

## November 2016 Narrative - All Departments

### Administration – Marcia Lewis

Administration duties in November revolved around year-end performance evaluations and processing invoices and monitoring budgets. We are preparing for the migration to the Flatirons Library Consortium (FLC). Marcia attended a FLC board meeting and has been working on the contracts and scheduling with a February 20 target go-live date. Marcia attended the annual Prospector's Directors' Meeting by conference call. There are 43 libraries in Prospector and Loveland is the 9th highest borrower and the 10<sup>th</sup> highest lender.

Marcia read to a kindergarten class at Winona on Read Aloud Day.

### Adult Programming & Volunteer Coordination – Bobbi Benesh No report submitted

### Adult Services – Caroline Hilligoss

Loveland Library Staff produced two fantastically well-received events during the month of November – Dia de los Muertos, and the 2nd Annual Loveland Public Library Local Author Showcase. Between the two, over 1000 community members celebrated the most widely-observed holiday in Mexican culture, or came face-to-face with the talented writing community of Northern Colorado. Robert Ayala coordinated Dia de los Muertos (Day of the Dead) events, and Caroline Hilligoss was the Adult Services representative to the Author Showcase committee, serving as Registrar.

Robert partnered with the Northern Colorado chapter of LULAC (League of United Latin American Citizens) and the Loveland Museum and Gallery staff on Thursday, November 3<sup>rd</sup>, to coordinate the presentation of a short film and lecture, as well as traditional altars honoring deceased family members and Mexican snacks and drinks, at the museum. The really big event, *Dia de los Muertos: A Cultural Celebration*, engulfed the library on Sunday, November 6<sup>th</sup>. It included children's and teen activities, beautiful altars that went up earlier in the week, authentic music and dance, sugar skull creation, and great food and drink. Anglo and Latino peoples of all ages came together to honor and celebrate, and to learn and play. The impact of such an event on the community cannot be overestimated, and Robert's efforts in forming the Library/LULAC connection is invaluable in working toward the library mission of inclusiveness. Below is the link to the *Loveland Daily Reporter-Herald* coverage for the festivities: [http://www.reporterherald.com/news/loveland-local-news/ci\\_30545214/loveland-public-library-hosts-dia-de-los-muertos](http://www.reporterherald.com/news/loveland-local-news/ci_30545214/loveland-public-library-hosts-dia-de-los-muertos)

The Local Author Showcase was held on Saturday, November 12<sup>th</sup>, with a morning workshop for 35 aspiring authors, and an afternoon event with 50 local authors interacting with hundreds of members of the public, displaying and selling their books. Response to all portions of the event was extremely positive – according to evaluations, morning participants felt they received valuable information about getting published from keynote speaker Teresa Funke and panelists; authors found the exposure, networking, and opportunity for sales to be useful and fun; and the public who attended had the opportunity to interact with a tremendous variety of authors in one place, all at the same time. Most authors donated copies of their books to be catalogued for the LPL Local Author Shelf, allowing the library to continue to support the efforts of Northern Colorado writers. Success of the event can be credited to the planning efforts of a very strong standing committee, headed by Customer Service Supervisor Joanna McNeal, and including Darlene Oliver, Lolly Light, Christina Kennedy, Sue Baccari, Kathryn Jordan, Holly Mellas, and Caroline Hilligoss. The many authors who contacted Caroline, hoping to register after capacity was reached, is a testimony to the popularity of the event among authors. All of them will be contacted when registration materials become available for next year's event! The link below is to the publicity article that appeared in the *Loveland Daily Reporter-Herald* prior to

the event. Library Administration has also been provided with an attachment of the comprehensive program of the participating authors, compiled by Sue Baccari, for any Library Board members who would like to view it.

[http://www.reporterherald.com/news/loveland-local-news/ci\\_30541517/loveland-public-library-host-50-authors](http://www.reporterherald.com/news/loveland-local-news/ci_30541517/loveland-public-library-host-50-authors)

November was a very busy month for Business Librarian Amanda Armstrong. She attended the AWE Connect event in Fort Collins, resulting in 3 requests for information from local business owners, as well as the meeting of the AWE Board, of which she is the secretary. She participated in the Women's Small Business Conference at the Embassy Suites, and anticipates several requests from new clients as a result. She attended the Loveland Startup Week kick-off meeting where she met members of the Loveland Business Alliance, and has been invited to be a member of the Startup Week planning committee. She attended the Stir monthly board meeting and the Stir Mixer at The Group. Amanda is secretary of that board and will be continuing in that role in 2017. She gave a presentation on the library's business services to 20 members of the Women's Business Network in Fort Collins and has met with one new business client as a direct result.

She had 8 business client meetings during November and completed 9 research requests. A very fruitful meeting that Amanda had was with John Reardon, Special Projects for Economic Development. She gave him an overview of the library's business databases. He was very impressed and is excited to work with us in the future on a variety of data requests.

Amanda is participating in the library Community Conversations project (see *Adult Services Narrative Report, October 2016*), and conducted the "Ask" exercise at *What If Ideations*, Loveland. She received seven responses, all from people who were very enthusiastic and understood the gist of the exercise.

Adult Services Supervisor Amy Phillips gave a tour of the library to 20 retired teachers on November 5<sup>th</sup>. They were very impressed with all of the things the library is currently doing. Amy completed year-end reviews for Adult Services personnel, and Robert Ayala conducted reviews for the Materials Handlers (formerly known as Pages or Shelves) under his supervision.

Jonathan Evison's *This is Your Life Harriet Chance* was discussed by 37 people during the three November sessions of *Readmore!* A new monthly adult nonfiction book discussion, *Keeping it Real* (thanks to Jay Boyle for the name), was conceived in Adult Services during November and will start in January. The group will be facilitated by various members of the adult services staff, and will meet at Grimm Brothers' Brewhouse on the third Wednesday of the month. Amy Phillips will lead the first discussion, on Geoff Manaugh's *A Burglar's Guide to the City*. Come join the fun!

### **Children's Department – Beth Gudmestad**

The Children's Staff did quite a lot in November to build community relations. Lolly assisted with the library's 2<sup>nd</sup> Author Showcase which was a huge success. Lolly set-up the on-line registration for the local authors and helped organize the Galleria for the afternoon Author Showcase. Jane planned game night with the Northern Colorado Reading Initiative. The purpose of this game night was to reach out to families who are seeking literacy support for their kids. Kris had a local nursing student demonstrate the proper way for kids to wash their hands. The nursing student also brought a black light so the kids could see the germs on their hands. Super Cool! Cindi P. partnered with Thompson School District and hosted the first Lego Robotics Tournament in November. In collaboration with the school district, the library will host two additional tournaments in 2017. Cynthia reached out to Glorie Magrum at the Life Center in hopes of establishing a weekly outreach site for LPL. If successful, Cynthia would go weekly and be able to create library cards, check out materials,

provide program information, and build relationships with the people who use the Life Center. Lolly and I both participated in Read Aloud Day. I read at Winona to 1<sup>st</sup> and 2<sup>nd</sup> graders and Lolly went to Big T and read to Kindergartners and 1<sup>st</sup> graders.

Julie, Jo, Marcia, and I met with Margaret Crespo to discuss details pertaining to the Library Field Trips for all 1<sup>st</sup> graders in Thompson School District. Margaret assured us that the funding was available for the buses. Anne Marie Sanchez is hoping to have the 1<sup>st</sup> grade field trips begin in April and run through May. It's not what we originally wanted, but could turn out to be a good way to promote the 2017 Summer Reading Program.

Lolly has been doing a great job updating our Children's web site. We now have a beautiful carousel at the top of the page that promotes upcoming programs. Lolly worked with Erica in LTI to make these updates, including being able to link flyers to programs. The page is easier to navigate for our customers and visibly more engaging. After several years of trying, Lolly finally has a contact at Ferguson High School. Her goal is to connect with high school moms and their children through storytime and early literacy programming.

Jane is compiling a list of Children's resources and materials that will be included in the Library Board's presentation to local elementary schools. She's also working with Amanda to plan specific projects using the Logic Model that will benefit the Children's Department and the library.

The staff shared wonderful customer service stories this month in their reports. Cindi P had a 4 yr. old ask her if she knew how much fun he had at Brickmasters. He replied, "All the way to the last number, that's huge!" Sabrina assisted students in locating Sci Fi books within a specific level. She was able to use the APP, Scholastic Book Wizard, to help them find the perfect books. Kris had an attendee from the Author Showcase who wandered to the Children's Department and was so excited about all the storytimes and activities that we offer!

### **Customer Service – Joanna McNeal**

A big event for the library was the Local Author Showcase, in which Jo and Darlene were participants in the planning. This was a successful event that Caroline will write more about in the AS report. Jo was the committee chair. Darlene was in charge of recruiting more business sponsors and distributing posters around Loveland and Fort Collins.

Cross training has been ongoing in our division. Jesse has been working at the CS desk and Kathleen has been working with Dixie to assist and cover for her for Homebound delivery. Kathleen attended a safe driving class for the delivery aspect of the job.

Darlene has been participating in the Adult Services driven "Turn Outward" group and has been working with Amanda in AS on implementing what she learned at RIPL, to use and decipher data driven results for the next author showcase.

CS staff participated in training to use the new photocopiers. A large part of what we do at the desk is helping patrons with making copies.

Cindi worked on updating current Readers Advisory bookmarks and creating new ones. These book marks help patrons follow new books in a series and others help patrons find new authors in a genre that they already enjoy. Cindi also made all the "Closed" signs for Thanksgiving and the Christmas and New Year closures.

Lori, Darlene and Jo started making plans to prepare for the migration to Sierra and joining the Flatiron Library Consortium. We are planning visits to other FLC libraries to get ideas on how to manage logistics.

Both display cases in the galleria featured pottery displays provided by the Northern Colorado Woodcarvers. Staff book displays featured local authors in support of the local author showcase event.

### **Library Subs – Amber Holmes**

All staff met for year-end evaluations to review job-specific and city-wide competencies. Sue and Kathryn put on a phenomenal Author Showcase event with over 50 authors and 500 patrons in attendance. Kathryn created placeholders for children's Playaways, attended training for the new copiers and helped a patron download new software for her laptop. Maribeth helped a student locate information on the U.S. Olympics, assisted two stranded teens at closing and provided excellent customer service to a homeless couple with a limited use card. Sue wrote the staff newsletter, helped an artist use the iCreate lab, and compiled information for Art in the Galleria judging.

### **Library Technology and Innovation (LTI) – Jesse Lopez**

November felt very much like a continuation of October. Many of the same projects are being worked on as we prepare for some big changes in LTI.

Kevin has been working on getting PC Reservation where it needs to be for the upcoming changes we plan to implement. He is also working on creating new images for our Thin Clients. This is the first time that the image will be created from scratch in a number of years. These new images will be able to support the hardware of our newer (and faster) thin clients making the user experience much better.

Erica has continued to excel and has created several high quality posters for various department events. She continues to tweak and edit our Library website and has added the ability for patrons to self-register for a class from our website! She has continued to add to our LTI page making it easier to navigate and more user friendly. In addition to that she has been showcasing her skills, collaborating with other city departments. She has designed a new logo for the public works department, she has created an animated tax video for finance, and she continues to work with other departments as she prepares for the upcoming relaunch of Channel 16.

The Aides have been busy as well. They both have made several appointments with patrons to help them one on one with technical issues. Christina has been a tremendous help for Erica in creating content and getting things printed off for the Library. Natalya has taken on the project of building a robot for LTI and has been using her off desk time to learn the many aspects of that project.

I have been keeping busy with year-end evaluations and year-end ordering. We have purchased two additional servers which will help with WSM and the speeding up of our patron thin clients. We are working on getting two brand new iMacs for iCreate, with powerful enough hardware that we shouldn't need to worry for years about them being unable to handle the applications needed for that space.

Overall LTI continues to make progress in our goal to help patrons, help staff, and solidify our place as an essential, valuable resource for the City and public.

### **Technical Services – Jesse Lopez**

Tech Services continues to do well. Statistics show that cataloging is up and that error rates remain consistently low. Our new Tech Services Aide continues to do well and is also getting quicker and able to do more. Everything has been flowing smoothly as the team continues to fire on all cylinders.

Since performance evaluations were done this month I used the opportunity to set goals. I feel it's important to have something to shoot for as opposed to living day by day and I think this is the first step to doing that. The eventual hope would be to have a minimal backlog for anyone and to be able to comfortably take on additional projects if required.

As it is the end of the year, many departments are getting year end ordering done for books and materials keeping Laura plenty busy. The CD project that they have been working on is also nearing its end. This wind down will be especially beneficial as we prepare to switch to Sierra. Amy will begin attending Consortium cataloging meetings in December. I'm sure she will bring back plenty of good information that we will need to know on how we should begin preparing for this change from a Technical Services perspective.

Overall, Tech Services is continuing to excel despite the additional ordering of materials coming in for the end of the year. Goals are set and there is reason to be excited for the future of this department.

### **Teenseen – Amber Holmes**

Teen staff offered 13 programs during the month of November with a total attendance of 152. An average of 50 teens came in each day afterschool between the hours of 3-4pm and teens logged 16.5 volunteer hours.

The MakerCart featured soda tab bracelets, coloring sheets, attribute Sudoku and robotics. Loveland teens blew us away with their incredible talent and passion in this year's Fandom Contest (see pic). Staff from every division volunteered to participate in judging and the grand prize winner walked away with tickets to ComiCon. Congrats to Julie for organizing such a successful program!

Other programs this month included Funky Fall Flowers, Headphone Holders, Tealnk, Pinecone Creatures, Chess Club, Maker Monday, Airplane Challenge, and TAB as well as outreach to Platte Valley, Thompson Valley, Bill Reed, and the new High Plains K-8.

November was an excellent month for professional development. Julie and Becca became certified in *Youth Mental Health First Aid* through Thompson School District. All teen division staff have now taken this training to better recognize and address the needs of Loveland youth including depression, suicide, substance abuse and anxiety. Becca and Amber attended *Strengths Perspective: A Dialogue on Diversity, Equity & Inclusion* at The University of Denver. This workshop provided tools to overcome bias and advocate for underserved populations with a focus on policy. Summer was certified in *QPR (Question Persuade Refer)* for suicide prevention and shared these resources with library staff.

Finally, staff successfully launched the 2016-2017 Winter Reading Program on November 30<sup>th</sup>. Teens have access to digital games, booklists, missions, avatars and logging along with the new feature of customized reader's advisory. We're excited to offer such quality content to our teens and to reward them for reading over their winter break. Along with the opportunity to earn food and activity coupons to local businesses, teens also have the chance to win tickets to an Eagles hockey game.

