

December 2015 Narrative - All Departments

Administration – Marcia Lewis

As part of the City's Tree Lighting festivities, city departments were invited to decorate small trees that were on display at the Rialto Theater Center during the Dr. Seuss themed events downtown. Library staff aced this theme with our Truffala tree which garnered the popular vote. Our team now holds the traveling Reigning Deer trophy and won a pizza party.

Loveland Lights, the Friends of the Library holiday tradition was successful with more holiday trees and music than ever before. The bake, book, hat and ornament sales were popular. There were fewer entries in the Gingerbread Challenge but they were creative and beautiful. Children made more than 350 graham cracker gingerbread houses. A 2-year-old boy choked on a peppermint candy which Art Aldrich, a parent at the event, was finally able to dislodge. The child's parents were so grateful that they asked the Fire Authority to recognize Mr. Aldrich as a community hero at a January City Council meeting.

December is the month to complete year-end evaluations and 2016 salary setting as well as final 2015 spending and budgeting. Tyera Eulberg was recognized as the library's employee of the year for her work as the rebranding committee chairperson and for her creativity and talent with the Staff Tech Day and the website redesign.

Marcia organized a meeting with several other City departments to discuss security and rules in the civic center. Unfortunately the snowstorm that day cancelled the meeting. She will try again soon.

The Friends of the Library provided a staff appreciation breakfast this month.

Adult Programming & Volunteer Coordination – No report available.

Adult Services – Caroline Hilligoss

In December, Business Librarian Amanda Armstrong was selected as a board member and secretary for the non-profit Allied Women Entrepreneurs (AWE). AWE's mission is to empower women to reach their professional goals as entrepreneurs through education, networking, mentoring, and business development. Their website is <https://alliedwomenentrepreneurs.org/> Amanda attended the CAL Business Interest Group quarterly meeting on Wednesday, 12/9, which included a presentation by a representative from the Colorado's State Demographer's office. Since attending that presentation, Amanda has already worked with this office to obtain resources for another business request, and expects the information this office provides to be a great resource for her research for clients in the future.

The Adult Services social media pages (Facebook, Instagram, and Twitter) all have had good years for engagement. Facebook engagement increased 500% over 2014.

During the third week of December, several LPL staff and some FOL members all participated in the volunteer gift wrapping at Loveland Barnes and Noble. Dani, Robert, and Caroline were the AS staff members that took part. The project as a whole, coordinated by Haley Squires, raised over \$400.00 for the Friends of the Library. Thanks, Haley, for furthering LPL/FOL's relationship with our local Barnes and Noble, and for providing an activity for Friends and Staff to do together.

Supervisor Amy Phillips and Librarian II Robert Ayala completed year-end staff evaluations during the month of December. Robert reports that he continues to make “slow but steady progress with new labels in the Music CD section.” The goal is to create a more coherent and user-friendly arrangement for the library’s extensive collection of music. Robert is also continuing to meet with the Martin Luther King Event Committee, planning for January library displays and the event at Museum Gallery on Jan 21st. *MLK: An Unfulfilled Promise* is part of the *Thoroughly Historic Thursdays* – see <http://www.lovelandmuseumgallery.org/thoroughly-historic-thursdays/> for information about the event. Robert met as well with Cristina Diaz Estrada from LULAC to discuss collaborations in 2016. Robert and Amanda spent countless hours preparing for the January 4th Rebranding Event – more about that in January!

The library offers test proctoring services free of charge, the demand for which has increased dramatically over the past few years as online learning has skyrocketed. As the school semester came to a close for most distance-learning students, Robert and Caroline proctored an increased number of exams. Download coaches Robert, Dani, Amanda and Amy completed many coaching sessions, helping patrons utilize the library digital resources, and the expectation is that demand for these sessions will increase after the first of the year, when many patrons come in with the new eReaders, tablets and smartphones they got for Christmas.

Downloadable resources at the library increased greatly during 2015, with the addition of *Hoopla for Libraries* (movies, audiobooks and music), *Zinio* (digital magazines) and *Universal Class* (continuing education) to the existing *Overdrive* and *OneClick Digital* platforms.

The Adult Book Discussion groups met on December 1st and 2nd and discussed Nathaniel Hawthorne’s classic, *The Scarlet Letter*. 28 people attended the discussions led by library volunteer Janice Benedict.

Children’s Department – Beth Gudmestad

We had a wonderful Holiday Season in the Children’s Department! The month started with FOLPL’s Loveland Lights. The storytime room was filled with milk cartons, icing, candy, and excited children, while the Homework Help Center was home to several electric trains and a village decorated for the holidays. On Sunday, one of our little friends choked on a piece of candy in the gingerbread workshop. Maribeth and Haley jumped into action. Parents assisted too. The object was removed and the parents took the child to the ER. Haley filled out an injury report and thanked everyone who assisted with the incident. We called the mom on Monday to make sure that everything was fine. The weekend was a success overall.

In addition to Loveland Lights, the staff facilitated quite a few programs during the month including a Pete the Cat storytime. Pete is a favorite among all ages. Kris created stations around the room where families interacted with early literacy activities related to the theme. A favorite station was the one where families got to make a fun and delicious snack. Cindi hosted a cooking class in collaboration with Healthy Hands. Children who registered for this event discussed basic nutrition while creating food gifts that could be given during the holidays to loved ones. Sabrina hosted her second Library 101 class for customers but only one adult attended the program. This adult asked questions and found the class very helpful. With feedback from staff, Sabrina is rethinking how she’ll offer this program and is considering having customers schedule a one on one with her.

Cynthia met with Corner2Corner’s new coordinator for Youth Ministry, Anne Kessler. They’re deciding how to recruit additional volunteers for their Kids Read program. Cindi planned storytimes for Small Fries Preschool. Amber introduced Little Bits to teach circuitry during December’s Robotics program. Jane represented our department at the city’s ADA training and took great notes to share with the department.

We opened up the iMake @ Break with lots of fun holiday activities including decorating a stackable snowman, creating jingle bell bracelets, and using the keyboard to play beautiful music. Cynthia, Lolly, and Sabrina kept the activities well stocked with supplies.

With the rebranding kick-off quickly approaching, Amber made final arrangements with Loveland CreatorSpace, the storyteller, and face painter. Lolly and Haley spent quite a bit of time designing and inputting information for the new library web page so that it was ready to launch on January 4. Also, Haley, Jane, and Sabrina worked on updating department information that needs to be included on rack cards for customers.

Dobby was dressed for the season complete with elf ears.

Customer Service – Joanna McNeal

At the end of December we welcomed our new Customer Service Aide, Melissa Buss. Melissa worked here as a Page for the last two years and over that time has become interested in a career as a librarian.

In December we extended the checkout periods for audiobooks and music CDs to three weeks. We feel that we now have a large enough collection of both types of item to allow them to check out for longer. Many patrons have expressed a desire for a longer checkout period plus the change means that most items check out for the same period of time, meaning patrons will have fewer due dates to keep track of.

As part of succession planning, Lori has been learning more about Millennium (training provided by Marcia). In addition to learning how to change loan rules, Lori is now able to set Millennium to not count closed dates in a check out period, she figured out how to set Millennium to not check in items on December 24th after City Council last minute allowed us to close that day. Lori also solved a recurring problem in a patron's account thereby making a patron very happy.

Due to popular patron demand, Cindi designed a book mark listing all the Book Discussion group selections for the coming year. We now have an easy referral guide for patrons so that they don't have to go to the website and search every time they have a question. Cindi also attended the new brand design training so that she can design with the new colors and vision and has started updating the older materials with the new brand design and colors.

Cindi and Darlene were members of the library team that participated in the City-wide Christmas tree contest. The library won and received a pizza gift card that we all shared at an employee lunch to recognize Employee of the Year and for supervisors to say thank you to staff for all that they do.

Holly has been spending some time working in Adult Services and teenseen. Holly has an MLS degree and is a great candidate for cross training and broadening her experience. The customer service department is happy to share her talents elsewhere in the library.

Darlene attended ADA training and became certified in using the phone translation service that the City offers to patrons who do not speak English. Darlene also spent a lot of time with the Loveland Lights and MLK committees in helping them with displays and preparing for displays. She has shown incredible patience and energy in encouraging and helping them in addition to her regular duties. She is able to multi-task/juggle responsibilities extremely well. Darlene continued her community spirit by volunteering at Barnes & Noble, giftwrapping to raise money for FOLF.

Darlene also helped with preparation for the rebranding party and updated the generic Customer Service email and the new patron information handout with the new library logo.

Kathleen also participated in the planning of the re-branding launch party. She set up a new hobby table about birding and will offer to take a group of patrons on a bird walk.

Jo and Amy Phillips put together a staff appreciation lunch held at the library. Jo also organized a night out for CS staff at Door 222 – good food and fun was had by all. Jo will continue as the membership chair for Colorado Association of Libraries, but will be much less involved in CAL Conference planning this year.

Displays – A Santa Claus collection was provided by the Loveland Lights display committee.

Library Subs – Beth Gudmestad

During December the subs collaborated with different staff throughout the library on projects and programs. Overall, this collaboration helps staff morale and contributes to customer satisfaction. Maribeth noticed several Children's carts in the sorting room that needed to be shelved. She jumped right in and shelved the carts while she was working in the department. Sue filled in for Bobbi and ran two programs in December. Kathryn assisted Sue with a Movie Night. They were able to troubleshoot the sound system so that the evening's movie was not a silent film.

Since Shane's recent departure from the library, the subs have had to fill in a lot in LTI. In the past, they've been a bit apprehensive to help out with the iCreate Lab because they don't feel that they've had enough training. During December, each one of them had to print posters on the large printer, assisted customers with the mounted camera, and fielded a ton of informational questions at the desk. I'm so proud of their positive attitude and their desire to help the customers to the best of their ability.

Library Technology and Innovation (LTI) – Marcia Lewis

After 15 years in the library Technology Manager Shane Adamson was hired away from us by the City's IT department. He will be hard to replace and at least he is still nearby and is already suggesting technology improvements that will benefit the library. The job description needs major revision so recruitment will begin in January. In addition, the Aide hired in November left so we will be interviewing and hiring for this 20 hour position in January.

Library Technology Specialist Tyera Eulberg was recognized as the library's employee of the year for her work as the rebranding committee chairperson and for her creativity and talent with the Staff Tech Day and the website redesign. Tyera has been working diligently to have the new website ready for the January 4 new brand launch.

We have named new equipment in the iCreate lab the 2D Digital Replicator. This is equipment that allows patrons to take high resolution images of flat artwork, photographs and documents. For example, framed art under glass can be photographed without removal from the frame.

Staff were able to inventory, recycle and remove obsolete equipment.

Technical Services – Marcia Lewis

Marcia is temporarily supervising Tech Services and LTI until a new manager is hired. Early in December ordering is halted so Laura Johnson can close out the year. Changes to the materials budget process for 2016 should make it easier for Laura to meet the City's accounting requirements while still tracking each division's purchases. We purchased a desktop scanner that will help her enter numerous invoices without storing paper records for 7 years. The cataloging backlog is decreasing, at least until 2016 orders start arriving.

Teenseen – Amber Holmes

Teens gave back during the month of December by volunteering at Loveland Lights to help young kids create gingerbread houses. They also showed their holiday spirit by making upcycled snow globes, decorating cookies, creating ornaments and celebrating with the Teen Advisory Board's holiday party. Overall, 126 teens participated in programs in the library this month, with another 130 teens participating in outreach.

The teen webpage got a fresh look in preparation for the library's rebranding, by combining existing resources with new content in a simplified, graphic-focused layout. Summer will continue to expand on this design with more features in the coming months.

In anticipation of the new year, teen staff created a 2016 work plan with a focus on meeting the full spectrum of needs for Loveland teens including physical (safety and nutrition), socio-emotional (friendship and support), educational (programming and resources), and recreational (technology and hanging out). These objectives align with our strategic planning initiatives and support our vision of 21st century library services for youth.

