



- 1.0 Introductions with New Library Director, Diane Lapierre
- 2.0 Roll Call/Minutes of May 25, 2017 Meeting
- 3.0 Comments/Questions by Visitors
- 4.0 Library Director's Report
Correspondence (summary)
- 5.0 New Business
5.1 Community Aspirations Exercise
- 6.0 Reports
6.1 Staff Report
6.2 Statistical Report
6.3 Friends of the Library
6.4 Art Selection Committee
6.5 Loveland Loves to Read
- 7.0 Adjournment

Next meeting: 5:00pm, Thursday, July 20, 2017

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May 2017 Narrative - All Departments

Administration – Therese Torpy

Therese stayed very busy in May with ordering materials, monthly reports, payroll, HR paperwork related to employee turnover (we lost 4, hired 2 and promoted 2) and putting together the library's portion of the FOL newsletter and calendar of library events along with regular day-to-day tasks for the Administration Office.

Adult Programming & Volunteer Coordination – Bobbi Benesh

Oh the lovely month of May . . . complete with a spring blizzard! Notwithstanding the blizzard, we had many attend our programs which included Genealogy, Hiking, World War I, Paper Crafting, Mahjong, Classic Movie Night, Symphony!, Kevin Cook, and our many crafting classes. *A Wandering Botanist* earned the award for the largest increase of attendees. Patrons are finally paying attention and attending this wonderful program-travelogue focused on plants around the world. We ended our 6-week WWI program in May with plans to repeat (by popular request) several of the events this upcoming fall.

Loveland Public Library Volunteers put in a good 500 hours for the month of May. Standard for our exceptional helpers.

Adult Services – Caroline Hilligoss

It was a month of book discussions, with the Adult Services department hosting four different book groups in May. *Readmore!* discussed award-winning mystery writer Louise Penny's *The Nature of the Beast* (Caroline facilitated, 45 attendees in 3 sessions), and BUZZWORDS (Caroline and Jay facilitating – 6 attendees) enjoyed the always-popular Bill Bryson's *One Summer: America, 1927*. The second of 3 installments of *The Storied Life: Discussions of Short Stories Featured in The Storied Life of A.J. Fikry* met May 16th (16 attendees) and discussed stories by Richard Bausch, Roald Dahl, Bret Harte, and Irwin Shaw. Retired Adult Services Librarian Janice Benedict facilitated.

The final book discussion of the month took place on May 25th, in partnership with the Colorado Foundations for the Humanities' program recognizing the 100th anniversary of the entry of the US into WWI. The Foundation provided the library with ten copies of Willa Cather's *One of Ours*, as well as a facilitator for the group. Max Despain, retired USAF Lieutenant and Air Force Academy English professor, shared her extensive knowledge of and enthusiasm for Cather and her works. She led 14 involved participants in a discussion on *One of Ours*, Cather's 1922 Pulitzer Prize-winning novel about a young idealistic but dissatisfied Nebraska farmer turned soldier. Both Amy and Caroline attended the discussion and agreed that a return visit from Frazier, who is also a member of the board of the Willa Cather Foundation, will be planned next year if possible.

On May 6th, Amanda, Dixie and Robert promoted the library's local history resources at the "Tour de Pants," the Loveland Historical Society's annual local history event highlighting a specific aspect of Loveland's history. The subject of the event this year was the historic Pulliam Building, which was where the event was held and which is scheduled to be renovated in the near future. In additional outreach, Amy and Dixie promoted the library's online and health-related resources at the Employee Health Fair.

Robert Ayala presented a one-hour session at the 2017 *Reforma* Mini Conference titled: *Dos Luchas: Libraries Go to the Mat for Latinos*. His co-presenter was Maggie Shawcross from High Plains Library District. The Mini

Conference was held at the Auraria Campus – Community College of Denver on Friday, May 19th from 9 am to 4 pm.

It is with both pride and regret that Adult Services said good-bye to Business Librarian Amanda Armstrong in May. Amanda provided numerous small businesses and aspiring entrepreneurs with invaluable data and information, formed extensive partnerships with business groups throughout Northern Colorado, and facilitated countless business programs both inside and outside the library during her tenure. She raised the level and quality of business services provided through the library to a new high, and did it with both efficiency and warmth. We wish her all the best in her new position at Denver Public Library.

Children's Department – Beth Gudmestad

In May, our staff was invited to seven Thompson School District Elementary Schools to share information about the Summer Reading Program with students and staff. Cynthia and Claudeth spoke to approximately 560 kids and encouraged each of them to participate in this summer's program. While at Garfield Elementary, the school media specialist asked students who had already signed up for the SRP. Cynthia was excited to see that some students had already signed up for the SRP. Julie arranged for us to speak with the Lead Teachers from the eight elementary schools who are host sites for summer school. We passed out reading logs geared specifically for TSD and got teachers excited about planned technology visits that will include each summer school site.

Lolly wrapped up her Ferguson High School visits in May. She will return in September to continue working with teen moms and their babies. As part of this program, Lolly was able to share early literacy skills and brought in Bright by Three programming information for each family. The teachers were excited to hear that Lolly will continue to provide programming next school year.

Cynthia arranged a Buddy Reading training program for volunteers at Lago Vista. Each summer Lago Vista runs a successful Buddy Reading program that logs hundreds of hours of reading done by kids. Claudeth attended a Cooking Matter class at Lago Vista where she passed out library information and made six library cards. Claudeth also started a bi-lingual storytime at Lago Vista in May and will continue it through the summer.

Kris planned and implemented her last "More Than Storytime" until the fall. As part of the snack station, she was surprised to learn that some of her participants had never had lemonade before. Not only is she providing hands on learning experiences, but also introducing them to new beverages!

The department continued to plan for the 2017 Summer Reading Program. Julie and Cindi planned themes for the Thursday Summer Adventure Club including making bubbles, building fairy gardens, and exploring with robotics. Sabrina is busy planning weekly Music & Movement programs at the Outlet Malls. She is going to include a survey this summer asking participants what other type of programming families might want at the Outlet Mall. Jane asked for staff input with the Logic Model. Staff provided valuable insight about outcomes they would like to see collected from this year's summer program. Kris, Claudeth, and Lolly will continue to provide daily storytimes reaching over 1,000 children each month through preschool/toddler storytime, lapsit, and bilingual storytimes. Julie has organized teen volunteers who will be instrumental in signing participants up for the program as well as passing out prizes.

I am grateful for all the library staff and members of the Friends who supported the vision of hosting a library wide Kick-Off Party for this summer's reading program. The event was well attended and super fun even if the weather shut us down early. I look forward to staff feedback as we plan for 2018.

Customer Service – Joanna McNeal

The CS department hosted the monthly FLC Circ group meeting:

- We have sent out an RFP for a new courier solely for FLC libraries. This will alleviate some of the problems with items going missing or being held in the warehouse for periods of time before being delivered. Prospector items would still be delivered using the CLiC courier.
- Investigating a text service for patrons (often requested by patrons).

New self-check machines:

- Jo sent out an RFP for 6 new self-check machines: 5 to replace our old out of date machines that do not check out any of the FLC or Prospector materials, and a 6th one of the same to put in the adult services area.

Kiosk update:

- Upon further investigation, Jo found that the Kiosk has some problems jamming (experienced by other libraries) and until the vendor can fix this problem, we will not be purchasing one this year. However, we are hoping to use the money to improve efficiency at the front desk area (make changes to improve visibility and patron flow through the area).

Displays - On the small wedding cake display in the galleria, Holly created a display of adult graphic novels. In the galleria the display case featured female dolls of the world by Kay Robinson.

Library Subs – Amber Holmes

We held our 2nd quarterly sub meeting on May 31st. Agenda items included an update on library-wide budget and hiring, the opportunity to share individual goal progress with the group, and upcoming professional development opportunities. We're excited to send a Library Sub to the Colorado Association of Library Conference this year.

Kathryn facilitated the Readmore discussion group covering Louise Penny's *The Nature of the Beast*, printed marketing posters on the VLP, and completed a webcast training on the new Libby Overdrive app. Maribeth put her additional iCreate training to use, helping a patron size and arrange artwork photos using the 2D digitizer. She also assisted Children's with summer reading bulletin boards and brochures while covering a busy public desk. Sue ran the May general staff meeting during which she presented a training on tornado safety for all staff.

Library Technology and Innovation (LTI) – Jesse Lopez

LTI made steady progress in the month of May. I have been working on the department budget making sure that everything is order for 2018. Along with that, two of the decision packets being proposed by the library would directly affect LTI. One is a proposed full time joint position between LTI and TeenSeen. The other is funding for laptops and mobile hotspots that would be checked out to patrons. This would a fantastic resource for LPL patrons that I think would circ extremely well and serve a need in the community. We are keeping our fingers crossed that both of these go through!

Christina has been fantastic in covering what she can while Erica remains out on leave. She has also officially transitioned into an LTI Aide only role and will no longer be filming City Council.

Rebecca Strein our new LTI aide comes to us from Poudre River Libraries where she has been working as a sub. She has also worked multiple reference desk positions, bookstores and interned at a history library in the past. She has a degree in Literacy from UNC and an LIS degree from the University of Alabama. She has fantastic customer service skills and is also in the process of learning how to film City Council.

With the new image and hardware having been tested by several patrons a day for a few weeks, Kevin is on to the next phase. iScan images are in progress with an expected rollout of more new hardware the first week of June. He was also vital in managing things while I was out on vacation for a little over a week.

Technical Services – Amy Fillinger

It has been a bit of a juggling act in Tech Services in May. Amy was gone for a week on vacation and Lynn had to be gone a few days. They each covered for the other as far as rushes but Amy feels a bit behind as a result. Laura is getting back to full speed on ordering so it is feeling more like normal as far as workflow progress. We are short, now two processors, so at times there is a pinch but we still manage to get lots out without too much problem. Therese has been able to help with receiving some this month.

Lynn's cataloging backlogs are minimal, so she has been able to continue to help Amy with cataloging and help Laura some with receiving. She continues to process discards (with two volunteer helpers) most every week. She also attends the Safety Committee meetings once a month as the TS representative.

Mary continues to struggle with "technical difficulties" as she makes do with our old label printer and Millennium. Work continues on changing some Children's reference items to circulating copies. One of our processing volunteers was able to help with that project so Mary should be done with that project during June.

Amy attended the FLC Catalogers' meeting and was able to get lots of instruction on how to catalog our new preloaded player items. There was also lots of discussion on carried-over topics from our training day last month. One of the most promising ideas, especially for the catalogers, was more training days!

We met with Jesse to go over our work plan for 2nd and 3rd quarters. We appreciate that it was a collaborative effort to determine our goals and timeframes. We also took this chance to discuss the issue we've been experiencing with the increased amount of rushes we have to put through on a daily/weekly basis. We came up with a good initial plan to address the problem. We now have two "levels" of rushes – red rushes for items that have been placed on reserve or are wanted by our Loveland patrons, and purple rushes that we call "transit rushes" for items that are on reserve from other Consortium libraries. Rushes are still a priority, but we are allowed to take a couple of extra days to get the purple rushes out.

Teenseen – Amber Holmes

May offered 12 programs with 660 teens in attendance, including an incredible 365 teens participating in outreach and tours in promotion of the summer reading program. Teens logged 30.75 volunteer hours. The Makercart featured button making, diy bookmarks, papercrafting supplies, sphero, ollie, Mother's Day Card crafts, a 3D printing pen, DIY diamond keychains, origami, and new crafting supplies (see pic).

Teens celebrated Screen Free Week May 1st-7th, in conjunction with the local museum and Chilson rec center, by earning a food or activity coupon for participating in a non-screen activity for at least 30 minutes. The Teenseen also observed Mental Health Awareness month with displays highlighting characters who struggle with mental health issues, as well as non-fiction books on coping with anxiety, depression, and even the stress

of finals. Social media posts focused on coping mechanisms and resources. Teen staff continued to provide regular one-on-one check-ins with teens, serving as a trusted adult in their lives and letting them know that they're not alone.

Teen staff trained on making regular youth library cards with Customer Service staff. These cards can now be made at the teen desk, in addition to Internet Only Cards, improving access to additional resources for teens ages 14 and up. Summer Reading registration began on May 15th. This is the first year that teen event registration will be completely online. We're excited to streamline this process and explore moving to an online system for school-year programming in the future.

Finally, we're pleased to welcome Alexandria Taberski to our team as the new Library Aide. Alexandria brings with her an excellent combination of youth and library experience, a passion for gaming culture and certification in youth mental health/suicide prevention. We're excited to tackle our busiest time of year with a fully staffed team.



Categories	May-16	May-16 YTD	May-17	May-17 YTD	Percentage Difference
Circulation					
Adult Fiction	9406	47994	16819	63057	31.39%
Adult Non-Fiction	5779	30277	13856	52385	73.02%
Prospector IL Borrow	1097	5934	0	1916	-67.71%
Adult CDs	3494	17792	6511	24270	36.41%
Adult DVDs	6818	35183	9786	37651	7.01%
Subtotal	26594	137180	46972	179279	30.69%
Teen Fiction	1943	9084	4872	16312	79.57%
Teen Non-Fiction	144	765	99	956	24.97%
Teen DVDs	504	2710	1034	3569	31.70%
Teen CDs	217	1033	644	1882	82.19%
Subtotal	2808	13592	6649	22719	67.15%
Children's Fiction	17339	86714	58107	189053	118.02%
Children's Non-Fiction	2387	13930	7169	30220	116.94%
Children's CDs	605	3185	3187	10894	242.04%
Children's DVDs	3112	16999	5213	18516	8.92%
Subtotal	23443	120828	73676	248683	105.82%
Book Bags	18	107	34	218	103.74%
eReaders	10	86	0	16	-81.40%
Hoopla	947	4828	1247	6226	28.96%
Multimedia Kits	72	350	913	1518	333.71%
Video Games	14	86	67	320	272.09%
One-Click	216	805	209	977	21.37%
Overdrive	3552	22771	5356	24351	6.94%
Periodicals	374	2000	0	824	-58.80%
Zinio	133	728	157	687	-5.63%
Subtotal	5336	31761	7983	35137	10.63%
Total	58181	303361	135280	485818	60.15%
Technology					
Children's Users	32	239	73	426	78.24%
Children's Hours	21	164	71	349	113.14%
Study Center Users	0	27	4	38	40.74%
Study Center Hours	0	19	3	28	47.27%
AWE Users	1077	5728	261	4435	-22.57%
AWE Hours	452	2403	108	1833	-23.72%
Teen Game Users	208	1150	142	561	-51.22%
Teen Game Hours	131	721	116	481	-33.29%
Teen Internet Users	110	641	161	486	-24.18%
Teen Internet Hours	73	448	147	441	-1.61%
iExplore User	3377	17126	3155	16772	-2.07%
iExplore Hours	3423	16518	3225	16896	2.29%
iScan Users	330	1812	292	1863	2.81%
iScan Hours	348	1903	274	2182	14.64%
iCreate Users	34	103	42	251	143.69%
iCreate Hours	0	61	0	0	-100.00%
Users Subtotal	5168	26826	4130	24832	-7.43%
Hours Subtotal	4448	22237	3944	22210	-0.12%
Wireless Users	1446	8606	1470	7645	-11.17%
Wireless Usage (GB)	1217	6077	727	4458	-26.64%

Categories	May-16	May-16 YTD	May-17	May-17 YTD	Percentage Difference
Patron Services					NA
Cards Issued	371	2214	439	2625	18.56%
Patron Gate Count	30973	168271	31388	166337	-1.15%
Reserves Filled	3940	20696	3000	10614	-48.71%
Remote Access	39909	211389	0	36833	-82.58%
Express Check Users	6047	32255	0	0	-100.00%
Express Check Items	28056	147650	0	0	-100.00%
Volunteer Hours	645	2869	498	2676	-6.74%
Computer Courses	15	72	14	63	-12.50%
Computer Course Participants	78	448	39	271	-39.51%
Access to Web Page	21944	102006	27264	130419	27.85%
Programs/Outreach					NA
Adult Programs	32	151	34	165	9.27%
Adult Attendance	556	2642	671	3453	30.70%
Children's Programs	86	427	78	438	2.58%
Children's Attendance	3144	15528	2740	14766	-4.91%
Teen Programs	9	44	12	65	47.73%
Teen Attendance	171	682	295	940	37.83%
Total Programs	127	622	124	668	7.40%
Total Attendance	3871	18852	3706	19159	1.63%
Adult Outreach # of Events	0	3	2	3	0.00%
Adult Outreach Attendance	0	181	600	720	297.79%
Teen Outreach # of Events	4	16	3	12	-25.00%
Teen Outreach Attendance	240	577	365	582	0.87%
Children's Outreach # of Events	7	96	13	44	-54.17%
Children's Outreach Attendance	460	1704	671	1633	-4.17%
Total Outreach Events	11	115	18	59	-48.70%
Total Outreach Attendance	700	2462	1636	2935	19.21%
Teen After School Count	1139	4283	889	4565	6.58%
Databases					
A To Z Database	301	1194	255	941	-21.19%
All Data	230	1000	0	677	-32.30%
Ancestry.com	1174	16870	1159	18906	12.07%
DemographicsNow	55	149	53	174	16.78%
EbscoHost	54925	331889	1626	96678	-70.87%
Mango Language	112	470	85	411	-12.55%
Morningstar	207	823	486	1971	139.49%
Pebble Go	4	22	8	279	1168.18%
Tumblebooks	177	1948	369	2113	8.47%
Universal Class	118	426	58	478	12.21%
Valueline	119	666	130	1001	50.30%
World Book	444	2357	180	940	-60.12%
World Vital Records	715	6042	46	2082	-65.54%
Technical Services					
Items Ordered	786	5992	1088	5684	-5.14%
Items Received	1071	6341	1346	5472	-13.70%
Gifts Received	10	91	8	25	-72.53%
Items Cataloged	1205	6855	1247	5522	-19.45%
Items Repaired	164	770	95	647	-15.97%
Items Discarded	1574	7034	480	9407	33.74%