

PUEBLO CITY-COUNTY LIBRARY DISTRICT

Report of the Executive Director

Submitted to

The Library Board of Trustees

March 21, 2013

Certificate of Achievement for Excellence from GFOA

The Certificate of Achievement for Excellence in Financial Reporting has been awarded to Pueblo City-County Library District by the Government Finance Officers Association of the United States and Canada (GFOA) for its comprehensive annual financial report (CAFR). The Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting, and its attainment represents a significant accomplishment by a government and its management. An Award of Financial Reporting Achievement has been awarded to Chris Brogan (Chief Financial Officer) who is primarily responsible for preparing the CAFR. The CAFR has been judged by an impartial panel to meet the high standards of the program including demonstrating a constructive “spirit of full disclosure” to clearly communicate its financial story and motivate potential users and user groups to read the CAFR. The GFOA is a nonprofit professional association serving approximately 17,500 government finance professionals with offices in Chicago and Washington, D.C.

New Libraries Project

The project to build three new libraries in the county continues to progress. The financial plan is on track. However, preliminary design work and cost estimating for the new buildings shows that increasing the funds available would be advantageous. The entitlement process for the three sites is moving forward. Geotechnical engineering, surveying and other preparatory work is completed. We expect final approval by Pueblo County and CDOT for the St. Charles Mesa site by the end of March. We received a letter of approval from CDOT for access to the Greenhorn Valley site from CO HWY 165 with no major improvements required. We also expect Pueblo County’s approval in March for this site. The East Side location application to the City of Pueblo was submitted in mid-February. We expect final approval on this site in April. The architect has completed preliminary schematic design, and now has proceeded with Design Development. Schematic design concepts for each of the three libraries will be shared with stakeholders in March for final comments. Following this, construction documents will be developed in the April-June timeframe. Bidding and permitting is to take place in July-August, and construction is to commence before the end of the summer.

Rawlings Library Café

The Rawlings Library Café will undergo remodeling in April. The proprietor—PDI—and PCCLD have agreed to move from a staffed café to a self-service model. The changes should be in place by the end of April, and will include painting, removal of old equipment and new machinery to be put into place during the month of April.

RAWLINGS LIBRARY

Special Collections & Museum Services

- 74 document delivery requests were answered in February. Requests this month included obituary, genealogy, research requests and use/purchase of historic photos. 921 items from the collection were used by customers in February. The genealogy computer, non-profit resource center computer and *Ancestry.com* continued to experience heavy use.
- Staff is currently working on re-housing many items that were previously stored in the newspaper clipping file. Many of these items are not ephemeral and should not be in a clipping file and will be re-housed accordingly. Jay Boyle (Archive & Collection Coordinator) has completed the processing of the State Fair Collection. A finding aid has been

developed, and a final report will be submitted to the Institute of Museum and Library Services by the end of March in order to successfully complete the grant. Staff is also looking at ways to provide adequate security of collections in the absence of RFID for materials stored in the Western History vault. Laura Valdez (intern) is working on an inventory of the Oral History cassette tapes.

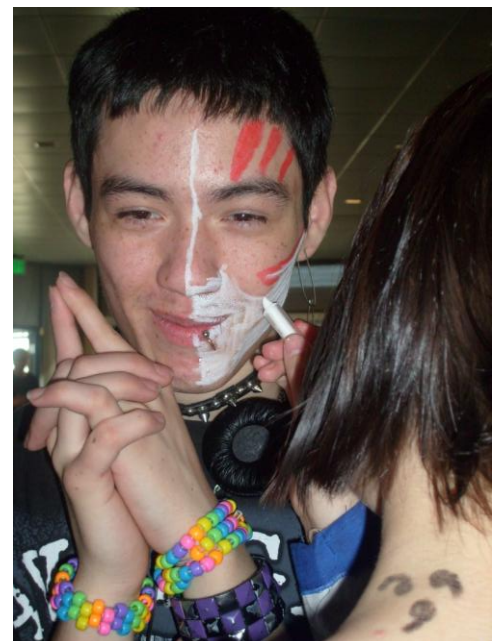
- The Digital Collections site was launched in December. A new computer, high-quality scanner and software have been ordered to develop a digitization/scanning station. A few small collections have been selected by staff to be added, and they are currently being scanned. Maria Tucker (Special Collections & Museum Services Manager) will schedule technical training for staff on best practices and standards for image capture when the new scanning equipment arrives. Staff will promote the digital collections at upcoming programs in March. Maria Tucker (Special Collections & Museum Services Manager) is looking into options for digitizing historic *Pueblo Chieftains* and other historic Pueblo newspapers.
- Programs sponsored by the department attracted 413 individuals during the month.
- Total InfoZone attendance in February was 3,857.
- The InfoZone showed 15 films with a total attendance of 281.

Reference & Readers Advisory

- Beginning Spanish classes had 42 participants, and Intermediate Spanish classes had 39 participants.
- Andrew Bregar (Reference Librarian) and Carol Rooney (Reference & Readers Advisory Manager) taught two basic computer classes in February. Although customers reserved space for the class sessions, attendance was less than expected. Classes offered were: Computer Basics and Microsoft Word 2007. Another class, Microsoft Excel 2007 originally scheduled for Monday, February 25, was rescheduled for Friday, March 1.
- Ten individuals attended public technology training classes offered during the month.
- During the month, 16 volunteer tutors provided approximately 134 hours of individual tutoring to 19 students in the Adult Literacy Program. The Adult Literacy Program currently has 21 active tutors, 26 active students, and 3 students on a wait list for tutors. Additional promotion of the program is ongoing as well as tutor recruitment and training.
- The next 8-week session of GED classes will start on March 11. There are currently 16 students registered for this class.
- Reference & Readers Advisory offered 21 programs to customers during the month of February. A total of 196 customers attended the programs.

Youth Services

- Youth Services hosted visits from seven different schools and organizations, reaching almost 300 people. Groups who visited the library include the YMCA, CSU-Pueblo, Goodnight School and St. Therese.
- Mr. Mike's Farewell storytime on February 11 drew 58 visitors.
- The library's booth at Heritage Academy Family Night on February 28 attracted over 75 people. Visitors to the booth made Dr. Seuss buttons and received information about upcoming Dr. Seuss events in March.
- Animanga Mania, an anime and manga festival designed by the Teen Advisory Board, drew 28 attendees on February 23.
- Thirty-two customers attended the first Book to Film Club on February 15. Many attendees heard about this program due to an off-site teen program at Risley last month.
- This month 13 print jobs were requested from the Makerbot, including sockets for testing circuit boards, a Millennium Falcon, parts for an experimental minifigure game, and a fretboard and



A teen patron gets his face painted at Animanga Mania.

bridge for a cardboard ukulele. School visits with the Makerbot have reached over 175 students.

BARKMAN LIBRARY

- The Barkman staff and customers were delighted to reopen the library on February 13 to many positive comments with the remodeled facility and new service style.

LAMB LIBRARY

- Lamb staff continued to provide assistance to various departments and branches from February 1-11, and the library reopened to the public on February 14.

PUEBLO WEST LIBRARY

- The “go live” date for the new service model was Thursday, February 14. The Pueblo West staff hit the ground with iPads in hand, training customers to use the new equipment. The training focus of the month was on the new equipment and processes for the facilitated service model. Frontline staff were trained on self-checks and the new service model to prepare for our launch. Adult programming during February at Pueblo West attracted 156 people. Children’s and young adult programming attracted 377 people.

LIBRARY @ THE Y

- The Library @ the Y offered eight programs that were attended by 171. Gate count for the month was 3,519
- The Candy Sushi Teen program was a big success! There were a total of 39 teens that participated and received their fill of sugar.
- A photo of the kids attending the Love, Love, Love program was in the *Pueblo Chieftain* on Tuesday, February 12, 2013.
- The new self-checkout unit at the Library @ the Y has received favorable responses from the public.



FACILITIES

- Staff worked on the completion of the Library Enhancement Project. Surplus furniture was donated, excess furniture was placed in storage, and new stations were delivered and set into place. Staff worked with sub-contractors, book drops were repainted, and new lettering added. Many other items are still pending such as setting up the directional map and information LCD on the bee-hive wall at Rawlings. Public and staff restrooms at Barkman were repainted.
- RFID Solutions trained staff in operations of the automated materials handling system.
- Colorado Security completed installation of exterior security cameras district wide.
- Black Hills Energy set up recording instruments to measure incoming voltages, amperages and all aspects of the incoming commercial power into the Rawlings Library to determine any fluctuations in the service.
- Purchased from Pikes Peak Library District four 8'x10' cubicle workstations including four office chairs for use in Technical Services.
- A local glass vendor replaced a double-pane window directly above the reflective pond due to vandalism.
- The reflective pond was drained, power washed and re-filled for normal operation
- Mechanical Tasking of building equipment
 - Water Chemistry Procedures – Rawlings
 - Weekly emergency generator procedures – Rawlings
 - Service of air handler # 1 & 2 was completed – Rawlings
 - Duct work was added into the server room to provide an exhaust path for a portable air conditioning unit – Rawlings
 - Vapor loc humidifier was serviced – Rawlings

Executive Director Report
March 21, 2013 – 4

- Monthly service was provided to the Liebert A/C unit in the server room – Rawlings
- RTU # 1 & 2 was serviced – Pueblo West
- Lead boiler # 1 pressure relief valve was replaced – Pueblo West
- A total of 382 work orders were completed district wide.

HUMAN RESOURCES

Terminations / Retirements:

- Jane Palmer's last day as Director of Public Services was February 27 as she began retirement.
- Jennie Bachelor, Museum Services Coordinator, left the library on February 14.
- Mary Wagner's temporary assignment working with AMH/RFID ended on February 19.

New Hires: none

Recruiting / Open Positions:

- Librarian, Technology Trainer, Rawlings
- Clerk I, Lamb Library
- Clerk I, Youth Services
- Clerk I, Pueblo West
- Volunteer hours for the month of December totaled 1,610.40 hours, valued at \$32,610.60 (Estimated by Independent Sector's figure of \$20.25/hour for each volunteer hour contributed). Adult volunteer hours for January were at 721.05 hours, and Teen Volunteers contributed a total of 202.25 hours for the month. Books Again Volunteers contributed 594 hours, and 24 hours were contributed by the Trustees.
- The Volunteer of the Month for February is Lilly Lucero that volunteers her time in Teen Central. The Teen Central team at Rawlings writes: "Lilly was very involved in the Teen Advisory Board's play, helping organize and direct the other volunteers. She really pulled everyone together, helped with costumes and props, and was involved in script creation. Her leadership abilities are excellent! Lilly demonstrates a lot of leadership in her group and spearheads program design initiatives. She helped design and execute February's Anime and Manga Festival and is working with other TAB members on a video game extravaganza for April. Lilly was a very able stage manager for TAB's original play 'Wings of Decision' which was performed in December. She does awesome work for the library!"

INFORMATION TECHNOLOGY

- IT supported the RFID implantation companies and received training.
- Reinstalled all IT assets at Rawlings, Pueblo West, Barkman and Lamb libraries after remodels.
- Installed latest version of Citrix Provisioning server on new hardware for testing and future migration.

OUTREACH SERVICES

- Renee Montano (Outreach Assistant) spoke with home healthcare providers about the Homebound program.
- Contacts were made to add a new "Community Bookshelf" stop through Books a la Cart at Pueblo Diversified Industries (PDI).
- Books in the Park was included in the Parks and Recreation summer programming guide.
- Plans have been made for weekly programming at Books in the Park locations.
- Summer construction projects planned at the schools are coming to our attention. Summer construction projects at Beulah, Rye, North Mesa, and Vineland include asbestos removal and will prohibit us from being in the building this summer. Partner programming locations for these areas are being sought out.
- The Beulah Mountain Park has agreed to host a weekly summer program for eight weeks to coincide with Summer Reading.

TECHNICAL SERVICES & COLLECTION DEVELOPMENT

- 4,770 items were added to the collection in February, and 2,276 items were withdrawn.
- Rich Poll (Collection Development Librarian) has begun implementation of CollectionHQ. We have received the initial file and will receive the first of two training sessions on March 8.
- Jill Deulen (ILL/CD Librarian) arranged a visit with Ed Altweis of Midwest Tape on February 19, and he demonstrated Hoopla, their new streaming service, including videos.
- Jill Deulen (ILL/CD Librarian) arranged a visit with Jim Peterson of Library Ideas. He visited on February 21 and demonstrated their new streaming service, including videos. We are investigating these products and will launch a downloadable video service in 2013.
- Abby Koehler (ILS Administrator) has spent a great deal of time this month configuring and reconfiguring various new equipment associated with the new AMH and self-checkout equipment, including iPad minis and self-registration kiosks. She also visited the Public Service Manager's meeting on February 28 to discuss changes.
- Abby Koehler (ILS Administrator) received three responses to the ILS consultant RFP. Evaluation will take place next week.

COMMUNITY RELATIONS

- A variety of programs were planned for this year's Black History Month celebration at the library. A "Lunch and Listen" event featuring jazz music and a brief history was led by CSU-Pueblo music professor Al Eberhart and pianist John Turner, also known as The Changing Times Duo. The event was held on February 8 at noon at the Rawlings Library and 88 attended. Two events featuring the Buffalo Soldiers Motorcycle Club were held on February 9 and 12. A total of 32 attended the events. The final Black History Month program featured John Voehl as Abraham Lincoln in a Chautauqua-style performance. The program was held on February 16 and had 56 attendees.
- The first meeting with the CSU-Pueblo Advanced Graphic Design class representative took place on February 20. The class has again selected All Pueblo Reads as a project for which they will be designing a logo. Initial drafts of logo possibilities will be designed by the students by mid-April.
- A presentation was given to CSU-Pueblo's Careers in English class by Midori Clark (Community Relations Director) on February 27. More than 20 students were in attendance, and several expressed an interest in library careers.
- The Employee and Board appeal was kicked-off at the February 18 Staff Development Day. As of February 28, seventeen PCCLD employees had pledged just more than \$6,000 to the *Libraries for Life* campaign!

GIFTS & GRANTS

- Contributions received for the New Libraries included:
 - Marlene Bregar (Library Board) gave \$200
 - Susan Wolf (Community Relations) gave \$250
 - P. Michael Voute (Friends / Foundation Board) gave \$5,000
 - El Pomar Foundation gave \$50,000
 - Temple Hoyne Buell Foundation gave \$10,000
- Pledges received for the New Libraries included:
 - Steven Antonuccio (Barkman) pledged \$252
 - Chris Brogan (Finance) pledged \$252
 - Jane Carlsen (Administration) pledged \$1,050
 - Midori Clark (Community Relations) pledged \$1,050
 - Natalie Gallegos (Youth Services) pledged \$252
 - Janina Goodwin (Circulation) pledged \$525
 - Mark Koch (Facilities) pledged \$105
 - Diann Logie (Lamb) pledged \$252
 - Lorina Messenger (Outreach) pledged \$252
 - Ruth Mondragon (Finance) pledged 252

Executive Director Report
March 21, 2013 – 6

- Erin Murphy (Youth Services) pledged \$252
- Amber Pepin (Community Relations) pledged \$252
- Carol Rooney (Reference & Readers Advisory) pledged \$252
- Sara Rose (Human Resources) pledged \$252
- Michelle Vigil (Community Relations) pledged \$252
- Russell Shinn donated \$50 to the Children's Library.

STAFF DEVELOPMENT

- Chris Brogan (Chief Financial Officer) attended the CAL Board Meeting in Denver on February 1.
- Jill Deulen (ILL Librarian) attended an AskColorado informational meeting in Colorado Springs on February 6.
- Maria Kramer (Youth Services Teen Librarian/Interim YS Manager) attended a webinar for the CAL Leadership Institute on February 7.
- Four Bibliotheca Training sessions were held on February 7 and 8 with 44 staff participating.
- Maria Tucker (Special Collections & Museum Services Manager) attended one day of the Colorado Preservation, Inc. Conference in Denver and attended a workshop about Historic Preservation on February 8.
- Four Facilitated Customer Service Model Training sessions were held on February 11 and 12 with 41 staff participating.
- Tabitha Davis (Clerk III) attended a genealogy class presented by the Southeastern Colorado Genealogical Society on February 9.
- Chris Brogan (Chief Financial Officer) attended E-Rate Training on February 12.
- Most staff and the Library Board President attended the Staff Development Day on February 18. Topics included Embracing Change, Don't Take it Personal, What to do in the Event of an Active Shooter, and an AMH/RFID slide show. Two breakout sessions were offered on topics such as: New Libraries Update, RFID/AMH Customer Service Training, Genealogy and New Obituary Database, Injury Prevention, Info-Space and Summer Reading, Zinnio Magazine Subscriptions and Playaway Views, and Tour of PCCLD Website. The day concluded with a celebration of the staff's accomplishments and a group photo.



Executive Director Report
March 21, 2013 – 7

- James Boyle (Archive & Collection Coordinator) and Maria Tucker (Special Collections & Museum Services Manager) watched a webinar about Standards for Digital Projects on February 21.
- Chris Brogan (Chief Financial Officer) attended the Front Range Library Finance Officer Meeting in Denver on February 22.
- Charles Hutchins (IT Director) attended an IT Project Management course February 25-28.
- Peggy Bilger and Mike Davis (TS Assistants), along with Rich Poll (Collection Development Librarian), Abby Koehler (ILS Administrator), and Teresa Valenti (Technical Services & Collection Development Director) attended the ALCTS one-hour webinar “Cataloging to Metadata” on February 26.
- Rich Poll, Elizabeth Flores and Jill Deulen (Collection Development Librarians) attended a one-hour OverDrive webinar on February 26.
- Susan Wolf (Program & Events Coordinator) attended Raiser’s Edge Essentials online training, Part II on February 27-28.
- Bill Seidel (IT Systems Administrator) attended Microsoft training.
- Amy Martin (Literacy Librarian) and Carol Rooney (Reference & Readers Advisory Manager) attended Motivating Staff offered through CLiC. The class was offered at the Rawlings Library on Tuesday, February 12.

THANK YOU MESSAGES

- Jon Walker received the following thank you letter from Senator Angela Jiron: “For the past three legislative sessions, I have hosted monthly town halls at our City-County Library and I have always experienced the library staff to be extremely accommodating. This past Saturday, however, was extremely unique and I feel the need to express my personal gratitude for assistance that went above and beyond anything I had the right to expect. Last week, at a town hall about foreclosures, I was practically ambushed by about 50 gun enthusiasts demanding that I speak with them about pending gun safety legislation. Although I had held a town hall in January about the issue of gun violence prevention, I agreed to meet with them this past Saturday and your staff immediately offered use of the Ryals Room for the gathering. While I am certainly aware that passions run high in the on-going debate over gun safety, I never anticipated the huge numbers of people from throughout our region who attended the event. I appreciate Marilyn’s (Baillargeon) flexibility in accommodating the commitment that was made for use of the room. Michael (Cox), Jane (Palmer), and Becky (Huff) were all present at the event to greet the 750+ people who showed up. Jane and Michael coordinated resources to help accommodate almost 250 people in the Ryals Room and we were able to have a respectful dialogue. Constituents felt heard, I learned some things, and I was able to honor my commitment of accessibility to the community I serve. I left feeling very good about what happened in that room. I understand, from volunteers, that the atmosphere in the 4th floor lobby was quite different and very difficult. Michael, Jane and your security detail, Jacob, did extensive crowd control of the 500+ individuals who stood in that lobby and along stairways. While I can certainly understand the frustration of those 500+ individuals who were not able to be admitted to the already packed room, I was deeply saddened to hear that your staff had to tolerate insults, foul language, and racial slurs. I am so very grateful for the expertise and skill that helped them to work with the Pueblo Police Department to keep the crowd calm enough for the town hall to move forward. Please communicate my heartfelt gratitude to all the staff who worked on Saturday and I offer my apologies if it interfered at all with library services. I firmly believe, Jon, that the level of professionalism exhibited is a testament to your leadership. Again, words can never convey how much I appreciate the Library staff for helping me to honor my word, for helping there to be a productive dialogue about this critical issue, and for navigating so well a situation that had the potential to be volatile. I am so very proud to live in a community among such exceptional and dedicated professionals.”

Executive Director Report
March 21, 2013 – 8

- Jon Walker also received a thank you note from the P.E.O. Chapter DU which read: “Our P.E.O. Chapter DU would like to take this opportunity to tell you how much we enjoyed and appreciated your presentation Monday evening. It was exciting, positive and very informative. We all can’t wait to see and enjoy the new Public Library additions to our community. Thank you once again.”
- The following comment was left in the Rawlings Comment Box by Rich Quintana: “Wanted to thank Jacob for helping me place an item on hold and specifically ordered. I also want to say how happy I am about the new changes. It is through these changes that I hope the library can grow into something more than a Blockbuster Rental. It is also nice to have actual librarians helping out with books and using their professional skills to assist me towards my educational goals. I am currently studying for a BA in engineering. Great Job! Thank you so much.”

Respectfully submitted,
Jon Walker
Executive Director