

October 2016 Narrative - All Departments

Administration – Marcia Lewis

Four library staff members participated in the City's Business Appreciation Breakfast. Business and technology services were highlighted at our table; the 3D printer was of great interest.

Along with members of the City's Management Team (department directors) I attended a meeting with the Thompson School District Executive Team where we discussed the myriad ways the City and School District do and can work together. There will be a follow-up meeting in November on how to get library cards to all elementary school students. Several school staff members visited our technology division and we may be able to have high school students assist with computer training and operations in our iCreate Lab.

The Friends of the Library Foundation held its annual Fall Book Sale at the 4-H Building at the Ranch October 21-23 and again raised more than \$30,000 before expenses. Over 140 volunteers donated 1,150 hours to prepare and hold the sale. There are currently 543 members of the Friends.

As a charter member of Read Aloud Loveland, I was pleased that the library could host Read Aloud's Pajama Party again. There were readers in seven places in the library and it still seems too small for the 140 families that attended and were given a free book after the bedtime storytime. It is fun to see what pajamas are popular with the kids and to even see adults in PJs.

As the 2017 budget was moving forward with the change to join the Flatirons Library Consortium, we began to discuss the details and timing of the migration. We would like to make the transition early in the year, tentatively targeting Presidents' Day, February 20th, for the go-live date.

It was quite an honor for the library that Robert Ayala, Kevin Briggs, Summer Maid, Cindi Pfeiffer and the Summer Reading Program Planning Team were recognized at the annual City Employee Recognition event. The City Management Team dressed as superheroes for the event. In my absence at a planning meeting, Amy Phillips suggested I be Batgirl because in one cartoon version, Batgirl was a librarian.

I presented a tour of the library to the Women's Group from a local church. I also assisted with pet care at the Loveland Connect event for local homeless individuals.

Adult Programming & Volunteer Coordination – Bobbi Benesh

October was a busy month for some of our same and continuing programs. Our new class, "A Passion for Photography" was taught by master photographer, Michael Wilcox, President of the Thompson Valley Art League. This class will continue on through February. With fall here, our crafting classes have had a boom in attendance. The Woolly Knitters have so much fun together knitting and chatting that the teacher had to send an email out to all of them to "tone it down" so that she could actually teach! They are good sports, however, and the last class was indeed a tad quieter! Both the Tatting and Loomy Knitter classes are prepping for Loveland Lights, in which they will each have a spot and a tree at the event with wares to sell.

Adult Services – Caroline Hilligoss

In October, a partnership began with Summit Stone Health Partners to have Brittney Parsons, a social worker, for three hours weekly. This is part of a growing trend for libraries to have or find partnerships to allow a

social worker to be present in the library. Amy Phillips worked to make this happen. Another initiative Amy has undertaken is Community Conversations, which we plan to hold in January and February. Several staff volunteers are working on this with Amy, among them Dixie Huff and Robert Ayala of Adult Services. She trained staff on the Ask Preliminary Exercise, which is four questions that can be asked quickly to the public. The idea of doing the Ask Exercise before the Community Conversations is to give volunteers experience talking to the public about the topic. It also helps to lay a foundation for information that will be gathered by the subsequent conversations. Amy hosted the League of Women Voters on October 6th. The League presented their information about ballot issues for the public. Twenty-seven people attended the presentation.

Business Librarian Amanda Armstrong attended the Research Institute for Public Libraries from 9/30 – 10/3. She learned a great deal about the Logic Model, especially as it relates to designing programs and services based on the desired outcomes. She also learned how to design surveys, do asset mapping, and use Google Analytics. Amanda found the experience extremely valuable, exciting and relevant to the work she is doing and plans to do for the library. Amanda's business networking activities for October included the AWE Connect Event, where the speaker was Wynn Odell, CEO of Odell Brewing in Fort Collins; the Business Appreciation Breakfast, where she spoke with several people who are interested in business research; and the STIR mixer at Loveland ArtSpace, where she served as MC. She connected with City GIS employee Steve Holmes about assisting with reviewing and publicizing a new city/business information portal that will be available to the general public once it's finalized. An article that Amanda wrote was published on the WebJunction library site. The article detailed an overview of the process that she and Amy used to evaluate the level of satisfaction and outcomes of the customized business research to entrepreneurs and business owners in Loveland. Here's a link to the article: <http://www.webjunction.org/news/webjunction/project-outcome-business-services.html> During the month of October, Amanda met with 8 business clients and completed 6 requests. She devoted 20 hours to business client meetings and research for an average of 3.3 hours per client. Year to date, she has met with 105 clients; in 2015, she met with a total of 107 clients.

Robert Ayala and Danielle Stephens participated in Loveland Connect on October 14th. Dani staffed the Library table, giving away books and talking with people about library services. Robert was a Navigator, helping individuals work their way to various direct service tables at Truscott Elementary. Loveland Connect is organized by the City's Office of Community Partnerships.

Both Robert and Caroline Hilligoss attended the Colorado Association of Libraries Annual Conference, held in conjunction with the Mountain and Plains Public Library Association Conference at the Loveland Embassy Suites in Loveland October 20-22. Amy Phillips was also in attendance for selected portions. All three agreed the high-point "take-aways" were two keynote speeches: one by Nina Simon, Executive Director of the Santa Cruz Museum of Art & History entitled "The Art of Relevance," and another by Steven Bell, Associate University Librarian at Temple University Libraries, on the concept of design thinking, entitled "Think Like Ford: Inspiration for Library Innovation." Caroline and Robert participated in Loveland's first World Singing Day, an event that started in 2014 in Boulder. Mayor Cecil Gutierrez hosted the event downtown next to the Green Bean coffee shop. Along with other community groups, we helped lead some 50 community members attending the People's Market in a fun sing-along. Beth Gudmestad initiated our involvement in conjunction with the Friends.

Robert brought LULAC (League of United Latin American Citizens) board members Martin Gonzalez and Lynn Adame to the October general staff meeting to inform us about the goals and activities of the organization. He also facilitated the staff meeting.

October brought another highly successful *Loveland Loves to Read* to the community. North Dakota State University writing and literature professor and author of *The Work of Wolves*, Kent Myers, spoke to a full house at the Rialto Theater on October 3rd, then hosted a writing workshop the next day for 35 local writers. This is the first time that the featured author has been engaged to conduct a writing workshop, and the response to both the author talk and the workshop was extremely enthusiastic. The event encompasses more than the author visit. Twenty-five copies of the chosen book and two 10-copy book group kits were added to the library collection in the spring – all were checked out constantly until the October events. Caroline Hilligoss worked with the Friends LLR committee throughout the year to plan and execute the programs. The committee is already working to bring Ann Hillerman to Loveland in the fall of 2017. *Loveland Loves to Read* is a major project of the Friends of the Loveland Public Library.

The Readmore Adult Book Discussion Groups read *This is Your Life, Harriet Chance*, by Jonathan Evison, in October. Thirty-seven people attended the three sessions. The multiple copies of the monthly book group selections that are added to the library collection are also funded by the Friends of the Loveland Public Library.

Children's Department – Beth Gudmestad

October was a fun month in the Children's Department! Cindi P. set up all things pumpkin in the iMake Room for the month. This included weighing and measuring pumpkins of different sizes, making play dough faces on pumpkins, and decorating pumpkins while singing "Five Little Pumpkins." Sabrina and Jane created a fun "Go Away Big Green Monster" bulletin board and added some additional festive touches to the department, including Cindi dressing Doby as a ghost for the month. Kris designed her More Than Storytime program to include using pretzels and cheese sticks to create a witch's broom and placed nails in a pumpkin so kids could use rubber bands to create geometric shapes. These were just a few of the centers she designed for this popular program. Julie, with help from Tech Services, rolled out the Playaways and Launchpads on October 31. Within minutes both Launchpads were checked out by library customers! Launchpads are similar to iPads with educational content preloaded for specific age groups.

Outreach for the department included the Northern Colorado Mini-Maker Faire, Sing Along Loveland, the Halloween Fun Fest, Pajama Storytime, and the Health Equity Program. Cynthia partnered with Vida Sana to bring the Health Equity Program to the library. This program was a completely bi-lingual presentation that focused on improving access to health care for Hispanic migrants and immigrants. In addition to partnering with Vida Sana to provide this program, Cynthia and Kathryn are excited to work again with Vida Sana in providing nutrition classes at Lago Vista. No details have been finalized at this time. At this year's Halloween Fun Fest, Kathryn, Cindi, and Beth helped families create masking tape mummies with cool eyes. They were a hit! Sing Along Loveland was a fun event that brought the community together for an afternoon of singing. The Mayor led the crowd in favorite tunes including "I Love Rock 'n Roll" and "What a Wonderful World."

The Colorado Association of Libraries held their annual conference at the Embassy Suites in Loveland. This year Lolly, Kathryn, and Cindi P were able to attend. Kathryn reported back to the department about ePortfolios. She has created one and sees the importance of keeping it up to date with presentation information, lists of books read, and fun personal information. Lolly shared information about videotaping storytimes to put on our department's web page or social media sites. She mentioned a few negatives, including obtaining copyright approval for the books and music that are used as well as padding your audience with your regulars who know the drill to alleviate the unknowns. Their reports will be posted on the library's Wiki.

To raise awareness for National Dyslexia Month, Jane created a display of materials that we have in our collection that could be useful to parents who have children with a reading disability. She also supplied

contact information for the Northern Colorado Reading Initiative, a non-profit group that can connect families with helpful resources. Sabrina came up with a solution to prevent her Music & Movement kids from running and possibly hurting themselves. After Music & Movement is over she set up interactive centers for families to participate in instead of chasing each other. It was a success! There was no running.

A few of our staff from the Children's Department were recognized for their efforts this summer with the Summer Reading Program. Jane, Lolly, and Cindi were presented with a trophy and gift card. Cindi P. was recognized individually for her efforts with Story Teller in the Park. STIP is such a fun program that families love to participate in during the summer bringing blankets, picnic lunches, and friends to see Ms. Cindi work her magic. I wish the entire department could have been recognized. The SRP is such a huge effort that it takes all of us to make it happen. I appreciate the enthusiasm, insight, and hard work of everyone in making this program a success each year!

A CU professor praised Kris's storytime. Had she been enrolled in his class, he said that he would have given her an A+!

Customer Service – Joanna McNeal

Darlene, Lori, and Jo met to discuss the forthcoming changes related to switching to Sierra, the new ILS, and joining the Flatiron Library Consortium. We are expecting an increase in the number of materials coming via courier and will visit the other consortium libraries to see how they manage their workflow. We would like to plan ahead as much as possible to maintain a smooth workflow. Jo also met with Materials Handlers supervisors to coordinate assistance in normal library and Prospector workflow.

Darlene, Lori, and Kathleen all went to the annual Colorado Library Association (CAL) conference (Darlene was awarded a scholarship to attend). This year the conference was held jointly with the Mountain Plains Library Association (MPLA). They enjoyed the conference and have already implemented ideas from some of the sessions such as improving advertising for programs and how to gain more financial assistance from local businesses for programming. Darlene reached out to King Soopers, Safeway, and Walgreens and as a result, we have bottled water for authors attending the local author showcase and a lunch for presenters. When we have switched to Sierra, we will also change the hold slip display to be more private, i.e. not contain a patron's complete name.

Darlene participated in two outreach events. One was assisting at the local Maker Faire and she assisted Amy in talking with customers at the FOL book sale about their vision for Loveland, which will be incorporated into library strategic planning.

Melissa joined the library safety committee as the CS representative.

Jo and the rest of the Author Showcase planning committee are in the last stages of planning for this year's event. We have 50 authors for the afternoon showcase and a waiting list for the morning event along with a workshop entitled "Get Yourself Published".

The display case in the galleria featured a display on Dia de los Muertos provided by LULAC. The display case by the teenseen and DVDs featured a display of miniatures provided by Katie Hruban. Staff book displays were created by Holly (Women in Science) and Cindi (WWII and mysteries with orange covers).

Library Subs – Amber Holmes

We met for our final quarterly meeting of 2016 where we discussed division procedures, 2 hours shifts, active shooter protocol, and communication with supervisors. Concerns were brought to management team and reported back on November 3rd. We also celebrated Kathryn's birthday!

Maribeth served teens snacks for Kids Café, helped a patron 3D print in iCreate and was recognized with safety points for assisting a diabetic patron with an emergency snack. Kathryn delivered cell phones that had been abandoned at the library to Alternatives to Violence, assisted AS with an electrical problem and provided excellent customer service to a distraught patron with a tight deadline in the computer lab. Sue created a biographical handout for the Author Showcase, updated checkout info for robotics from the Children's Dept. and trained Sarah, our new material handler.

Library Technology and Innovation (LTI) – Jesse Lopez

Many positive things occurred during the month. We held our 2nd department meeting where many positive ideas to move forward were discussed. We are all working cohesively together for the betterment of not only the department but the Library and City as a whole.

On my end of things, I began working on year end orders gathering requests from LTI and other library departments. I will prioritize accordingly and try my best to make sure everyone has what they need to do their jobs effectively. I also decided to join the Library Safety Committee & the City Safety Committee. I feel I can be a valuable liaison not only to the city from the library but also to the library supervisors from the safety committees. I began some smaller projects such as cleanup of our LTI shared folder on the network and worked with Bobbi to put out a request for a volunteer and/or Intern to assist and learn in LTI. I am also working closely with Erica on the Channel 16 rebrand that I will go into more detail on below.

Kevin is working hard on improving patrons experience in our lab. He is working with the rest of LTI to gather ideas and suggestions on how to best change PC Reservation to allow us to better assist patrons and allow them to have a better user experience. An additional benefit to this process is that we are also coming up with ways to incentivize getting a library card without denying services to those who don't have a card.

Erica is continuing to create professional grade signs and art for our various library programs and events. She is adding to our website and improving user experience. We are working closely on rebranding Channel 16 and have met with other City departments to make Channel 16 something we are proud to call "part of the library". She is designing a new logo and gathering content from all over the city for the eventual relaunch that will hopefully take place in January. This relaunch will not only include new content from all city departments but also a new online stream and an upgrade to HD.

Natalya and Christina continue to provide a high level of customer service to patrons. They are also helping Erica to develop posters for library programs and events. My request for a new City PC that will be solely for their use was granted. This would be in contrast to not having a computer to call their own and constantly remoting into the Cable Room computer to get any work done. Christina and Natalya have begun a project to build a robot for LTI. This will greet patrons and provide fun interactions when at the front desk. From a professional development and growth side they will in turn need to learn a little bit of programming and all the other things that come along with that.

I feel the theme this month for LTI was looking forward rather than back which is a welcome change for everyone. Everything LTI is currently working on will make the library experience better for patrons and staff.

Technical Services – Jesse Lopez

There was not a whole lot out of the ordinary in Tech Services this month. The team continues to get items out a good pace, especially considering the increase in ordering before year-end. Mary is continuing to improve and I feel is more and more comfortable in the role every day. Laura has been great at getting items ordered from the influx of year-end requests making the whole thing look easy. As previously mentioned, year-end ordering is taking place and new RFID tags and a new label printer are in the process of being purchased. The new label printer is especially exciting because currently Tech Services only has one and if it goes down they are at a standstill. With the addition of a new one, there be a backup but in theory both printers can be used simultaneously if needed.

With Sierra looming in what looks to be February I am excited to go on a few field trips with Tech Services to other libraries who are part of the Flatirons Library Consortium to see how other Tech Services departments operate within its confines. This will be a great opportunity to get a different perspective and new ideas on how we could operate but also become more comfortable with how things will need to be cataloged once we are a member of the Consortium.

One last thing to note is Thomas, who currently works as a Library Page, has been cross training in Tech Services and has proved to be a great help in mending items and has a desire to learn more. Lynn has been great in helping him figure out what he needs to do and I feel the cross training experience has been a positive one for the team.

Tech Services continues to do a great job and I hope to have some more exciting news to report in the near future.

Teenseen – Amber Holmes

October was a month full of special events. The Teenseen was proud to host *Lights on Afterschool*, an open house designed to bring awareness to the urgent need for afterschool programming. This event encouraged community members to drop-in and learn more about how library programs and services are meeting the needs of Loveland teens. Staff offered refreshments, debuted new marketing materials and facilitated STEM activities.

In celebration of *Teen Read Week*, teens explored different cultures by connecting with a local literature translator and sampling foods from around the world. Families of all ages stopped by the library's booth at the *2016 NoCo Mini Maker Faire*, to get creative with binary necklaces and robotics. Staff demoed robotics as part of the Colorado Association of Libraries Maker Group at the annual state conference. Finally, we somehow made time for Halloween fun (see pic)!



In addition to ongoing programming, teens also participated in Mean Girl Movie Night, DIY Masks, Seashell Crowns, and Glove Monsters. The MakerCart offered a rotating series of activities throughout October including CubeeCrafts, origami, attribute Sudoku, and robotics. A total

of 249 teens took part in programming this month, with 1016 teens coming in afterschool between 3-4pm.

The Teenseen began partnering with Kids Pak, a local organization aimed at fighting food insecurity by providing bags of food for youth to take home with them. These bags include enough food for two meals and are available to our teens at no charge. YA audio books got a signage upgrade courtesy of Julie (see pic). Becca created 11 awesome new reader's advisory lists including 'chicks who kick butt', 'nerdy books', 'new adult' and 'novels in verse'. Summer came back from CAL with lots of new ideas on partnering with the school district, reader's advisory and programming.



Finally, a huge congratulations to teen staff this month, as our small division won big for the second year in a row at the 2016 Employee Awards. Summer was recognized with an Employee of the Year award for providing services to at-risk teens through partnerships with Food Bank for Larimer County and Platte Valley Youth Services Center. Teen staff were also recognized as part of a library team award for putting on an amazing Summer Reading Program. It speaks to the level of impact we're having on Loveland teens, that

the work we do is bringing awareness to this traditionally marginalized demographic at the city level. I have a deep level of respect and admiration for everyone on this team. Each of you sets the bar for teen services in the library field today. Kudos!