

September 2016 Narrative - All Departments

Administration – Marcia Lewis

The library returned to its school year schedule and is now open on Sunday afternoons until Memorial Day. Preparation of the 2017 budget involved several rechecks of the numbers and narrative and attendance at the City Council Study Session.

The City needed to move and improve some of its network equipment on Saturday, September 10th. Since this limited our services, the library did not open until 1 pm and fortunately all operations were back to normal then. We are now better prepared for any unforeseen disruption of the circulation system.

I attended the Homeless Conversation and the City Council session on homelessness. Library and City employees collected coats and winter clothing and gear that will be available to the homeless and near homeless at Loveland Connect in October. A variety of free books will also be available at the event.

I presented a slide show for the Friends of the Library Foundation's Volunteer Appreciation that included photos from library programs funded by the Friends. I also attended the Friends Board retreat and evaluation meeting. Therese Torpy prepared the library events and calendar for the October – November newsletter.

I attended the Front Range Library Directors' meeting in Lyons and another meeting of the NoCo Librarians and Flatirons Library Consortium.

Adult Programming & Volunteer Coordination – Bobbi Benesh

Things are beginning to pick up again here at the Library in Adult Programming. People are coming home from their vacations and coming to our events. We have continued on with the *Symphony Lecture Series* due to interest and the fact of having a great teacher who introduces music theory and the music masters to the audience. In September, our *War Talks* topic was on the *Cold War from a Cold Warrior's Perspective*. This program is both historical and intriguing. In this series there is a lot of participation by the attendees. Something fun that was added to our September calendar was *Travel on the Cheap with Laura Daily*. Very informative with many requests to have her back.

Adult Services – Caroline Hilligoss

Senior Services Librarian Dixie Huff attended the board meetings of the Loveland Senior Advisory Board and the Larimer County Office on Ageing. Senior Advisory Board had a presentation from "Take a Stand on Social Security," an organization striving to influence federal legislators to find ways to continue to fund Social Security, and the Larimer County Office on Aging presented their Four Year Plan Update and the new resource guide. Powerful Tools for Caregivers, a support group for caregivers is meeting at the library for 6 weeks with 13 participants. Dixie also reported that homebound delivery is up 15% so far this year.

The Loveland Public Library and the Rialto Theater partnered to bring chamber-jazz performers Chris Lee and Colleen O'Brien to the Rialto for *Poetry in Music*, on September 7th. With Chris on vibraphone/percussion and Colleen on cello/voice, this multi-media performance was attended by forty people. This was the first jazz performance the Rialto hosted in the Devereaux Room, and proved to be a unique and sophisticated musical event with tremendously positive feedback from those attending. Coordinator Robert Ayala hopes to collaborate with Bryan Zellmer of the Rialto on future events.

Business Librarian Amanda Armstrong was a presenter at the September meeting of AWE Connect. Nineteen women attended the presentation. Amanda is helping coordinate the next Stir event which will be at the Loveland Creator Space. She collaborated with Christina (from LTI) on a blog post about the tools and software available in the iCreate lab and how they may be useful to businesses and artists. The blog post was published on the LBDC website (<https://lovelandbusiness.com/the-icreate-lab-at-loveland-library-a-treasure-trove-of-resources-for-businesses-and-artists/>) in late September. On September 20th, Amanda participated in the Allied Women Entrepreneurs ribbon cutting at the Fort Collins Chamber of Commerce. Her involvement will increase the visibility of the Loveland Business Services Librarian with the Fort Collins Chamber. Also on September 20th, the *Medicare & You* presentation at the Loveland Library had 24 attendees.

The ReadMore! Adult Book Discussion Groups read *Run*, by Ann Patchett. Caroline Hilligoss facilitated. A total of 25 people attended the three sessions.

Registration was completed for the published author portion of the upcoming 2016 Author Showcase, which will be held at the library on November 12th. Full capacity of 50 local authors interested in sharing their works with the reading public was quickly reached. Registrations are now being taken for the morning portion of the showcase, which is entitled “Get Yourself Published: The Traditional Publishing, Blogging, e-Publishing and More” and consists of both a keynote address and panel discussion. Advertising the event to the public begins soon.

Thanks to the help of Erica Swearingen in LTI, the web portion of the Person Librarian Service went live this month. The service can be found by clicking the Resources tab on the library homepage and choosing the Person Librarian link. Erica took the great portraits and posted the fun and informative bios. The page now features favorite genres and fun facts about nine librarians (more to come) from several departments, all ready to supply great recommendations to the reading public. Caroline Hilligoss and Jay Boyle coordinate the project. Check it out!

Children’s Department – Beth Gudmestad

In September we kicked-off our department’s fall programming. This consisted of regular programs such as storytimes, Chess Club, Waggin’ Tales, but also included new programming like Club 345, Evening Storytime, and Bi-Lingual Storytime. The department collectively decided to move the evening storytime to Thursdays from 4:15 – 5:00 pm. Kris and Jane are planning and implementing this additional storytime. It coincides with our new elementary programming, Club 345, which offers STREAM programming for 3rd, 4th, and 5th graders on Thursdays from 4:00 – 5:00 pm. Julie and Cindi are planning and implementing activities for this program. Offering these two programs simultaneously allows families with different aged children to participate in programming together. For our first week, storytime brought in 35 people while Club 345 brought in 14 kids. Everyone who participated was pleased with the outcome. Activities for Club 345 include robots, coding, creating fairy gardens, tie dyeing, and much more.

Bi-Lingual storytime has been a fun addition too. Lolly and Kathryn team teach this storytime on Thursdays at 11:00 am. Kathryn introduces words, books, and activities in Spanish that relate to the storytime theme for the day. Parents and caregivers are enjoying interacting with their little ones in Spanish. Kris’s More Than Storytime which was offered once a month last year, is now being offered to all storytimes one week a month. More Than Storytime is designed for caregivers to interact at different early literacy stations with their little ones. This month, Kris had stations that had kids exploring fall. Participants watched how water causes pine cones to close up, sorted through fallen leaves for pumpkins, acorns, and other items, and tasted different varieties of apples. The tasting station was one of the kids’ favorites!

We held a meeting with Tech Services to discuss consistencies in processing paperbacks. Jane and Sabrina were tasked with creating a list of popular series and deciding how those series should be processed; they conveyed that information to Tech Services. In addition to processing paperbacks, Cindi and Sabrina have shifted books on the spinners in order to alleviate some of the tightness with the middle of the alphabet. Gena has made room for Paw Patrol and other popular series by removing Caillou and Scooby Doo in the Children's Favorites.

Cynthia, Jo and I met with officials at Thompson School District to discuss the logistics of inviting all first grade students to come to the library this year. Each school will select a date to bring their first graders to the library to receive a library card and check out one book. These visits will take place from November 2016 to April 2017. Kathryn and Cynthia attended Lago Vista's Back to School Night. Kathryn discussed with Laney Howard the feasibility of providing robots and technology at Laney's Thursday after-school program. Cynthia is collaborating with UC Health's Vida Sana program to develop a Health Equity program that is scheduled for October 26, 2016 from 5:30 – 8:00 pm here at the library.

Sabrina is continuing Music & Movement at the Outlets at Loveland twice a month on Thursday mornings at 10:00 and 11:00 am. Each week she incorporates a different type of music into her lesson. I observed her when she introduced families to Classical Music favorites.

Jane and I participated in the Boys & Girls Club STEAMFest in September. Jane mixed up large quantities of Oobleck for kids to play with; we also celebrated Curious George's 75th birthday with activities.

The Thompson School District recognized the Children's Department with an Inspiring Kids Award for collaborating with the school district in rewarding children for reading over the summer!

Customer Service – Joanna McNeal

Now that school is back in full swing, Cindi has been working with the district to facilitate book pick up for items accidentally returned to us. Darlene has joined the committee for "Turn Outward" which is part of the Libraries Transform project. Melissa has taken Darlene's place on the Safety Committee. Kathleen has been cross training with Dixie so that she can assist when Dixie is absent and work on her Readers Advisory skills. Jo is leading the Author Showcase committee to another busy day on November 12th, 2016. We have four panelists and a keynote speaker signed up. Advertising is going well and we expect a good turnout for the morning event entitled "Get Yourself Published" and for the afternoon Showcase where we have 50 local authors signed up to talk about and sell their books.

The display case in the galleria featured memorabilia from the Daughters of the American Revolution. The Display case by teenseen was about "Fandom". Jo put together a book display entitled "Dear Diary". Darlene also put together a display during Library Card Sign Up week.

Library Subs – Amber Holmes

All subs attended the staff training with Pat Wagner on September 22nd to learn how to deal with difficult patrons. As subs are more likely to work evenings and weekends when the library is minimally staffed, this training is especially relevant. Subs are also tasked with providing consistency to patrons, some of whom see an unfamiliar face at the desk and try to bend the rules. They do a good job of staying on top of current procedures for each department, as reflected in their year-end goals, and work to provide the most consistent customer service possible.

Sue created Art in the Galleria bios for the last quarter of 2016 and reviewed an active shooter webinar as part of her service on the Safety Committee. Maribeth provided reader's advisory at the children's desk and helped a patron register for a computer class in LTI. She also provided an excellent suggestion to the Teen Division on how to better communicate teen suspensions. Kathryn presented a plan to clean up the V:Drive to management, researched a comparison of library policy on card requirements and updated contact info for facilities and security at each public desk.

Library Technology and Innovation (LTI) – Jesse Lopez

LTI has accomplished a lot during the last month. We have now fully transitioned all of our bank information to our new provider after encountering roadblocks along the way with changing over the libraries PayPal accounts. I learned that our PayPal accounts are how the libraries accepts payments online for fines and how payments are processed from our self-check-out stations in the library. We have a new copier in our Administration area and a new coin machine in LTI that finally accepts newer \$5 bills and doesn't reject coins. Although this may sound insignificant dealing with the old coin machine in LTI was a large task in itself when working the desk in LTI and a constant frustration for patrons. Soon the new coin ops will also be able to accept patron's credit cards for larger prints which is also exciting.

Kevin has been busy with several large projects. One of which is getting Windows 10 to work on our current thin clients. Currently our Wyse thin clients have no support for Windows 10 and he is trying to find a work around. The alternative is waiting for Dell to come out with an update that will allow them to fully support Windows 10. Seeing as to how this still has not happened yet I am not holding my breath on that one. He is also working on migrating our PC Reservation software off of a 10+ year old dying computer and onto a server. This should better the patron experience with having to deal with less freezing and wait time when first logging onto the computers in LTI. While doing this migration we are also looking into the rules we have set in our lab for PC reservation. My goal would be to stop being what I feel is a barrier to patrons trying to use a computer and just let them use a computer. I believe strongly in open access especially as a public library. I want to stop wasting so much paper on constant guest passes and let patrons decide what computer they sit at. I want to allow them to auto extend their time (unless there is a wait of course) and not have to run up to the desk every hour to ask for an extension that we have (at least during my time here so far) yet to turn down. Once we get everything finalized I hope to report next month on how these new set of rules are working.

Kevin also was instrumental in organizing the "Oh Heck Yeah!" event aimed at going with the "Outside the lines" initiative to get people thinking about libraries differently. It was a massive success with more people attending then last year and tons of fun for all ages! We will be putting a short video (compliments of Erica) on our YouTube channel soon to showcase the event.

Erica has continued to impress with design skills and ideas for the library as a whole. She has met with several departments around the library to discuss signage and ways to improve areas visually. She has worked with the Loveland Fire Department and created a training video for them that came out great. She has continued to maintain and add to our website even adding LTI to it. She has also taken on the rather large undertaking of working with other city departments to rebrand and relaunch Loveland's Channel 16. She will be assisting in creating new content and updating the channel. The tentative date for this to all go live is January 2nd. We hope with using this resource, we can get the word out there not just about library events but other city events as well.

The LTI Library Aides have officially begun having off desk time which I already feel has been valuable not only to them and what they are working on, but to the entire library as many of the tasks they are working on are for other departments in the library. Christina has been working closely with Erica and assisting with design and creating content for the library. Natalya has also been creating and seems to be dabbling in a few other areas outside of design as well.

LTI continues to accomplish things that benefit the Library. With plenty on our plate to move forward I am excited about what the next month will bring!

Technical Services – Jesse Lopez

Tech Services has been doing well. Now fully staffed with our latest addition Mary, the new Tech Services Library Aide. Lynn has taken on the primary role of helping to get Mary up to speed and has done a fantastic job all while maintaining her own day to day tasks. Mary has caught on quickly and is already meeting daily goals for editing. Aside from that the area has been relatively quiet (which we know won't be the case for long with the end of the year looming). Orders have already began ramping up and I know Tech Services will make sure they are all taken care of as they always do.

A few things to note – we met with the Children's Division to discuss how to catalog paperbacks for them going forward. Erica in LTI updated both the "In Memoriam" and the "Donated by" tags used in Tech Services when appropriate and they look fantastic (and modern!). Statistically it looks like the number of both items ordered and cataloged have increased from the summer months.

Last but certainly not least Thomas who is currently a Page will begin cross training in Tech Services. It is something he has expressed interest in and something that I am excited we can do for him to add to his skillset and knowledge.

Overall Tech Services continues to do a great job and will only continue to do better as our new Library Aide catches on!

Teenseen – Amber Holmes

Teens and staff got into the full swing of fall this September, with the return of regular afterschool programming including Tealnk (creative writing), Chess Club, Teen Advisory Board (TAB) and Maker Mondays. This month, the Maker Cart featured a rotating collection of robotics, Blackout Poetry in celebration of Banned Books week, and button making. Other programming included DIY Dragon Eggs made with thumbtacks (see pic), Marble Stationary, Sprout Houses and an Ollie Maze Challenge. Program attendance for the month totaled 163 teens while the afterschool count hit 1,046 teens between the hours of 3-4pm.

After barely a month as a Kids Café site, the Teenseen was recognized in a Huffington Post article titled *The Key to Solving Teen Hunger? Involving Teens* by Joseph Erbentrout for our work to combat food insecurity. This article described the unique challenges teens face including stereotyping, pressure to support family members, and a fear of being stigmatized while suggesting that existing afterschool programs can become part of the solution. Each of us who work the public desk personally know the



faces of hunger in this community, making our impact that much more meaningful.

Staff were thrilled to welcome Summer back this month after an extended medical leave, but we weren't the only ones. Teens who had been asking about her for weeks jumped up and down, screamed and hugged upon her return. A heartfelt thank you to everyone who helped get through the past 6 weeks, especially Alexandria, David and Sierra. We couldn't have done it without you!



Finally, a few odds and ends: We're excited to add a new WiiU gaming system to replace the Wii console that malfunctioned last month. Our media section got an upgrade with new shelving and labels created by Julie (see pic). And last, but not least, Summer designed a fabulous rack card describing teen programs and services.