

# **PUEBLO CITY-COUNTY LIBRARY DISTRICT**

## **Report of the Executive Director**

### **Submitted to**

## **The Library Board of Trustees**

**March 23, 2017**

### **Staff Development Day**

Staff Development Day was held on February 20. Board members participated in recognizing 66 employees celebrating promotion, new hire, and anniversary milestones. One employee comment was: "Very nice. I appreciate the Board members who come." Another: "It was nice to see some of the Board members here. Really enjoyed full staff recognition and new employee recognition." A total of 122 employees attended Staff Development Day. Training and development sessions included *Substitute Training*, *Partners In Leadership Change the Culture & Change the Game*, *Special Districts Online*, *Data Driven: How data is helping PCCLD tell its story*, *Colorado PERA 101*, *Summer Reading*, *ADA*, *Cultural Diversity*, *Rawlings Tour*, and *Library Jeopardy*.

### **PCCLD Leadership Academy**

Jill Deulen (Technical Services & Collection Development Director) and Amy Martin (Reference & Readers Advisory Manager) are overseeing PCCLD's initial Leadership Academy. The program was developed as part of the annual plan, and Terri Daly (Human Resources Manager) provided assistance. The intent is to help mentor early-career PCCLD employees who are interested in growing as institutional and professional leaders. The kickoff for the first cohort occurred February 6. The cohort consists of Rachael Parlier (Lamb Librarian/Library Specialist), Jerry Vigil (Lucero Library Specialist), Rachael Salazar (Pueblo West Library Specialist), Matthew Parlier (Barkman Library Specialist), Sarah Meador (Rawlings Circulation Customer Service Representative), and Cory Reimers (Barkman Customer Service Representative). Each of these individuals submitted application essays to participate in the program and, now, are assigned to work with Jill and Amy on year-long specified individual projects as well as joint learning opportunities.

### **World War I Anniversary**

Maria Tucker (Special Collections & Museum Services Manager) oversaw a PCCLD grant award of \$1,200 to fund special World War I anniversary programming. This is part of a two-year national initiative of Library of America, presented in partnership with The Gilder Lehrman Institute of American History, the National World War I Museum and Memorial, and the National Endowment for the Humanities. Special Collections & Museum Services is working with others in the community to host a World War I Centennial Commemoration, including an exhibition planned for Spring 2017. A community ceremony will take place on April 8 at Memorial Hall. PCCLD is sponsoring a Woodrow Wilson Chautauqua performance with local donors supporting the performance financially.

## **RAWLINGS LIBRARY**

### **Special Collections & Museum Services**

- February total attendance in the museum was 4,312.
- 327 Document Delivery requests were answered in February. 629 items from the collection were counted used by customers in February.
- Archives and Collection projects included digitization of Black History month, WWI materials and Womens' History month.
- The InfoZone offered 19 movies attended by 443. Movies included: eight Saturday and Sunday matinees, four Wednesday movies, three Black History month films, Independent film, two Years of Living Dangerously screenings, and Backcountry film festival held on February 10.
- InfoZone programs also included the First Friday Art Walk Reception held on February 3 with 113, Photo Show pick-up event on February 25 with 80, and a Health Equity Seminar on February 21 with 30.

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- Genealogy and Special Collections programs had attendance of 917 which included:
  - A collaboration reception was held with CSU-Pueblo for donations made to the CSU+ Archives, followed by a poetry reading and book signing by Ramon del Castillo on February 23 with 85 attending.
  - Sacred Mayan Calendar program was held on February 28 with 25 attendees.
  - Southern Colorado Genealogy Society program held on February 4 was attended by 18.
  - Two Genealogy classes were held on February 2 and 7 attended by 10.
  - Vigil Presentation by Brent Cruz on February 8 attended by 35.
  - Writing Group met on February 28 with five attending.
  - Arcadia Book signing and presentation was held on February 22 with 14 attending.
  - Genealogy workshops were offered on using Family Tree software taught by Vera Estrada with total attendance of 36.
- Special Collections & Museum Services developed the Women's History Month exhibits for the branches and the 3<sup>rd</sup> floor at Rawlings. These exhibits will also be added to digital collections.

### **Reference and Readers Advisory**

#### Hispanic Resource Center

- The Hispanic Resource Center exhibit featured "Everyday Reflections" paintings by George R. Ivins.
- The Hispanic Resource Center film featured *Me Late Chocolate*.
- Bilingual Stories continue on Monday mornings at 10:30 a.m.
- UVAS, a partnering agency, provided an introductory presentation about the citizenship program to 40 participants.
- Beginning English classes are now being held on Wednesdays at the Lucero Library and are being co-taught by Leya Lucero-Carlsen (Lucero Library Specialist). Advanced classes continue at Rawlings every Tuesday evening.
- Outreach included providing translation for Legal Aid at the Lamb Library, finalized plans for 2017 Sangre de Cristo Art Center partnership regarding Rembrandt exhibit, planning migrant youth program with Youth Services, and attended Grupo Maya Immigrant Rights presentation.

#### Adult Literacy Program

- There are now 46 active tutors and 73 active students, with a waiting list.
- The Department of Social Services and Rehab Connectors have referred many new learners to the program this month. Jackie Swanson (Adult Literacy Coordinator) attended meetings at Pillars, Housing Authority, Quinn Center, Pueblo West, and Rotary. She has also been working with the Pueblo Zoo and the County Commissioners to develop Memorandums of Understanding for the Little Libraries project.
- The Blue Sky group completed a Valentine craft this month to develop hand-eye coordination. This group loves their visits to the library!
- English Language Learner class attendance this month served 7-15 intermediate and advanced students who seek help with grammar and pronunciation.
- There are currently volunteer tutors at Barkman (1), Pueblo West (5), Giodone (3) and Lamb (4). Jackie visited staff meetings at all branches except Lucero.
- There are three learners, two of whom have Parkinson's disease and one who had had a stroke, in the program.
- Jackie applied for three grants this month to include: Southern Colorado Press Club, Dollar General and Friends of the Library.

#### Computer Classes and Digital Training

- Lori Kozel (E-Resources & Digital Collections Librarian) offered twelve computer classes with total attendance of 82.
- For Super Seniors, in addition to training on iPads, Brain Booster activities, and an exploration of PCCLD databases, Lori introduced seniors to circuitry while creating a lemon battery, penny battery, and utilizing squishy circuits to create a Makey Makey controller.
- Prepare for Success training participation continues to decrease, so Lori is looking for new class ideas, as well as recruiting volunteer tech tutors to customize relevant instruction for customers.

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- Lori met with military veterans from the VA Community Living Center. This VA Tech Group will meet weekly for training on tablets, smartphones, and computers.
- Lori gave a presentation to the Senior Resource Development Agency (SRDA). Seniors volunteer at D70 and would like more training on Chromebooks. Lori is working to schedule basic computer training during the summer for the SRDA group.

Idea Factory

- Conversions: Cassette to MP3 – 1; VHS to DVD – 2
- RepRap Libro: Thingiverse Views – 786; Thingiverse Downloads – 30
- 3D Print Requests – 12
- Tech Bar Use — 1104
- One-on-One Computer Help – 8
- Go Code Colorado Pueblo Roadshow had a great turnout with 32 on February 25. Aaron Templer, Organizer at Go Code Colorado (GCC), said the attendance was the best they have had for a Roadshow.
- American Sign Language Classes will be taught by ADA Advocate Dale Buterbaugh at Rawlings every Saturday, starting March 4.
- Dave Furry of the Southern Colorado Astronomical Society will discuss Astronomical Origins of St. Patrick's Day, and Viewing Venus Through Binoculars and Small Telescopes in March.
- Principles of Design three-part series will have instruction provided by Artist and Designer Carisa LVG. She consults and produces branding solutions; from website structure to social media strategies, writing copy/content and design for W3C outlets.



Homebound

- Sixteen volunteers delivered 43 items to 38 homebound customers.

**Youth Services**

- Minecraft EDU was attended by 108 throughout the district.
- SPELL (Supporting Parents in Early Literacy Through Libraries) programs were offered reaching a total of 398 throughout the community.
- PCCLD now is implementing a grant-funded program to help educate non-licensed childcare providers about literacy. Kirsten Dees (Early Literacy Librarian) delivered storytimes and library information at Pueblo Community Health Center with attendance of 37.
- Centralized programming reached 360 participants.
- Teen and Tween centralized programming reached 55.



*Teens at Work*



*A serious young man shows off his Valentine's Day creation*

- Kids Club attendance in February was 45.
- Pop-Up Crafts included making wands to celebrate Tell A Fair Tale Day and Valentines for seniors. Tweens made hearts for Valentine's Day. Total attendance was 132.
- Total storytime attendance was 777.
- *Read Dog, Read!* had 3 participants.

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- Rawlings Tween programs included Thursday Hangouts with 45 attending; Imagination Chapter with 38; and Growing STEAM Makers with 10.

### **BARKMAN LIBRARY**

- Paula Pryich (Librarian) had 19 in attendance for Preschool Storytime and Stories on the Fly; 118 for outreach at Building Blocks, CSU-Pueblo and SPELL for preschool Storytime visits; and 54 for the Belmont Book Fair.
- Matthew Parlier (Library Specialist) had 17 in attendance for Times for Tots; nine for the Tween Lock-in; 26 for Chess Hangout; 40 for "I'm in love with Putt-Putt Golf" program; and 30 for outreach to Christ the King pre-kindergarten.
- Barkman staff and young adult programs included: 55 participants for the Barkman Reading Challenge in February; six attendees for the Book Discussion group; 18 for the Tween Cards and Chocolate program; 20 for Minecraft Madness Lock-in; 45 for the Minecraft Builders Club; 26 for the Crafty Needles groups; nine for *Read Dog, Read!*; ten for Adult Coloring; 22 for the family program; and three for Stretch and Strengthen hosted by Cindy Willis.
- Barkman's exhibit for February featured Black History Month provided by Community Relations.

### **GIODONE LIBRARY**

- The library's aim to increase program attendance was furthered in the month with 35 different programs with 279 attendees.
- The goal to increase circulation was furthered with a Black History Month book display.
- The desire to increase visits to the library included Giodone answering 278 calls for the district during the month.
- January circulation is up 4.1% over the same period in 2016, visits up 10.5%, programs up 14.3%, and computer use down 19%.
- Youth Programming included Anti-Valentine Cracked Marbles where 10 participants created jewelry from painted and cracked marbles; Family Storytimes were held weekly on Thursday mornings at 11:00 a.m. and storytimes on Fridays throughout the day with 85 participants; Teen Advisory Board had a larger group than normal with 7 thanks to the visit to the Leadership class at County where they voted on future programs; Kids Bilingual Playtime, a volunteer-led program that attracted two; Minecraft Gaming Session with 7 participants led by Jeffrey Jaramillo (Customer Service Rep); STEM programming included two programs, Mini-Hearts Valentine Operation that taught 15 kids about circuits and for Engineering Week, Kayci Barnett (Giodone Manager) led 13 kids in making a Geodesic Dome out of recycled newspapers; 4-H hosted Building STEM makers and made catapults and paper airplane launchers with 5 participants; Dr. Seuss Program led by Paula Pryich (Librarian) with 18 participants; and After School Hangout where 8 participants painted plaster figurines for decoration.
- Family Programming included Fireside Crochet which has continued to grow with people bringing their kids thanks to DeLoria Kern's (Materials Handling Technician) wonderful teaching methods with 47 participants; Family Craft Time where Lorina Messenger (Library Specialist) led the group in making Hand Warmers, and sewing machines were provided where 14 participants learned to sew; and Love Yourself Make and Take where 12 participants made a Bath Bomb and Sugar Scrub.
- Adult Programming included Giodone Book Club & Tea where 7 discussed "All the Light We Cannot See" by Anthony Doerr led by Deb Cherry (Customer Service Rep); Couponeers volunteer led group of two to help save money with coupons; Travel Club attended by 7 where a speaker talked about Sea Creatures in a program she developed for Cruise Ships.



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- Kayci Barnett visited the leadership class at County High School on February 1 where she asked 16 students their opinion about which programs they would most likely attend, what hours they are available, let them know about the Teen Advisory Board, and gave them volunteer applications.
- Kayci Barnett held book talks on February 7 and 8 for South Mesa's 4<sup>th</sup> Grade classes. They were reading "Candymakers" by Wendy Mass in class, so Technical Services gave three copies of the second book in the series for their library like they do for All Pueblo Reads. A craft to go along with the book had 62 participants making candy necklaces out of Rainbow Twizzlers.
- Paula Pryich (Librarian) went to Ascension Pre-School as part of the SPELL program with 39 attending.
- Seven programs were held at the Avondale Satellite in February with 109 participants.

### **GREENHORN VALLEY LIBRARY**

- Youth programs included four Storytime programs with total attendance of 71; four Kids' Literacy Hub with 19; Tinker Lab Tuesdays with 28; Hunter Education Course on February 17 and 18 with 14; Growing STEAM Makers on February 21 with seven. Tween and Teen attendance was low this month, but Sharon Rice (Library Specialist) has been working with local high school students to solicit feedback about programming ideas for the future.
- Adult programs included Yarn Club with two participants; Yoga classes on February 18 and 25 where certified instructor Danielle Law reintroduced yoga classes at the GHV Library and worked with 40 participants during her weekly classes; Evening with the Author on February 22 with local author, Hal Walter, who shared stories of community and empathy while discussing his newest book, "Endurance: A Season in Cross Country With My Autistic Son"; Energy Healing on February 25 and during this class, Betty Neuenschwader taught participants to observe energy healing, a type of adjunct healing that enhances your body to help heal itself that has been practiced worldwide for over eight centuries.
- The Beulah Satellite offered four programs this month with a total of 20 participants. Cory Reimers (Barkman Customer Service Rep) is working with Amy Martin (Reference & Readers Advisory Manager) to conduct a community assessment to develop and implement programming and service recommendations as his final project for the PCCLD Leadership Academy. He toured the facility, assessed collections, and will be collecting data from Evanced and community surveys.
- Sharon Rice (Library Specialist) worked with Rye High School art teacher, Kacie Anglin, to develop a project for her sculpture students that will allow them to take an active role in decorating the teen area at the Greenhorn Valley Library. The class came to the library for a tour this month and then developed design proposals that they presented to Sharon Rice during a recent visit to their class. With this information and with student help, the Greenhorn Valley Library hopes to create a more inviting space to serve this user group.
- Meeting Room use included: Chamber of Commerce, Girl Scouts, Pinochle Club, tutoring, GHV Kickers 4H Club, Rye Women's Club, District 70 Online, Valley Backpacks, Rye Fire Protection District, Rye Women's Club, Bam Bam Firearms, Cuerno Verde Art Council, Greenhorn Valley Indivisible, US Law Shield of Colorado, Southern Colorado Spring Forest Qigong Practice Group, and Scrapbooking Club.

### **LAMB LIBRARY**

- This month Lamb welcomed 11,052 visitors to the library. Lamb had meeting room usage of 54 public reservations and events.
- Program attendance in February was 1,066 which included exhibits. Youth and teen programs had 457 participants, and adult programs had 56 attendees. Exhibit attendance was 553.
- In the month of February, the Lamb Library held 21 programs and events geared towards children, tweens, and teens. These 21 events included ten story times with attendance of over 163 patrons. Rachael Parlier's (Lamb Librarian/Library Specialist) monthly visits to Beulah Heights Elementary for three book talk sessions in February added around 120 attendees. Youth programs held at the Lamb Library in February included a weekly Teen Hangout session on Friday afternoons, a Culinary Time event and a Dr. Seuss Party. Overall attendance to youth events reached 457 this month.

- This month the Lamb Library had 56 attendees to its seven adult level programs and events. The monthly Arts and Crafts Hour continued to be a strong draw with 25 attendees this month. The Free Legal Self Help Clinic also continued to have success with 11 people receiving guidance in representing themselves in court. The healthy nutrition program *Eat to Beat Heart Disease* and the centralized program Stretch and Strengthen also had strong attendance this month.
- This month a centralized display provided by Community Relations and the Special Collections department highlighted local Black History. Nine panels depicted historic scenes from the Pueblo area related to African American History.



### LUCERO LIBRARY

- Catherine Shepherd (Children’s Librarian) presented the following youth programs: Doodle Art for 12; Perler Beads for 15; Shrinky-Dink Hearts for 16; Afterthoughts for 22; Sweet and Sour Valentine Party for 12; Growing STEAM Makers for 18; Engineering Week Challenge—Bucket Towers for 7; Dr. Seuss Party for 22; four storytimes for 30; and two movies for 25.
- Library Visits and Tours included: Parkview Library tour on February 16 for 84; and Eastside Day Care Pajama Night on February 16 for 36.
- Passive Programs included Yarn Hearts on February 14 for 45 participants and Paper Hearts all month for 120.
- Outreach included an East Side Daycare Storytime on February 8 for 17; SPELL Bradford Elementary on February 14 for 36; and Bradford Elementary Science Extravaganza on February 23 with 70.
- Mark Salazar (Hardknox Gang Prevention and Intervention) provided programming attended by 185.
- Books a la Cart: Valarie Sanchez and Yvonne Harris (Customer Service Reps) delivered 1104 items this month.



*Alice in Wonderland*

### PUEBLO WEST LIBRARY

- Community Display Cases featured the Red Cross, Pueblo West Women’s League and the Girl Scouts.
- Exhibits in February featured the Moonbeam Schuren Jewelry and Black History Month.
- The Pueblo West Library held a total of 86 scheduled programs with a total of 1,047 participants.
- Pueblo West offered 46 adult programs attended by 464 customers. Heather Wilder (Librarian) hosted: Café Crafts: Valentine Cake Pops with 47; and Sew Happy—Pet Beds with 8. The VITA tax program was offered for the first time at Pueblo West Library with 45 participants. VITA will be back on March 4.
- Fifteen young adult programs were attended by 175, including Teen Hangouts, Teen Advisory Board Meetings and Teen Movie Nights.

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- Children were offered 25 programs attended by 408. Noteworthy programs included Minecraft Madness Lock-in attended by 24; Family Storytime on February 23 with 34; and a Dr. Seuss Party with 42.

## **FACILITIES**

- Replaced Lamb parking lights and interior light fixtures.
- Janitorial contract RFP resulted in a change to a new vendor district-wide to begin in April.
- Repaired wind damage at Greenhorn Valley.
- Working on cleaning storage area at 622 Union.

## **HUMAN RESOURCES**

### **New Hires, Promotions and Lateral Moves**

- Amy Martin transferred from Greenhorn Valley Library Manager to Rawlings Library Reference & Readers Advisory Manager.

### **Open Positions**

- Greenhorn Valley Branch Manager
- IT Systems Administrator
- IT Network Administrator
- Facilities Day Porter
- Substitute Pool

### **Terminations**

- Carol Rooney, Reference & Readers Advisory Manager, retired.

**Volunteers** contributed 1,729.60 hours valued at \$44,900.42 (estimated by Independent Sector's figure of \$25.96 per hour). Mick (Guy) Lockard was selected as Volunteer of the Month for February for his work caring for the Pueblo West Library grounds.

## **TECHNICAL SERVICES AND COLLECTION DEVELOPMENT**

- 5,870 items were added to the collection in February, and 3,353 items were withdrawn.
- Spectrum Mobile delivered 15 hotspots. Jill Deulen (Technical Services & Collection Development Director) will work with Amy Martin (Reference & Readers Advisory Manager) and Charles Hutchins (Information Technology Director) to get the hotspots set up and develop procedures.
- Jill Deulen attended District 70's Staff Development Day on February 17 to talk about the technical issues with ConnectED cards.
- Daniel Gaghan (ILS Administrator) has been continuing to run reports for Finance in regards to inventory and the audit. Jill Deulen and Andrew Bregar (Lamb Library Manager) did a physical inventory of the Lamb Collection to verify Sirsi numbers for the financial audit.
- Peggy Bilger (Technical Services Specialist) continues to work on setting up the Ingram profile. The goal is to have a test order completed in March and begin ordering regular orders in April.
- The CSU Extension office has begun bringing seeds. Approximately 700 packs of seeds have been cataloged and added to the seed catalog on the 2<sup>nd</sup> floor.
- Daniel Gaghan has set up demos with various ILS vendors over the next few months. He has created a survey for those invited to the demos as a way to gain feedback.

## **STAFF DEVELOPMENT**

- Jill Deulen (Technical Services & Collection Development Director) attended the OCLC Public Library Roundtable in Dublin, Ohio February 1-3. OCLC presented information on a new Content Management System they are planning to launch in the future. They asked for feedback from the various department heads that attended.
- Ellie O'Keefe (Teen Librarian) attended Youth Empowerment Council on February 2.
- Rachael Parlier (Lamb Librarian/Library Specialist) attended Power to Delight webinar on February 6.
- Maria Kramer (Youth Services Manager) attended Friends Grant Collaboration Meeting on February 7.
- Maria Kramer (Youth Services Manager), Catherine Shepherd (Lucero Librarian), and Alicia Griebel (Barkman Manager) attended the NASA @ Your Library Grant webinar on February 8.
- Ellie O'Keefe (Teen Librarian) attended the Integrated Health Steering Committee on February 8.

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- Kim Dillon (Pueblo West Manager), Rachel Salazar (Pueblo West Library Specialist), and Heather Wilder (Pueblo West Librarian) attended CHQ Training presented by Elizabeth Flores (Collection Development Librarian) on February 9.
- Maria Kramer (Youth Services Manager) attended the CAL Board Meeting on February 10.
- Sherri Baca (Chief Financial Officer) attended a CGFOA Quarterly Meeting in Longmont on February 10.
- Ellie O'Keefe (Teen Librarian) attended the Youth Empowerment Council Communication Committee meeting on February 13.
- Natalie Gallegos (Youth Services Library Specialist) attended "Teaching Tolerance" webinar on February 14.
- Maria Kramer (Youth Services Manager) attended the District 60 Collaboration Meeting at Barkman on February 14.
- Kirsten Dees (Early Literacy Librarian) attended the Growing Readers Together Meeting on February 16.
- Maria Kramer (Youth Services Manager) attended the Pueblo Resource Board Meeting on February 16.
- Jeanette Cortez (Accountant I) attended 501(c)3 Tax Exempt Status class on February 17.
- Loretta Dilorio (Materials Handling Technician) participated in training with Maria Kramer (Youth Services Manager) on February 22.
- Linda Pacheco (Barkman Customer Service Rep) attended "Recharge Your Book Club" webinar hosted by Becky Siegel Spratford on February 24.
- Ellie O'Keefe (Teen Librarian) and Catherine Shepherd (Lucero Librarian) attended the Suicide Prevention and Awareness Board meeting on February 25.
- Kirsten Dees (Early Literacy Librarian) attended Pueblo Early Childhood Council on February 27.
- Maria Kramer (Youth Services Manager), Lauren Martinez (Youth Services Customer Service Rep), Karen Frank, Loretta Dilorio, Dorene Babb (Materials Handling Technicians) attended the Homeschool Resources Project Meeting on February 28.

### THANK YOU MESSAGES

- PCC's newsletter mentioned PCCLD in the *Panther Praise* section which reads: "Chris McGrath would like to recognize...Conference Services, Facilities, the PCC Library Team, and our friends from the Pueblo City County Library District (PCCLD), for a great job launching our academic library as a new PCCLD mini-branch ... Library staff members . . . and our work study team worked impeccably with the public library staff to implement the new system. We're grateful to PCCLD's Jill Deulen and her team for guiding our library staff through their processes, as well as explaining their online services to patrons. Thanks to President Patty Erjavec, CAO Sunny Schmitt, all the Deans, and the many other supporters campus-wide who took time to stop by the PCC Library, the newest branch of the Pueblo City-County Library District."
- Rose Montoya submitted the following "Ask Us" comment: "Thea (Martinez) in the kid's department helped me a lot today. I had been trying to print some pictures of text messages for weeks without luck. She said the files were corrupt but took the time to get all the files fixed and helped me print them. All the while my grandson kept running around and she managed to handle that with other babies, people needing computer help and kids asking for books all at the same time. Thank you for having a dependable employee."
- David Fowler sent the following note to Tabitha Davis (Special Collections Assistant) which read: "Many, many thanks for the Msgr. Voss article. Just what I needed. Your prompt response is greatly appreciated. Another example of why I love librarians and what they can do for us!"
- Theresa Kosak sent the following email to Jon Walker: "I am a regular patron at the library. I often go to the first floor. I want to thank Thea (Martinez). I have had some really complicated issues with my Yahoo account. She is very knowledgeable and very customer service oriented. Always friendly with a smile to greet you! Many thanks for all the great services and staff!"
- Theresa Kosak also left the following voicemail message for Jon Walker: "I am a patron of the library and I know I email you a lot and compliment your employees, but I wanted to let you know on Deanna (Herrera), she is really good, several times I'll get a Blu-Ray instead of the regular."



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She was on the call line and I had a couple to reserve. She is so great out front and very friendly to everyone. I hope it doesn't get tiresome, I think it's good to hear a positive, and it's all positive at that library."

- Judy Miles submitted the following "Ask Us" comment: "I would like to commend Derrick (Mason) in Resources (Reference & Readers Advisory) for his knowledge and patience in helping me connect my husband's Kindle to e-books. His instructions were very clear and John is reading a book he borrowed 15 minutes later. Thanks!"
- Vercila Chacon submitted the following in the Comment Box: "A BIG THANK YOU! I want to thank all of the library staff on the second and third floors for helping me with the use of space and computers and laptops. I studied for a state exam for 3 months. During that time I was supported. I passed the exam on 2/7/17! I couldn't have done it without all of you!"
- Debbie Mulay wrote the following to Maria Tucker (Special Collections & Museum Services Manager) and Charlene Garcia Simms (Special Collections Librarian): "On behalf of the Pueblo Heritage Museum, I wish to thank you so much for the presentation on your new book. You both did a fantastic job and those in attendance had an enjoyable evening. I love the book and the pictures are wonderful. Thanks for all you do to promote Pueblo's history."

Respectfully submitted,  
Jon Walker  
Executive Director