GOAL 1: Improve the Customer Experience in our Physical & Digital Spaces

- Installed new exterior signs at Old Town and Council Tree Libraries
- Launched new library card designs for customers
- Obtained key funding to enhance the mobile library collection
  - Lois Lenski Covey grant
  - Kiwanis Club donation for books and materials by Rafael Lopez

GOAL 2: Expand Places Where People Connect with the Library

- Sponsored and participated in Fort Collins Comic Con, an annual weekend-long event celebrating comics, pop culture, and all things geeky. This year’s attendance was more than 3,000. Library staff shared info about programs and services, signed up new cardholders, and gave away free books
- Obtained funding from Neighborhoods United for Outreach’s “Ready to Read with Evie / Listos para leer con Evie” kits
- Registered first student to officially start the Career Online High School program to earn a high school diploma

GOAL 3: Develop & Expand Strategic Partnerships

- Obtained social services recovery grant from City of Fort Collins to add youth from the Bernalillo County judicial diversion program to the IMAGINANTES program
- Scheduled Fort Collins Police HOPE Officers to attend Old Town staff meeting to discuss outreach and coordinated responses for people experiencing homelessness
- Scheduled QPR (Question, Persuade, Refer) Suicide Prevention and De-Escalation and Crisis Prevention training in October with SummitStone Health Partners

GOAL 4: Build Opportunities for Staff Development & Engagement

- Staff Day Friday, August 11, at Harmony Library/FRCC Campus. Learning activities included:
  - EDI at the Library
  - From Awareness to Understanding: A Journey into Disability–Inclusive Libraries with Arc of Larimer County
  - Everything you wanted to know about teens in the Library but were too afraid to ask with Jace Long, Jenny Thurman, and Miranda West
  - Trust and Rebuilding Trust with Preethi Fernando
  - Passion, Purpose & Politics: The Role of the Library in 2023 with Jamie LaRue
GOAL 5: Create & Implement Key Metrics and Tracking
- Started staffing level analysis to project staffing costs for new locations.

GOAL 6: Uphold Intellectual Freedom & Democracy
- Planning for Banned Books Week, October 1 – 7.

Other Projects and Programs:
- Wrapped up the 2023 Summer Reading Challenge: All Together Now / Todos juntos ahora. Thank you to this year’s program sponsors: Poudre River Friends of the Library, The Youth Clinic, and Kids First Dental.

Media coverage in August included:
How’d we do? Customer Comments:

“Just a quick thank you to your acquisitions team! In the last couple months I have requested the library to purchase two different books that were not in the system or available via Prospector. Both were purchased by the library and my requested hold fulfilled. The most recent --Fighting in the dark: naval combat at night-- was a great read with much new information that I have never read before. Thank you again.”

“Need DRIVE-UP book drop at Harmony!”

“I love it. I like to come here to Old Town Library.”

“The new logo is terrible!”
Once again, thank you. I enjoyed the 2019 summer reading challenge very much and hope to participate again in 2020.

Thank you for what you do for the community and the library. I appreciate the small change that made the time for reading much easier.

I only read during the summer months, but sometimes I find myself in need of a book. I don't often make the time for reading, but reading helps me to stay connected to the world around me.

I have enjoyed the Reading Challenge for two years and would recommend it to anyone who wants to improve their reading skills.

I would like to see more books that are available for download. I think that would make the challenge more accessible to everyone.