with representatives from various city departments and community specialists.
- Eileen and Tova met with *Coloradoan* columnist Barbara Fleming to discuss reference needs of local historians.
- Eileen partnered with Johanna to conduct interviews for the **Reducing Ethnic Disparities** project in the juvenile corrections system. This project serves as a pilot for the Library District to test the waters of our potential role in public facilitation and deliberation.
- Eileen met with the Outreach Fort Collins team to discuss the plan for a collaborative training opportunity for the Old Town community on compassionate communication techniques when working with people experiencing homelessness.
- Eileen met with Angela Kettle, Public Programs Coordinator at the Fort Collins Museum of Discovery to discuss community programs and potential collaborative opportunities.
- Eileen attended her first Parking Advisory Board meeting, changing the world one parking space at a time.

## **Continuous Improvement**

- The staff room is getting spruced up and this month we added new counter-height tables, equipped with mobile device charging stations along the south wall of the staff room overlooking Library Park. The wood from the tables was repurposed from the elevator project and the labor to build the tables was donated by a community member (or a coerced husband, depending on your point of view). This effort is intended to provide OTL employees with a comfortable, hygge-enhanced space for breaks and respite.
- OTL employees continue to foster a team approach with Fort Collins police officers, G4S officers and each other to provide a safe and welcoming place for all at the library. The incidents and behavior issues are integrated into our days with amazing story times, digital literacy classes, dynamic programs and work related to library materials into the hands and homes of our community.