

PUEBLO CITY-COUNTY LIBRARY DISTRICT

Report of the Executive Director

Submitted to

The Library Board of Trustees

August 23, 2018

Pueblo United Way Grant – Friday Youth Programming

The Pueblo United Way announced a grant of \$20,490 to the Pueblo City-County Library District to provide students with learning opportunities on Fridays at branches within the City of Pueblo. Dubbed “Learning at the Library,” participants will be provided healthy snacks from Pueblo City Schools’ Nutrition Services along with a variety of educational activities on Fridays. As an added benefit, the City of Pueblo will provide free Friday bus service to ages 18 and younger.

RAWLINGS LIBRARY

Special Collections & Museum Services

- July total attendance was 5,253. Year-to-date attendance is 36,488.
- There were 295 Document Delivery requests answered, and 904 items from the collection were counted used by customers in July. 110 items, including renewals from the Special Collections circulating collection, were checked out in July.
- Digital Collections use was 4,907. There are now 6,597 items in the digital collection with 36 items added in July.
- The InfoZone offered 27 films attended by 311.
- Special Collections offered the following programs in July: Genealogy with Pat Roberts and Greg Liverman attended by 43; Lincoln Brass Band with 74 attending; Native Voices: Aztec Stories with Michael Heraldal attended by 53; Ancestry.com training with 4; Native Voices: Rock Art Trunk with 23; *Your Digital Afterlife* with 4; Native Voices: Theresa Vigil - Curandera with 92; Native Voices: Russel Box Senior Book Signing with 9; Ancestry.com at Lucero with 10; Finding Lineage Class with Noreen Riffe attended by 4; Native Voices: Indigenous Food Movement with Chef M. Karlos Baca with 70; Maria Tucker presented at The Clink on the Flu Epidemic of 1918 attended by 50.

Reference and Readers Advisory

- July displays included: Gardening, Great Outdoors, Revolution!, “Read the Rainbow,” Read A-Likes, and Historical Fiction.
- Colorado state government documents use in July was 29.
- Pueblo Storytellers met five times in July with 60 attending.
- The Bullet Journal Club met on July 7 with 10 attending
- The Open Jam Session held on July 21 had 6 participants.
- Vinyl Destination on July 24 had 6 participants.
- Sound Healing Workshop with Emily Easton held on July 31 had 8 participants.

Hispanic Resource Center (HRC)

- HRC Exhibits included *Hoping for Heroes* by local artist Maria Lopez.
- HRC Films were offered on July 3, 5, and 10 and included: *The Iron Giant*, *The 33*, and *Coraline* with total attendance of 27.
- Bilingual Stories had 20 in attendance in July.
- On July 7, a rock painting program *Rockin’ the Library* had 77 participants.



Adult Literacy Program

- Adult Literacy has 53 active tutors and 78 learners.
- Career Online High School (COHS) saw four students receive their high school diplomas on July 19.

Homebound Programs

- Homebound added 4 new customers and one new volunteer. There are now 23 active customers served by 16 active volunteers who delivered 70 items.
- Storykeepers met on July 7 with 28 participants.
- *Rock Your Healthcare* was offered on July 14 for 10 participants.

Computer Classes and Digital Training

- Total computer training and program attendance: 152 (computer classes, super seniors, open lab, VA group, SRDA Foster Grandparents, Workforce Center, smartphones, databases)
- Darius Goshay from Pueblo Wireless Doctor demonstrated Android Smartphone features to 7 patrons on July 7.
- Open Learning Lab volunteers met every Monday and Thursday for 2-hour sessions with 69 in attendance.
- Lori Kozel (E-Resource & Digital Collection Librarian) provided weekly technology training to 47 customers. Adult learners participated in hands-on instruction for Google applications, created animated videos, and learned to navigate the Windows operating system.
- Two sessions were held for military veterans from the Community Living Center to explore online activities that enhance computer mouse control.
- Lori Kozel provided Chromebook training to eight SRDA Foster Grandparent volunteers who use these skills to assist elementary students with Google applications, and provided two basic computer sessions at Pueblo Workforce Center.

Idea Factory

- Total program attendance in the Idea Factory was 153. One-on-One Computer help was offered to 33; American Sign Language for Beginners had 8 participants; Southern Colorado Threadbenders had 4; *Black Panther* film screening and panel discussion was attended by 54; Do Lace in Public Day had 32; Origami Odyssey had 9; the SoCo Makers Meeting had 10; Meet Your Maker-Entrepreneur & Innovator Speaker Series had 3.
- The Idea Factory completed 11 3D printing requests, and there were 872 Thingiverse views and 253 Thingiverse downloads.
- Donna Gower and the Lacemakers of Southern Colorado celebrated International Lace Day with their annual Do Lace In Public Day. On July 1, eight members of the group demonstrated the process of Lacemaking for 32 participants.
- On July 9, Derrick Mason (Idea Factory Librarian) hosted a screening of the Marvel Film, *Black Panther*.



Youth Services



A proud patron displays her collection of Summer Reading medals.



Pure amazement at the Magic Hoedown

- In-house program attendance, including Books in the Park, was 2,190 in July 2017 and 3,734 in July 2018, a 71% increase.
- After the success of the teen and tween writing camp last year, this year Youth Services sponsored four mini-camps for ages 10-16. Customer feedback was very positive, and we learned a lot about marketing and scheduling with total attendance of 161. Mini Art Discovery Camp at Pueblo West had 60 participants; Camp Cake had 43; Kaleidoscope Music Camp had 10; and Next Generation of Screenprinters Camp had 48.
- Weekly Teen programs were offered where teens made candles, scrubs, tie-dyed shirts, buttons and more with total attendance of 154.
- Weekly Tween programs were offered where tweens made shrinky dinks, played games, participated in a Star Wars themed escape room, and more with total attendance of 227.
- This year, inspired by the success of family drop-in programs last year, Ellie O'Keefe (Teen Librarian) developed two "make and take" sets for teens and tweens. July's kit enabled participants to sew their own mini-notebook. The kits were distributed at Giodone, Greenhorn Valley, Beulah Satellite, Pueblo West, Rawlings and Barkman with 135 participants.
- Special Tween/Teen programs included Laser Tag with 33 and Minecraft with 34.
- This is the second year of the library's partnership with School District 60 to provide free lunch for kids at the library with total attendance of 863. The District 60 summer lunch coverage ended on July 27, but thanks to a generous grant from the Friends of the Library, Youth Services is providing afternoon snacks until August 20, when school begins. The first two days were July 30 and 31 with 33 attending.
- The Cooking Matters class finished up in July with 32 attending. Thanks to positive feedback from parents, we will try to offer this or similar parent-education content in the future.
- Youth Services offered Monday Gaming Hangouts for tweens with 84 participants; Center for Disabilities Outreach for tweens with 30; Teen Advisory Board with 24; and Teen Hangout with



Tweens hard at work on a Star Wars Escape Room

46; Tween/Teen Craft Break on Fighting Oppression with Self-Expression had 43; and Kids Club noticed a big boost in attendance in July with 158.

- Total storytime attendance was 627 which included: Baby Time with 69 participants; Time for Tots with 71; Family Storytime with 67; Storytime @ the Y with 198; Storytime at the Mall with 48; and Summer Zoo Storytime with 174.
- Non-centralized programming in July totaled 1,940 compared with 1,484 in 2017, a 31% increase.
- Books in the Park continues to do very well. Wednesdays at Bessemer Park continue to be well-attended this month with 345 visits. Fairmount Park has really come into its own, with daily visit averages equivalent to Bessemer Park. The community clearly values Books in the Park, and Maria Kramer (Youth Services Manager) would make a strong case for expanding it further in 2019. Books in the Park circulation was 3,408 in July compared with 2,556 in 2017, a 33% increase. Total visits were 1,794 in July, compared with 1,035 in 2017, a 73% increase. Snacks served at Books in the Park in July were 578 compared with 411 in 2017, a 41% increase. Lunches served were 1,341 compared with 800 in 2017, a 68% increase.

BARKMAN LIBRARY

- Paula Pryich (Librarian) had 10 in attendance for Preschool Storytime and Stories on the Fly; 64 for outreach at Building Blocks, CSU-Pueblo and SPELL for preschool storytime visits; and 21 for Makers Lab: The Power of Water.
- Matthew Parlier (Library Specialist) had 63 in attendance for Toddler Storytimes; 32 for Chess Hangouts; 20 for Ice Cream Hangout; 14 for Teen Advisory Board (TAB) meetings and teen TAB Lock-in; and 80 for Crossword Search.
- Summer Reading Programs included 104 attendees for Family Programming: Art Workshop 1 & 2, Digging for Dinosaurs, and Magic, Music and Mayhem; 34 for Tween Summer Reading program kits; 22 for Teen Summer Reading program kits; and 15 for Adult Summer Reading Programs: Tai Chi and Hairdos with the Hair Dad.
- Barkman staff and Youth Services hosted programs included: 7 attendees for the Barkman Book Discussion group; 30 for Minecraft Lock-in featuring Pizza, Card Games and Board games; 6 attendees for Tech Tutoring; 10 attendees for Creative Writing Workshop: Making Shapely Fiction; 75 for Barkman Weekly Trivia; 27 for the Crafty Needles Group; 258 for Adult Coloring and passive coloring and Word Search; and 3 in the ongoing Barkman Reading Challenge.
- 1,347 free lunches were distributed with the District 60 partnership.

GIODONE LIBRARY

- Community Outreach in July included:
 - Paula Pryich (Librarian) provided storytime and craft with families on Thursdays at Los Pobres reaching 46.
 - Lorina Messenger (Library Specialist) provided storytime and craft on Tuesdays at Boone Headstart reaching 167.
 - Kayci Barnett (Giodone Library Manager) met with the Pueblo Makes group at PCC to promote the AI Family Challenge.
- Giodone provided 44 programs reaching 728 participants in July.
- Paula Pryich hosted nine Family Storytimes in July on Thursdays and Fridays and occasional pop-up storytimes reaching 59 attendees.
- On Tuesday mornings, the District 70 Migrant Worker liaison meets with her families, provides them a craft, and the library provides snacks reaching 53 participants.



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- A Minecraft Gaming session was held on July 7 with 4 participants; the Kids Book Club discussed *Pax* by Sara Pennypacker on July 13 with 8 participants; Magic, Music and Mayhem had performers at the branch on July 23 with 12 participants.
- Adult Programming included: Cyber Seniors on July had 2 participants; Family Craft Time featured a painted rock garden with 17; From Class Clown to Talk of the Town featured a customer who also happens to be a comedian with 7 which included tweens; Family Karaoke reached 5; Fireside Crochet Special with Tapestry Crocheting had 7; Doodle Class featured a flower painting class with 3; Libraries Rock Concert on July 27 featured Chrisanne Galvez with 13.
- Passive Programs included Coloring Sheets and Puzzles with 100 participants; Make and Take Journal for tweens and teens with 30 participants; Musical Fun for Kids featured a different activity each week including Straw Flute with 36, Paper Plate Maracas with 41; Craft Stick Harmonica with 38; and Dance Wand with 38.
- The Avondale Satellite held three Maker Clubs with 44 participants.



GREENHORN VALLEY LIBRARY

- Greenhorn Valley Library had a total of 354 children, tweens and teens participate in programs and community outreach during the month of July. This month the branch focused on continuing the Summer Reading Program momentum and finishing up the summer successfully. Two of the most popular youth and family programs were new this year: *Play and Learn with Ohlesen's Mini Horses* where a local rancher brought in her horses to show the community how to take care of mini horses and learn about them as service animals, and *Icy Fun: Making Homemade Ice Cream* where kids and adults learned about the science of combining specific ingredients that make ice cream (perfect for the hot summer day it was). Staff are continuing to get ready for the new school year by reaching out to local schools, teachers, and administrators to bring library programs and resources into the schools.
- Play and Learn with Ohlsen's Mini Horses had 23 participants; Magic, Music and Mayhem had 45; Craft @ Beulah Satellite had 4; Tinker Lab Tuesdays had 16; Teen Tech Night had 2; Laser Tag Lock-in had 9; weekly Music and Movement Storytimes had 51; Gross Science: Blood (but not guts) had 2. Family Fun Fridays had 26 for Icy Fun: Making Homemade Ice Cream; 15 for Under the Sea; and 6 for Movie Night. Bookmark Passive Program had 41 participants; Summer Reading Program Crafts had 75; Bookbinding Teen Passive program had 20; and Window Coloring had 19.
- Greenhorn Valley Library had 289 adult program participants in July. The *2018 DIY Adult Summer Series* continued this month with workshops registered to full, and customers asking staff for more (we hope to continue these throughout the rest of the year with a Friends of the Library



grant). *Intro to Hydroponics* was new this year and proved to be incredibly popular. Unfortunately, we had a few disappointed customers who could not attend because the workshop was full, but we hope to provide it again later this year. *Play Pinochle at the Library* has new members that joined this month who are enjoying the company and conversation that the program provides. We have discovered through conversations with these community members that the library needs to do a better job of fulfilling the need of programs specific to this older adult population.

- Adult programs in July included: Play Pinochle at the Library with 79 participants; The Felted Dog with 15; Sewing Class: Hand Guided Quilting with 20; Tai Chi with Thoy with 20 (class was cancelled halfway through the month due to an emergency); Making Lotion with 15; Intro to Hydroponics with 13; Shibori Dying with 18; First Aid and CPR Certification with 7; GHV Farmer's Market with 100; and Energy Healing with 2.



LAMB LIBRARY

- Lamb circulation in July was 27,131. Visits were 11,599.
- The Lamb Library held nine events for adults with 97 participants.
 - Cheese making continues to be a very popular program at Lamb with 28 participants in July. A second crafting class "Make a Felted Buddy" had 11 participants.
 - Lamb continued to provide a monthly outreach program for the Life Care Center with 16 participants.
- Lamb offered 28 events for Youth, Tweens and Teens and had 731 participants.
 - Lamb had a good turnout for all of the Thursday Summer Reading programs in July. A total of 273 people attended the Thursday programs. The most popular program was *Magic Hoedown!* which had 94 attendees.
 - Storytime attendance in July was 113.
- Lamb continues its collaboration with School District 60 this summer to provide free lunches to youth up to age 18. The program continues to be a success at Lamb with over 1,849 lunches served over 19 days in July. For the two months of the program, 2,928 lunches were served.
- Rock Art in Your Backyard was the featured exhibit with 580 visitors.

LUCERO LIBRARY

- Nicki Lawless (Youth Librarian) presented the following programs: five Family Storytimes reaching 10 participants; four teen programs featuring candle making, shrinky dinks, alcohol ink, and circuitry with 31 participants; three tween programs featuring button making, giant games, and slime with 42 participants; and four Summer Reading programs including Digging for Dinosaurs and Magic Workshop with 80 participants.



Patriotic Wreaths

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- Jerry Vigil (Library Specialist) presented the following programs: Patriotic Wreaths with 16 participants; Giant Flowers with 14; Waldorf Fairies with 20; and Glass Bead Jewelry with 20.
- Kimberly Sewell (Library Specialist) presented the following programs: Family Tree Painting with 13 participants; Ancestry.com Tutorial with 11; Memorial Garden with 15; Quilling with 22; Mason Jar Lanterns with 25; and Concert with 20.
- Passive projects in July included Wooden Bi-Planes with 50 participants and Clothespin Dragonflies with 40.
- Summer Reading Program statistics through the end of July had 470 age 0-8 registered with 896 completions and 195 age 18 and up registered with 277 completions.
- Mark Salazar (Hardknex Gang Prevention and Intervention) presented programs for 165 youth.



Memorial Gardens



Magic with Mr. E Summer Reading Program

PUEBLO WEST LIBRARY

- Community display cases featured a display from the Featherweight Sewing Club and a Summer Fun display. The art exhibit featured the Summer Reading Art Camp Student display.
- Compared to 2017, the Pueblo West Library has increased program attendance by 30.5% during the first six months of 2018. From January to June, Pueblo West had 21,975 program attendees in 2018. In 2017 there were 16,837, and in 2016 there were 15,651. We would like to continue this trend through a program budget increase that would allow Pueblo West staff to target its unique audience and increase the number and quality of programs offered in 2019.
- The Pueblo West Library held a total of 99 scheduled programs and clubs with a total of 1,707 participants.
 - Adult programs featured 53 events attended by 590. Highlights included: Chair Yoga on Wednesdays and Thursdays with 115 participants; Tech Talk on Mondays with 25; Sew Happy: Pin Cushion Mouse with 9; Coffee and Coloring with 7; Pueblo West Genealogy Club with 7; DIY: Marbled Greeting Cards with 25; Summer ROC Day with 20; and Scrapbooking and Card Making with 12.
 - Young adult programs for teen and tween customers featured 17 programs attended by 294. Highlights included: four Teen Summer Hangouts attended by 26; Growing STEAM Makers with 10; Star Wars Breakout EDU with 12; DIY: All Natural Creations with 18; Perler Beads with 20; Laser Tag Lock-in with 24; four Pueblo West Trivia with 102; Edible Creations with 22; and three Mini Art Discovery Camps with 60.
 - Children had 28 programs attended by 823. Highlights included: ten Toddler Storytimes attended by 244; four Baby Storytimes attended by 18; four Family Storytimes attended by 79; Rock'n Read Puppet Show with 40; Magic Hoedown with 100; Taiko with Toni and Lance with 65; Magic, Music and Mayhem with 90; Sandbox Interactive Station with 143; and five Signing Stories with 44.
- An estimated 475 people used the Pueblo West study rooms in July.

FACILITIES

- 303 work orders were completed.
- 33 custodial work orders were completed.
- Completed quarterly waxing of Rawlings floors.
- Completed carpet cleaning in Rawlings Youth Services.
- Supported the new exhibit in the InfoZone.

- Continuous repairs were made to sprinkler systems damaged by people wanting to sleep on grass.
- Repaired copper panels and continuing to work on panel color.
- Repaired Rawlings fire system valve.

HUMAN RESOURCES

New Hires, Promotions and Lateral Moves

- Adrienne Berger, Krystal Hernandez, Ruby Vigil, Janet Hidalgo, Nicholas Jones, Catherine Whitaker, Thea Martinez, Toni Arellano, and Leandra Montoya were hired as substitutes. Ruby Vigil was promoted to the new Materials Handling Technician for Barkman.
- Virginia Ramos was hired as a part-time Day Porter.
- Andrew Ortiz was hired as a part-time Security Officer.
- Casey Aranda was hired as a full-time Facilities Technician.
- Izzy Rodriguez was promoted to full-time Facilities Technician
- Carol Rooney was hired as a substitute librarian in Reference & Readers Advisory
- Regina Renee Ward was hired as Circulation Supervisor.
- Loretta McDaniel made a lateral move from Payroll Specialist to HR Generalist.

Separations

- Connor Gosney voluntarily resigned as Security Officer.
- Jackie Swanson voluntarily resigned as Adult Literacy Coordinator.
- Elizabeth Bantiling voluntarily resigned as substitute.
- Kim Dillon voluntarily resigned as Customer Service Representative at Library @ the Y.
- Lauren Valdez's seasonal position ended as Books in the Park Assistant.
- Richard Lucero retired as Facilities Technician.

Recruiting/Open Positions in July:

- Assistant Facilities Superintendent.
- Adult Literacy Administrator.
- Systems Administrator to replace Todd Smith who resigns effective August 10.
- Teen Librarian to replace Ellie O'Keefe who resigns effective September 10.

Volunteers

- 1,784.95 volunteer hours were contributed valued at \$44,070.42 (estimated by Independent Sector's figure of \$24.69 per hour). Caylee Colbert, Teen Volunteer, was selected as Volunteer of the Month for July for her work at the Library @ the Y.

USER SERVICES

- 6,833 items were added to the collection in July, and 282 items were withdrawn.
- Jill Deulen (User Services Director) held a Koha kickoff meeting on July 16 with staff members who will have an integral role in the migration process. Staff that attended included: Andrew Bregar (Lamb Library Manager), Joanna Stankiewicz (Greenhorn Valley Library Manager); Kayci Barnett (Giodone Library Manager), Daniel Gaghan (ILS Administrator); Charles Hutchins (Information Technology Director); Peggy Bilger (Technical Services Specialist), Sherri Baca (Chief Financial Officer); Jeanette Cortez (Senior Accountant); Regina Renee Ward (Circulation Manager), and Jon Walker. A timeline of the project was presented as well as what every person's role in the project will be.
- Jill Deulen met with Matthew Parlier (Barkman Library Specialist) who is wrapping up his internship as well as his final project in the Library Leadership Academy. Matthew publicized Hoopla Engage throughout the community in July to try and get more library cardholders by offering free downloads of Hoopla. We are still awaiting final numbers to come in.
- Jill Deulen is organizing Corporate Cup again this year. To date, there are 65 staff registrations which is a library record. Some highlights will be volleyball, the 5K, golf, tug of war, and softball. Registrations are due by August 13.
- Michele Myzia (Receiving Clerk) created a UPS account for expedited shipping in the mailroom. FedEx was becoming too costly, so this will help keep costs down.

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- Jill Deulen met with Sherri Baca to discuss internal mailroom controls of departments receiving their deliveries. Michele Myzia created a signout sheet that all staff must sign to ensure deliveries are received by the correct department.
- Regina Renee Ward (Circulation Manager) started in the position on July 9. She is spending her time learning about Sirsi, meeting rooms, scheduling, and cash management. She will take over Paylocity from Jill Deulen in August.
- A review of opening procedures was discussed at the staff meeting held July 3.
- The AMH (Automated Materials Handler) has been causing a lot of problems. RFID Solutions has been notified of this, and repairmen have been out many times to try and resolve the issues. It is holding steady for now.
- The companion book to All Pueblo Reads has been chosen and is *Bad News for Outlaws*. Elizabeth Flores (Collection Development Librarian) is working directly with the publisher rather than our print vendors to receive a larger discount on the book.
- 450 copies of *The Cold Dish* have been ordered. A portion of those will be dedicated as Quick Read copies available on a first come, first served basis.
- Jill Deulen and Elizabeth Flores met with the Youth Services team to discuss some ways to make ConnectED more visible in middle and high schools. There will be a bookmark developed that students will be able to have their student ID number on, as well as developing classroom cards.
- The Interlibrary Loan Department began an email notification system this month for customers whose requests are not able to be filled.
- Daniel Gaghan ran test reports for multiple batches of files being sent to Koha from Sirsi. The reports all ran on July 30. Koha now has our data and will be working with us to make it correct.

STAFF DEVELOPMENT

- Five staff attended My Heritage Database live webinar provided by EBSCO on July 10.
- Ellie O'Keefe (Teen Librarian) attended the Inclusive Internship webinar on July 11.
- Terri Daly (HR Manager) and four other staff attended "Supervision: Is it for Me?" training provided by Mountain States Employers' Council on July 12.
- Seven staff attended PIC (Person in Charge) training on July 12.
- Maria Tucker (Special Collections & Museum Services Manager) attended "Performance Management and Supervision" provided in partnership with the Nonprofit Resource Center on July 12.
- Jon Walker, Sherri Baca (Chief Financial Officer) and Doreen Martinez (Board President) attended the Gallagher Amendment hearing in Denver on July 13.
- Diann Logie (Lucero Library Manager) attended the Colorado Libraries Touch the World Workshop in Denver on July 13.
- Magi Wren (Youth Services Customer Service Representative) attended "Be a Data Champion at Your Library" webinar on July 13.
- Jeanette Cortez (Senior Accountant) attended Intermediate Depreciation training provided by Sage Fixed Asset Software on July 17-18.
- Kayci Barnett (Giodone Manager) attended the AI (Artificial Intelligence) Family Challenge Grant webinar on July 19.
- Ellie O'Keefe (Teen Librarian) attended "Teen Read Week 2018" webinar on July 19.
- Aaron Ramirez (Archivist), Blake Hatton (Digitization Coordinator) and Phyllis Gardner (Volunteer) attended a workshop on "Preservation of Photographs" in Fort Collins sponsored by the Society of Rocky Mountain Archivists on July 20.
- Jeanette Cortez (Senior Accountant) attended Life Cycles Best Practices training provided by Sage Fixed Asset Software on July 24.
- Kayci Barnett (Giodone Manager) attended Culturally and Linguistically Appropriate Services (CLAS) Standards Training sponsored by One Community Pueblo on July 27.
- Terri Daly (HR Manager) attended "Ethics in the Workplace" provided by Target Solutions on July 31.
- Charlene Garcia Simms (Special Collections Librarian) attended a webinar on the new genealogy database, *Heritage*, in July.

THANK YOU MESSAGES

- Jon Walker received the following letter from Troy D. Davenport, Chief of Police: “The Pueblo Police Department (PPD) held its 7th annual Staff Retreat on May 31st in the Ryals Room of the Rawlings Library. For the seventh consecutive year, the PPD has been allowed to utilize this remarkable facility and we are very thankful for the opportunities that the library has provided. Additionally, the staff of the library has been extremely accommodating, in not only reserving the facility, but also setting up of the room, quickly resolving any technical issues that arise, and providing an overall pleasant experience. Specifically, I would like to acknowledge and thank Meeting Rooms Coordinator, Sarah Meador. Ms. Meador reserved the spaces for our use, months in advance of the event and she was extremely accommodating by coming in early to let us in and make sure that everything was set up correctly. Ms. Meador is always very pleasant and extremely professional, and it was a pleasure to work with her! I would like to also thank other library support staffing, including Charles from the IT Department, who was equally as accommodating, and his professionalism was appreciated. Thank you again for providing such amazing facilities for the community’s use. We anticipate continuing to utilize the Rawlings Library facilities for future staff retreats because they are so perfect for our event. Your staff is accommodating, resourceful and extremely professional! Thank you!”
- Maria Kramer (Youth Services Manager) reported a parent recently called to register her kids for laser tag and said, “Thank you for having so many great activities this year.”
- Jon Walker received the following voicemail message from U.S. House Representative Scott Tipton: “... I did want to thank you so much for sending the booklet in terms of the national medal that you had received for the library. It was real gratifying to me to be able to see Pueblo included with the Georgetown Public Library, Orange County, and just very proud ... you’re just doing a terrific job there, and just very proud of you. Wanted to thank you for the book. ... Thank you so much.”
- Amy Martin (Reference & Readers Advisory Manager) and Jon Walker received the following email from Lindsay Morris (Smart Horizons Career Online Education): “... I just wanted to take a moment of your time to let you know what a gem you have in Jackie Swanson (Adult Literacy Coordinator)! She is hands down my favorite partner (shhhhh...don’t tell anyone ☺) Jackie is always checking student progress and pushing the students to meet their goals! She is very involved and I cannot tell you how much I appreciate her help and support with our students. I believe it has increased student success rates. As I was sitting and writing my little blurb for my congratulatory video for the Pueblo graduates, I started thinking about just how lucky these students are to have Jackie in their corner! She has a heart of gold and she whole heartedly believes in the students (which I am sure is a first for many of them). She really is changing lives! I am sure you know what a blessing she is, but I just wanted to let you both know that I felt the same way ...”
- Tabitha Davis (Special Collections Assistant) received the following email from Angela Herrera who asked Tabitha to send the following message to her manager: “Tabitha Davis has been extremely helpful and amazing in helping my family put together our genealogy. Because of her help we discovered the name of my grandmother’s sister, Lucia Valdez. We never would have known her married name was Cosgrove. She helped us find out about my Uncle Daniel and discover more about my other great uncles. I cannot thank her enough. I think we sent her about 20 obituary requests and each time it helped us to dig deeper into where they all went. My grandmother had 9 kids and with the help of Tabitha Davis we located 6 of them to date.”
- Maria Tucker (Special Collections & Museum Services Manager) received the following email from Warren Nolan: “... Again, the rock art exhibit on the 4th Floor is a wonder—a mix of beauty, instruction, and hands-on-ness. I may be biased (toward rock art), but it is one of the best bottom-up, in-house exhibits the ‘Library’ has done.”
- Ashley Archuleta left the following Comment Form: “Love, love Pueblo’s library!! Only one thing, for the kids maybe you can sell key chains!”
- Nancy & Hal Miles from the Animation Hall of Fame wrote the following note to Jon Walker: “Thank you so much for the wonderful time we were shown in Pueblo! Hal and I are overwhelmed

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how nice, artistic, and beautiful your city is! So much for us to do and so little time! We hope that the exhibit is going well and is bringing in the public. We wish we had more time to spend with everyone. Sangre de Cristo Art Center and Pueblo is lucky to have a supporter like you. The Animation Hall of Fame Board of Directors want to thank you for booking our exhibit Journey into Imagination! We hope it is not only being enjoyed by the public, but everyone is learning something about the basics of animation and the history and the people behind this wonderful art form ... Your museum complex is alive and a showcase of how arts should integrate with a community. We are very impressed.”

- Maria Kramer (Youth Services Manager) received the following email from Lee Carstensen, Parks Supervisor with Pueblo Parks and Recreation: “Thank you for the wonderful program that you and your crews coordinated this summer. You’re a blessing to the children of those neighborhoods.”

Respectfully submitted,
Jon Walker
Executive Director