

December 2016 Narrative - All Departments

Administration – Marcia Lewis

A highlight of the month and the holiday season was Loveland Lights organized by the Friends of the Library with Bobbi Benesh as the staff liaison. The Friends of the Library will be changing its board meetings to the fourth Tuesday of each month instead of the first Monday. This month there were actually two meetings to facilitate two votes on the 2017 budget and to plan the January 20th annual meeting.

Marcia completed the 2017 salary setting and interviewed candidates for the library board vacancy. She also attended the first City meeting to discuss preparing a list of capital projects and planning for a possible ballot question in November to fund these projects.

The library's division managers and director held a workshop with consultant Gregg Piburn to improve communication and teamwork.

Therese Torpy and a committee of employees planned a fun and festive holiday and staff appreciation breakfast. We were pleased that City Manager Steve Adams was able to join us.

The year ended with a 3-day closure December 24th – 26th and a 3 pm closure on December 31st.

Adult Programming & Volunteer Coordination – Bobbi Benesh

December was a month to get ready for the holidays and that did reflect in a few of the crafting classes with a slight drop in attendance. Others classes, however, had a few more attendees, such as our *Symphony Lecture Series*. On Saturday, December 10th, we had a great program with a retired CGI Artist for George Lucas - just in time for the new Star Wars release! The Loveland Lights Celebration took place the 1st weekend in the month with many activities for youth as well as adults. We received several compliments on this event. Much to our moviegoers dismay, Classic Movie Night was cancelled due to a last minute holiday for Library staffers...which we weren't about to complain about.

Adult Services – Caroline Hilligoss

Robert Ayala hosted a full house in the GBSMR on December 10th for a fun and timely program entitled "From Jumanji through Star Wars: My Life as a Computer Generated Imagery (CGI) Artist for George Lucas," presented by Ed Kramer. The Reporter-Herald published the linked article before the program:
http://www.reporterherald.com/loveland-other-events/ci_30630382/cgi-artist-ed-kramer-present-talk-movie-magic

Business Librarian Amanda Armstrong took part in AWE Connect (a presentation on e-marketing) and the monthly AWE Board meeting (planning for the March fundraiser). She met with representatives from HR to discuss Money Smart Week 2017 and how to publicize it to involve city employees. She met with Jackie Tuck, Business Services Specialist for the Larimer county Workforce Center, who is interested in ways to promote local businesses that are hiring, and is eager to help plan the Tech Trach for Loveland Startup Days. She had an opportunity to use her Research Institute for Public Libraries (RIPL) training in helping a client who owns a dog training business finalize her outcomes-based customer survey. Attendees at Money Smart Week financial presentations at five participating libraries this April will answer pre- and post-surveys designed by Amanda to yield outcomes-based measurements, again a fruit of her RIPL training. She collaborated with Julie Graf, Teen Services Librarian, to create "data placemats" for the Teen Advisory Board. She completed analysis

of 2016 library card data, noting a larger than usual increase in the number of new library cardholders since the Feb 2015 data analysis. These results will be used to help determine the target audience for the planned library kiosk. Additionally, she worked 23 hours to complete seven business reference requests.

The Readmore Adult Book Discussion group met on December 6th and 7th to discuss Ivan Doig's final novel, *The Last Bus to Wisdom*. A total of 40 people braved snowy weather to attend.

All members of the department participated in the ongoing weeding of the collection, and were busy with end-of-year materials ordering. On December 23rd, Adult Services staff provided a holiday table of fruit and snacks for customers, which was very gratefully received. Several staff throughout the library also contributed to the snacks.

Children's Department – Beth Gudmestad

We kicked off the 2016 Winter Reading Program with Eagles Players, Chicks, and Slapshot playing Pool Noodle Hockey in the Galleria. Cindi served as ref for this exciting game. We had approximately 65 people who attended the Kick-Off party. Julie rolled out an updated version of the on-line platform with games and activities related to the Winter Reading Program theme. Over 100 children participated in this year's WRP. The Eagles supplied us with fun prizes and we gave out "free" books to those children who completed the program. In addition to the prizes that we passed out, each participant is entered into a drawing for free tickets to attend the January 20th Eagles Hockey game with a Grand Prize winner winning a Fanboni ride for five of their closest friends or family.

We had fun celebrating Loveland Lights at the beginning of the month and were relieved that there wasn't a choking incident this year. Phew! There is always a huge turnout for the Gingerbread houses; the Garbage Garage also came this year and created recycled ornaments that families could take home.

Lolly has the library collaborating with the non-profit group, Bright by Three. Bright by Three offers parents of children aged 0-3 with tools, information and resources to empower them to be the first and most influential teacher in their child's life. Lolly will be trained to pass out information and get families signed up to receive other resources for their children. Jane met with Amanda to discuss using the Logic Model to help determine appropriate and specific goals for outreach to local schools. We are interested in understanding how we can better collaborate with the Thompson School District. Jane is also working with Erica in LTI as she develops a PowerPoint presentation that will be used by the Library Board during their outreach efforts with the district.

Cynthia met with and planned a pilot program that will begin in January at the Life Center. Once a week, she'll set up a table in the lobby area of the Life Center to connect with visitors, build relationships with other non-profits, and share library materials and resources with the community. She'll be prepared to create library cards as well as circulate materials. She has arranged for us to be there at the same day and time as the TSD. Cynthia has also contacted the Boys & Girls Club to see how we can partner with them. One idea is to bring the Kids Read program along with trained volunteers. She's currently waiting to hear back from the leadership team at the Boys & Girls Club.

I was able to post the Spanish Services Librarian position in December. Cynthia, Julie, and I are currently interviewing and hope to have the position filled soon. Jane volunteered to step in and take over creating the monthly department calendar while we are short staffed. With help from the department, she has been able to keep the community up-to-date on programming and activities going on within the department.

The Youth Advisory Commission met with Loveland's Transportation Advisory Board to discuss alternate transportation ideas for the city. Since many of the youth have not ridden on COLT, we are starting off with a field trip to Centerra with the group.

Cindi and Julie have been busy with CLUB 345. In December, they hosted a Star Wars program complete with a light saber challenge. The kids loved the program! Sabrina created a reminder slip for parents and kids that will hopefully remind them to pick up their collections on time. Kris created "Holiday Fun" in the iMake room including activities for Hanukkah, Kwanza, and Christmas. Dobby was ready for a kiss under the mistletoe.

Customer Service – Joanna McNeal

Jo and Lori attended the first Flatirons Library Consortium (FLC) Circulation group meeting. They met Customer Service staff from all the other consortium libraries and continued to learn more useful information to prepare for the conversion.

Rebecca has been working on Millennium consistency among patron accounts, this includes identifying duplicate accounts and removing old online registrations. We are preparing for the conversion by deleting old accounts as well as making sure that we are consistent in how we enter information when we create accounts. Throughout December, the Customer Service staff were a key part of the Loveland Lights event by taking payments for holiday tree ornaments, for the Loveland Gardening Society, FOLF, and the "Woolly Knitters" group. CS staff also served as point people for the various groups setting up trees during set up for Loveland Lights.

Darlene (with Therese) organized a successful staff Holiday Party.

The display case in the galleria featured a winter village miniatures display by the Loveland Lights group. The display case by the DVDs featured a collection of Monopoly boards owned by one of our patrons, Darlene Moore.

Library Subs – Amber Holmes

December brought with it the need for vacation and sick coverage. Subs were flexible with their schedules, providing the most coverage possible within their designated hours. In addition to covering all divisions, Subs helped kids and teens participate in the winter reading program. Sue helped coordinate the annual holiday staff celebration with great success. Kathryn facilitated playgroup for our littlest patrons and created a system to organize video games at the Customer Service desk. Maribeth filled the winter theme bin in Children's and helped a patron complete her digital holiday card in LTI.

To wrap up 2016, Subs selected training goals for the following year. With approval from management, we'll use training hours during slow weeks as needed to meet these goals. Maribeth plans to deepen her understanding of the technology used in the iCreate lab. Kathryn plans to assist Caroline with the Readmore book club. Sue plans to work with Jesse to offer one-on-one training to patrons in need of basic technology skills. Each sub will also participate in a professional development training during the year. We look forward to seeing these goals achieved in 2017.

Library Technology and Innovation (LTI) – Jesse Lopez

Not much changed in December for LTI. With so much happening so fast lately, I see December as a recuperation month. A great deal of planning was done in anticipation for the new year. LTI has ambitious

goals that I have mentioned in previous reports that we are setting realistic timelines for. On my end, I was taking care of year-end order for not only LTI but other library departments. I was able to assist most other departments with technology needs that should benefit staff and patrons alike.

Kevin spent a good amount of the month resolving tickets that came in. Our ticketing system actually went down this month and had to be rebuilt. Kevin seized it as an opportunity to improve the interface for staff so it would be easier to submit tickets. We also renewed our Windows & Office licensing this month which Kevin played a heavy hand in. We did our best to project what our needs would be for the next three years and work with City I.T. to get the right amount of licenses. This will enable us to move to Windows' 10 once our thin client software supports it. What is most exciting to me is that we managed to bundle Microsoft Office into this deal. Our patron computers are currently on Office 2010 which is two generations behind the most current version. I'm happy to announce that we will be able to upgrade to Office 2016 with these new licenses providing our patrons with a modern experience.

Erica has been working on many projects. She continues to design fantastic marketing materials for the Library and all of its events. She also gave Channel 16 a refreshed look complete with new slides, and videos gathered from all City Departments. She also designed a new logo for the Public Works Department which was very well received. Erica is expecting her first child in May so we will soon begin the process of planning how to address her absence in the coming summer months.

The LTI Library Aides continue to be a driving force for our department. Christina is assisting Erica with marketing materials and updating our electronic bulletin boards. She also continues to film City Council meetings which often go late into the night. Natalya continues to learn Arduino to build her robot. She is learning some basic programming principles in the process and even plans on teaching a class on it for LTI in the near future.

Evaluations were done this month for both LTI and Tech Services which gave me an opportunity to reflect on just how lucky I am to have such a great team in place. LTI will continue to move forward at a rapid pace despite December being more of a "recharge" month for us.

Technical Services – Jesse Lopez

Tech Services had to expand out of their comfort zone a few times during the month of December. At the beginning of the month they all participated in the Loveland Lights celebration by staffing the Sweden table for the Library and stamping children's passports. This was new for Tech Services but it was great to see them participating in a library wide event. In addition to this, Amy attended her first Flatirons Consortium Catalogers meeting in Louisville. Here she was able to meet and network with other head catalogers for their respective libraries. Amy also obtained some documentation on cataloging expectations for FLC which will include some adjustments and changes on our part. An example of one of the larger changes would be RDA. The consortium expects items to be cataloged using RDA as opposed to AACR2 which is what our catalogers have been using for a number of years. This will require quite the learning curve but I am confident if any group can handle it in stride, it is this one.

Further exciting news would be the conclusion of the CD relabeling project. Everyone in Tech Services (and Adult Services I'm sure) are both excited and relieved to see the end of this large project that made it easier for patrons to locate music in our library.

Amy has been on a role this month, aside from the CD labeling project Amy and cataloging incoming materials she has also cleared the biggest back-log of materials she had (Adult non-fiction). She has already moved on

to clearing the next back-log. Some other accomplishments for Amy during December include cataloging all of the adult video games, which include in-house use only games and circulated games. She was also able to get the Teen games cataloged quick enough for Teens to be able to check them out for the school holiday break. Furthermore, she worked with two patrons who graciously donated 100 new CD cases to the library.

Lynn is caught up in all her cataloging categories and has even been able to help with some of Amy's cataloging. Lynn cataloged some of the children's LaunchPads in time for them to check-out over the school holiday break. She has also been reading the documentation we have from the Flatirons Library Consortium about the way they want things cataloged. She has done some research and has looked at other FLC cataloging records in an effort to start to learn what we will need to be doing. Lynn also supervises our mending volunteer, Ella, and is there to help with difficulties and then checks and releases the work when finished. In addition to all of this, Lynn has decided to continue to represent Tech Services for an additional year on the Library Safety Committee.

Mary, our new Library Aide, continues to hone her editing and processing skills. As we proceed in cleaning up back-logs, Mary gets a lot of materials to process but is really getting a handle on the processes, time management, tools and resources. With the holiday season, there were many seasonal materials to process and she always got those things out right away.

Laura had quite the interesting month as on December 12th she (and Therese) assisted a gentleman who felt he was having heart issues. Laura stayed with the man and talked with him until an ambulance could arrive. December tends to be one of the busier months for Laura as year-end orders are typically coming in rapidly. She was able to get everything ordered and continued to update the departments on the amount of funds they had remaining to spend. She also kept us current with the juvenile paperback cataloging.

With many changes looming Tech Services continues to take everything in stride. The team is excited to upgrade to Sierra. A trip to Boulder Public Library has been planned for January to see Sierra first hand and talk with their Tech Services team on expectations of FLC. December was a crazy month for Tech Services, but leave it to them to make it look easy!

Teenseen – Amber Holmes

Teens got into the holiday spirit this month with cookie decorating, paper christmas trees, holiday bingo and the annual Teen Advisory Board holiday party. Staff gave away 108 prizes for the winter reading program to reward teens for logging 496 hours of reading during the month of December. In total, the teenseen offered 14 in-house and 3 outreach programs to 346 teens.



The makercart featured paper snowflakes, ornament coloring, button making, BB8 Sphero, Cubelets, Cardboard VR, a 3D printing pen and SPRK Spheros. Staff coordinated three outreach visits including robotics at Thompson Valley High School, presentations at Walt Clark Middle School and reader's advisory at Platte Correctional

Facility. Year-end spending was finalized and included the purchase of new gaming technology, iPads, robotics, and food handling supplies to increase access to quality food provided through the Food Bank. Our teens were thrilled to receive gifts of food and winter hats from Jesse and his family (see pic below). Sadly, many of our regulars have confided that they aren't able to celebrate the holidays at home due to

financial hardship, making this gift extra special. In response to the need that staff sees all year long, we've created a "Free Box" to distribute donated toiletries, school supplies and other basic goods.



Perhaps most importantly this month, staff had many opportunities to connect with teens, both one-on-one and in groups. The holidays can be a challenging time of year, especially for kids who don't have stable families. The teens offered a safe, engaging place to be away from the cold and stress of the outside world. Many teens took comfort in the routine of the library and the chance to have a heart-to-heart conversation with a caring adult. While it's not always easy to hear the stories teens share, it's a privilege to be trusted with such personal information and an important chance to make a difference in their lives. My thanks goes out to all of you for rising to this challenge and for providing the best possible service to those most in need.