

PUEBLO CITY-COUNTY LIBRARY DISTRICT

Report of the Executive Director

Submitted to

The Library Board of Trustees

April 24, 2014

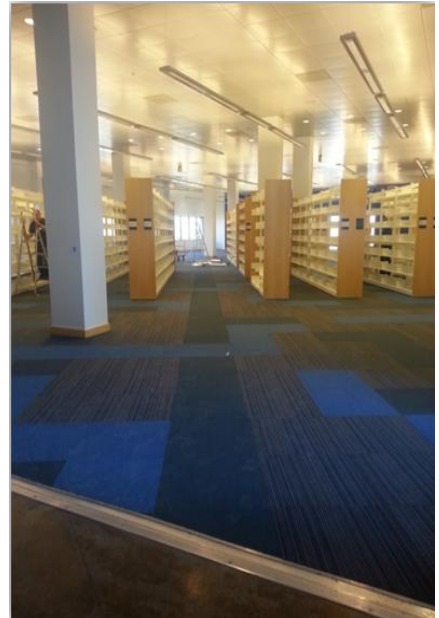
LIBRARY ENHANCEMENT PROJECT—Rawlings 2nd Floor

The Rawlings Library's 2nd floor reopened for public use on March 17. All materials that were used by the public on the first floor during the previous month were quickly moved back on the second floor after closing on March 16. The contractor continued finish work on the new makerspace area, which has been designated as the Idea Factory. The overall project neared completion under the guidance of project manager Carol Rooney (Readers Advisory & Reference Manager).

NEW LIBRARIES

Foundation work at the Greenhorn Valley Library is substantially complete, and framing has commenced. The foundation slab has been poured at the St. Charles Mesa Library. The East Side Library foundation footings are nearly finished in preparation for pouring the slab there.

Framing at all three libraries should be underway before the end of April. In addition, various staff continue to prepare for other aspects of the project, including Charles Hutchins (IT Director) on networking and technology procurements and installations, Amy Martin (Outreach Manager) on furniture selection and purchase, Al Perea (Facilities Superintendent) on shelving and building appliances, Teresa Valenti (Technical Services & Collection Development Director) on opening-day collections including public-use computers and tablets, and Joe'l DeYoung (Human Resources Director) on staffing.



RAWLINGS LIBRARY

Special Collections & Museum Services

- March total attendance in the InfoZone was 4,500. Year-to-date attendance is 14,121.
- 120 Document Delivery requests were answered in March. 1,242 items from the collection were counted used by customers in March.
- James Boyle (Archive & Collection Coordinator) has been working on several large archival collections donated by community organizations. A large collection of Pueblo Zoo scrapbooks was donated. A



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conservator will be here in April to assess *The Pueblo Chieftain* ledgers and to teach staff to make archival enclosures for some of the most fragile books. The Rawlings Foundation provided a grant to provide funding for supplies for this project.

- Jen Koen (Digitization Coordinator) and James Boyle (Archive & Collection Coordinator) are working on creating a Walter's Brewery collection to add to the Digital Collection. Facebook posts with digital content are occurring weekly. More people are being introduced to the Digital Collections and requests for photos are increasing.
- A tour was provided for a group of six cub scouts and their parents on March 24. A tour was also provided to Pleasantview Middle School on March 10 with 101 in attendance. Maria Tucker (Special Collections & Museum Services Manager) gave a presentation to forty at History Colorado in Denver on the Flood of 1921 and presented the digital collections associated with the 1921 flood.
- Genealogy Workshop was held at Pueblo West on March 29 for ten people. Beginning Genealogy with Vera Estrada was held on March 6, 13, and 20 with a total of 24 attending.
- The InfoZone featured 31 films attended by 328 people.
- The final Created Equal program was held on the subject of the Abolitionists with a screening and film discussion on March 4 with fifteen in attendance.
- Charlene Garcia Simms (Special Collections Librarian) developed a Women's History exhibit for March.
- Maria Tucker (Special Collections & Museum Services Manager) has been working with Wes Burrer and the County Commissioners to exhibit items from the Pueblo County Cornerstone time capsule. The time capsule artifacts will be exhibited through the end of March and then moved to the 3rd floor. An exhibit on Newspaper coverage of the Ludlow Massacre is currently being developed and will be installed in April 2014 during the Centennial of the Ludlow Massacre. A loan of Ludlow artifacts from University of Denver collections will be on exhibit. An exhibit about Forensic Science for kids will be on exhibit June through August 2014. A project with the Creative Corridor will showcase the historic collection in September.
- The InfoZone Theater was used by The Pueblo Humanists, Spanish Peaks, and Pueblo Symphony during March.

Reference & Readers Advisory

- On March 31 the documentary *The Fight in the Fields: Cesar Chavez and the Farmworkers' Struggle* was played in honor of Cesar Chavez's birthday. Eight people attended.
- The second semester of the English Language Learners (ELL) classes began in March with students from countries such as Angola, Brazil, Columbia, El Salvador, Guatemala, India, and Mexico. March attendance for ELL classes was 126.
- United Volunteer Activists of Southern Colorado continue to offer citizenship classes. They offered a presentation on citizenship on February 26 with a total of forty people in attendance. Citizenship classes commenced again on March 3, and total attendance for March was 54.
- Barry Gonzalez began the next session of Spanish Classes on March 15. Monthly attendance was 82.
- Hispanic Resource Center programming statistics included 47 for Bilingual Storytime, 8 for the Hispanic Resource Center film, and 262 Hispanic Resource Center classes for a total of 317.
- Nine technology classes were taught for 47 people on topics such as Computer Typing & Mouse Practice, Computers for Beginners, Introduction to Windows 8/8.1, Microsoft Word Basics, Microsoft PowerPoint Basics, Microsoft Excel Basics, and Overdrive Set-Up.
- During March, ten volunteer tutors provided 49 hours of tutoring to 12 students for the Adult Literacy Program. Three new tutors started volunteering with the program. Two new students were tested and two others were referred to the program.
- Three people attended GED class orientation on March 29.
- During the month of March the AskUs Email Information System received 96 questions.

Youth Services

- A Japanese Cultural Festival was held on March 15 with 35 participants.
- The Preschool Dance Party was held on March 15 with 65 participants.
- Impromptu Eric Carle crafts were offered on March 20 with 187 participants. March 20 marked the 45th anniversary of “The Very Hungry Caterpillar”, a favorite Eric Carle book.
- Youth Services took a Wild Thing to each library during Spring Break to provide a Wild Rumpus! Wild Things of all ages made crowns like Max, created Wild Thing art, and met a real-live-WILD THING! This was a centralized program so attendance details are provided below.
- Centralized programming continues to grow. We have all begun to learn what works well, and what does not. We are planning these programs in blocks: Spring, Summer, Fall. During the Fall block, we are going to focus on some ways to streamline the process such as predictable dates and times for the programs, and consistent offerings. This will hopefully alleviate some problems such as scheduling conflicts and variations in quality. The following were the programs offered including locations, dates, and the total participants for each one:
 - Dr. Seuss Birthday Party: All held on March 1. Barkman had 42 participants, Lamb 57, Library @ the Y had 9, Pueblo West 85, and Rawlings had 159.
 - Dr. Seuss passive events: Barkman Goldfish Game 26, Barkman Silhouettes Game 32, Pueblo West Goldfish Game 34, Rawlings Goldfish Game 99, Rawlings Silhouettes Game 9.
 - Where the Wild Things Are: Barkman 36 participants, Library @ the Y 18, Lamb 56, Rawlings 77, Pueblo West 36.
- Tween programs:
 - Straw Rockets: Lamb had 21 participants, Pueblo West 16, Rawlings 22.
 - Chocolate Wars: Pueblo West had 18 participants.
- Teen programs:
 - Shrinky Dinks was offered on March 14 at Barkman to seven participants.
 - Salsas, Smoothies and Aguas Frescas was offered at Lamb on March 18 to fourteen participants.
 - Candy Sushi for both teens and tweens at Library @ the Y on March 7 to thirteen participants.
 - Video Games Day was offered at Pueblo West on March 30 to eleven participants.
- Regular programs included four Babytime programs for 104 participants. Bilingual Time for Tots had five programs with 47 participants. Preschool Storytime had eight programs with 186 participants, Time for Tots had four programs with 103 programs, and the Teen Advisory Board held four meetings with 42 participants.
- The Sangre de Cristo “17th Avenue Allstars” was attended on March 1 by Natalie Gallegos who promoted the library and checked out three books to 42 participants.
- Eighteen differently-abled adults from Blue Skies visited Youth Services on March 6.
- Students from Pleasant View Middle School toured Youth Services, Special Collections and the InfoZone on March 10 with 101 participants.
- HIPPY (Home Instruction for Parents of Preschool Youngsters) storytime was held for 28 participants on March 15. The program is designed with a literacy-rich storytime and three literacy-rich activities that model easy things parents can do at home with their children.
- Beulah School of Natural Sciences had the use of the 3D printer with 51 participants on March 17 and 116 participants on March 19.
- A Shrinky Dink program was held at Risley Middle School for 23 participants on March 17.
- Columbian Preschool offered storytime and family night at the library for 26 people on March 17.
- Swallows Charter Academy had the use of the 3D printer with 35 participants on March 20.



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- A Shrinky Dink program was held at Heroes Academy for 19 participants on March 21.
- Cub Scouts toured the library on March 24 with six participants.
- Headstart Storytimes were offered to eight groups with 252 participants in March.
- This month the 3D printer visited two schools – Swallows Charter Academy and the Beulah School of Natural Sciences. At Swallows, students were excited to receive the print jobs resulting from their class project in digital design. As always, the printer created a lot of interest, and teachers were very positive about the visit.
- Maria Kramer (Teen Librarian) participated on the Homework Hotline on March 3, 10 and 31.

BARKMAN LIBRARY

- Barkman continues to increase in circulation, computer use, and visits. Barkman circulation was 18,624 items during the month, behind only Rawlings and Pueblo West. Library visits were actually greater than Pueblo West in February with a total of 15,120 visitors.
- Barkman Book Discussion Group featured the book “The Butterfly’s Daughter” by Mary Alice Monroe. Twelve people enjoyed the March book discussion at Barkman. “The Butterfly’s Daughter” is about a young woman who visits Mexico to reconnect with her roots and see the annual Monarch migration to her home village in Mexico.
- Barkman moved the Young Adult collection and removed three shelves. In order to make room for six more computers, Barkman staff shifted the non-fiction collection and moved the Young Adult collection to the larger shelves. This allowed us to remove three old Waldenbook shelving units in the middle of the floor and opened up the north side of the library. Staff also shifted the Juvenile Easy collection and consolidated the entire collection on the Juvenile Easy wall shelving, so it is now all together in one place.

LAMB LIBRARY

- Alicia Griebel (Children’s Librarian) presented the preschool and toddler storytime programs for 161 people, and teen programming with 92 attendees.
- Kirsten Dees (Library Assistant) hosted adult programs on topics such as gardening and OverDrive.

PUEBLO WEST LIBRARY

- Overdrive sessions were held on Saturday, March 7. Seven people attended.
- Windows 8 training was held on March 26, and four attended.
- Marcia Beachy is a local counselor and hypnotherapist, and she offered a program called “Yes, you’ve been here before: past-lives, karma, and the journey of your soul,” on March 11. 53 people came.
- The 3rd annual Book Club Coffee/Tea, a popular event for the book club crowd, was on March 15, and sixteen attended.
- Pueblo West hosted a program called “Gardening for the Water-wise” on Saturday, March 22. 65 people came out.
- A genealogy workshop was held with Charlene Simms (Special Collections Librarian) leading it, on March 29. Ten people participated.
- Deb Krauth (Business Librarian) had two business consults in March. She also participated in the Latino Chamber’s new member orientation on March 16, sharing information about library business resources with 19 individuals.
- Pueblo West continued to offer weekly computer classes on basic computer skills, Yahoo mail, basic Internet, and basic Microsoft Word with 23 attending.
- Regular Storytimes included
 - Time for Tots programs, held twice each week, had 153 attendees.
 - Baby Times, held on Thursdays, had 18 attendees.
 - Preschool Storytimes, held on Thursdays, had 102 attendees.
- The Dr. Seuss birthday party is one of the library’s big annual programs, held on March 1 with 85 people attending.
- The tween program “Chocolate Wars” had 18 attending. Pueblo West offered a second tween

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program, “Straw Rockets,” and 16 people attended on March 22.

- Youth Services organized a spring break “Where the Wild Things Are” program on March 29, and 36 people attended.
- Lego club met on March 14, and 64 people participated.
- Deb Krauth (Business Librarian) connected with the Junior Achievement program, and for three weeks in March went to Prairie Winds Elementary School and taught 3rd graders about business and finance. She presented to 25 kids each week for three Thursdays.
- The teens had a video game program on March 20 with eleven teens participating.
- The Anime Club met on March 27 with twelve teens attending.
- The Teen Advisory Board met before the video game program on March 20, and three teens participated in discussions.

LIBRARY @ THE Y

- Gate Count in March was 2,895.
- The Y hosted eight Preschool Storytimes with 235 participants, and four Time for Tots programs had 36 participants. Program attendance is up at the Y. Not only are the storytimes up, but the additional programs were well attended too!

OUTREACH

- Amy Martin (Outreach Manager) presented at Beulah School of Natural Science on March 3 in celebration of the Bulgarian holiday, *Baba Marta* (Granny March Day). Dressed in traditional costume, she entertained eighty 2nd-5th graders with storytelling and folk crafts.
- Amy represented PCCLD at the Greenhorn Chamber of Commerce Annual Dinner on March 4.
- This month, Renee Montano (Outreach Assistant) added two new Homebound customers and one new volunteer to the program.
- Amy Martin has begun collecting data to determine staff and volunteer hours spent each week on the Books a la Cart program in preparation for transfer of services in the fall.
- Work is ongoing now to prepare for closure of several Satellites in anticipation of branch openings later this year.

FACILITIES

Facilities staff continued with day-to-day activities and also completed the following:

- Continued work on 2nd floor remodel project. Staff continued to break down bookshelving units, remove tables and chairs, setup the kiosk, and deliver items to storage.
- Continued work on the landscape enhancement project. Campbell’s Flowers, a local vendor, was selected to purchase and house the plantings until planting begins around May 1.
- Worked with the purchasing agent to get price quotes to complete fire suppression/detection, test and inspections. Cintas will be testing and inspecting the fire panels, smoke detectors, pull stations, horns and strobes, emergency call-out, and fire pump for proper operation at Rawlings, Lamb and Pueblo West Libraries.
- Continued to work with a local welding company on tree grates in the Rawlings courtyard and pre-courtyard. The grates must be ADA compliant and provide stability for the high traffic areas of the courtyard.
- Olson Plumbing installed a new 30-horsepower turbine pump.
- ACME is overseeing inspection, tagging and refilling of district-wide fire extinguishers.
- Re-secured the lower level door mullion, securing the door’s building security contacts to prevent false alarm conditions by “pulling on the exterior doors.” Also a LED light fixture with photo cell was added in this area to provide better lighting for surveillance recording.
- Mechanical tasking of building equipment: elevator phone connections were tested for proper connection to elevator dispatch personnel at Rawlings and Lamb, emergency exit panic bars were tested for proper operation at Rawlings, water was added to all floor drains throughout the Rawlings Library, generator inspections were completed at Rawlings, and water chemistry testing
- A total of 397 work requests were completed district wide.

HUMAN RESOURCES

- PCCLD Health and Safety Committee launched the Q1 health initiative of Healthy Bingo that runs through April 4. Employees were encouraged to try new foods, track physical activity, and take movement breaks during the workday.
- PCCLD Health and Safety Committee members completed on-site audit for office safety. All departments/branches reported no infractions and are 100% compliant with PCCLD safety practices.
- PCCLD Nesbitt Committee is making plans for a Cinco de Mayo celebration and plant sale.
- Volunteer lunch was held on March 12 with 34 in attendance. Amy Martin (Outreach Manager) presented information on the history walls for the three new libraries
- Plans are in process for the Q2 Volunteer lunch to take place on June 12. Midori Clark (Community Relations & Development Director) is scheduled to present information on the All Pueblo Reads program.
- Terminations /Retirements:
 - Steve Antonuccio (Barkman Branch Manager) announced his plans for retirement effective June 1, 2014.
 - Jay Boyle (Archive & Collection Coordinator) voluntarily terminated. Last day of employment will be April 9, 2014.
- New Hires:
 - Catherine Gates-Shepherd was hired as 20 hours/week Museum Coordinator in Special Collections beginning March 31.
 - Rachel Bolt was hired as 20 hours/week Materials Handling Technician in Reference & Readers Advisory starting March 20.
 - Heather Wilder was hired as 20 hours/week Materials Handling Technician at Pueblo West. Her first day was March 18.
 - Mary Wagner will rejoin the PCCLD team as a temporary Library Assistant from May to September while Maria Tucker (Special Collections & Museum Services Manager) is on maternity leave.
 - Charlene Garcia Simms (Special Collections Librarian) will become acting manager for Special Collections & Museum Services while Maria Tucker is on maternity leave.
- Recruiting / Open Positions in February:
 - Teen Librarian in Youth Services at Rawlings, 40 hours/week
 - Human Resources Assistant at Rawlings, 20 hours/week
 - Branch Manager - Mesa Library, 40 hours/week
 - Branch Manager - Barkman Library, 40 hours/week
 - Internal Recruitment efforts continue for the three new libraries:
 - Library Assistant, 40 hours/week
 - Materials Handling Technician, 20 hours/week
 - Materials Handling Technician, 20 hours/week
- PCCLD Volunteer hours for the month of March totaled 1,661.60 hours, valued at \$ 36,787.82. (Estimated by Independent Sector's figure of \$22.14/hour for each volunteer hour contributed).
- The Volunteer of the Month for March is Linda Garcia. The following is what the staff had to say about Linda: "Linda is one of our SRDA volunteers having worked in the Special Collections & Museum Services department for two years. Linda is very flexible with her scheduling and any work we give her. We mostly schedule her in Special Collections, but many times we have emergencies where someone can't come in to work at the InfoZone and Linda will immediately go there or change her schedule to accommodate us in any way she can. She keeps our morale up with her down to earth and honest nature. She has also taken it upon herself to become more proficient at Excel and Word and is taking on projects that require skills to use both programs. She is very generous and caring and continuously tells us she gets smarter every day she works at the library. She is so sweet and kind to everyone. She has a fantastic sense of humor and brightens the day for everyone she encounters. She is very helpful and contributes to the library

greatly.”

INFORMATION TECHNOLOGY

- Provided IT Support for 2nd Floor Enhancement.
- Deployed Windows 8 and Office 2013 to Public Service staff PCs.
- Built and tested new Windows 8 and Office 2013 image for public PCs.
- Received new public PCs and monitors for deployment in April.

TECHNICAL SERVICES & COLLECTION DEVELOPMENT

- 5,634 items were added to the collection in March, and 15,322 items were withdrawn.
- Teresa Valenti (Technical Services & Collection Development Director) visited all public service departments to discuss ideal collections and the shift from print to media the library is experiencing.
- Consulting project seeking efficiencies in Technical Services began March 20 working with JHA Consulting; all department employees are engaged in this project.
- Brodart orders are arriving, and the department continues to refine processing with them.
- Elizabeth Flores (Youth Collection Development Librarian) is managing the newly started Opening Day Collection projects for the three new libraries with Baker & Taylor.
- Jill Deulen (Collection Development/ILL Librarian) is managing the Opening Day Collection projects with Midwest Tape.
- Elizabeth Flores (Youth Collection Development Librarian) is the new facilitator of the CollectionHQ team, and has begun the annual meeting schedule to move forward with learning transfer reports. She has implemented top ten lists for a variety of topics based on feedback from public service staff.
- Jill Deulen (Collection Development/ILL Librarian) worked with Michelle Vigil (Web Editor) to redesign the downloadable page.
- Jill Deulen (ILL Librarian) and Jessica Casados (ILL Assistant) visited all public service departments in March to discuss ILL procedures.
- Abby Koehler (ILS Administrator) discovered and will be implementing a patron request management piece of software from BiblioCommons to help manage patron requests.

GIFTS & GRANTS

- The following contributions were received for the Summer Reading program, Fizz, Boom, Read!:
 - Loaf 'N Jug donated \$300.
 - Little Caesar's Pizza provided an in-kind contribution valued at \$1,120.
- The Southern Colorado Community Foundation distributed \$2,849.77 from the Louise Wagner Endowment Fund.
- Donations made for new libraries included:
 - Lyndell Gairaud donated \$25.
 - Sharon Urrutia donated \$833 which resulted from a Point of Entry event.
 - Black Hills Energy-Colorado donated \$5,000.00 in support of the East Side Library.
 - Black Hills Energy-Foundation donated \$10,000 for the new libraries.
 - David Shaw donated \$500.
 - Abby Schwartz donated \$100.
 - Maureen Greer donated \$100.
 - James Vaughey donated \$100.
 - John Vaughey donated \$100.
 - Erin Compton donated \$100.
 - Elizabeth Maguire donated \$50.
 - Kristine Mooreland donated \$100.
 - Susan Rowlett donated \$25.
 - Thomas Autobee donated \$834 in support of a study nook at the East Side Library in the name of Joseph M. Autobee.
 - Dawn DePrince paid \$250 for a doorprize from the Black Tie Ball.

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- The Friends of the Library donated \$12,612.16 as part of a land match pledge.
- Jeff Chostner donated \$1,000 for a naming opportunity.
- Alice Hill pledged \$5,000 for an Eva Montoya Children's Picture Book Collection at the East Side Library.

STAFF DEVELOPMENT

- Maria Kramer (Teen Librarian) attended an International Cultural Library Exchange Virtual Meeting on March 4.
- Seven staff from Outreach, Youth Services and Technical Services & Collection Development attended Circulation Training provided by Kayci Barnett on March 11, 14, and 19.
- Cindy Shimizu (Pueblo West Manager), Maria Kramer (Teen Services Librarian/future Lamb Manager), and Amy Martin (Outreach/future Greenhorn Valley Library Manager) participated in a three-part training called Meeting in the Middle, offered by the Colorado State Library.
- Diann Logie (Lamb Manager) is visiting libraries in Vietnam from March 19 to April 5.
- Susan Wolf (Literacy Coordinator) attended a webinar on Career Online High School on March 26.
- Thirty staff from Barkman, Youth Services, Circulation and Pueblo West attended follow-up OZ Focusing on Key Results training on March 27.
- Eight staff attended a PERA Retirement information session on March 27.

THANK YOU MESSAGES

- Kathryn Adams from the Pueblo Archaeological and Historical Society addressed the following note to the Board of Trustees: "The Pueblo Archaeological and Historical Society greatly appreciates the efforts of Maria Tucker and her staff in making the recent Hidden Library tour a great success. The 20+ participants were amazed by the treasures the Pueblo Library has to offer, and we are sure they will spread the word. The thought and organization that went into the presentation were obvious and enhanced everyone's experience."
- Jon Walker received a thank you note from Mrs. Patterson and Mrs. Spillman from Minnequa Elementary that read: "Thank you for taking the time to promote reading to our students on Dr. Seuss' Birthday. Your involvement had such a positive impact on our students and staff. We appreciate the message you brought with you about the IMPORTANCE OF READING."
- Midori Clark (Community Relations & Development Director) received the following letter from Emily Briggs, Public Relations and Marketing Director from Damon Runyon Repertory: "Thank you for your recent sponsorship of 'David Simpich Marionette Theatre presents Great Expectations' on March 11 at Damon Runyon Theater. Your generous support through the publication of posters and bookmarks was also greatly appreciated. ... Thank you again for your support and look forward to the opportunity to work with you again."
- Charles McCulley sent a thank you card to Special Collections with a note that read, "Dear Ladies, Just a note to personally thank you for your recognizing my wife Petra. God Bless and keep you is our prayer." Petra McCulley was nominated posthumously by the library and recognized on March 14 as an Outstanding Woman for her many community contributions.
- Jacqueline Murphy from the State Library sent the following note to Chris Brogan (Chief Financial Officer): "Thanks again for your wonderful contribution to the CLiC Workshop. And for the good company and lift home!"
- Sharon Swerdfeger, President of the Pueblo Community College Foundation, sent the following letter to the library: "We would like to thank you for your reservation for the 24th Annual Hall of Fame Dinner...Your generosity makes it possible to provide a significant financial difference for our Pueblo Community College students. ... For the 2014-2015 academic year, the Foundation will award approximately \$300,000 in scholarships and over \$1,000,000 in program support. Thank you for your investment in our institution and your affirmation that our core beliefs are important and worthy of your support. We hope you enjoyed yourselves at the event!"
- Barb Bernard sent the following e-mail to Midori Clark (Community Relations & Development Director) and Sara Schwartz (Special Events Manager): "Thank you for the wonderful Outstanding Women's Awards function today. I am so glad that the Library District sponsors this award. It means a great deal to each of us that have been honored or who have an opportunity to

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honor another Outstanding Woman. Please pass along my thank you to the Library director and board members.”

- Luis Velez, Chief of Police, sent the following letter to Jon Walker: “The Pueblo Police Department (PPD) held its 3rd annual Staff Retreat on March 3, 2014 in the Ryals Room of the Rawlings Library. For the third 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 Administrative Assistant Marilyn Baillargeon. Ms. Baillargeon not only reserved the spaces for our use, months in advance of the event, but also came in personally at 7:30 a.m. on the day of the event to allow early access to the facility and to make sure that everything went smoothly. Ms. Baillargeon was always pleasant and extremely professional, and it was a pleasure to work with her! Other library support staff, including Felix and the I.T. Department, were equally as accommodating and their 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!”
- The library received the following comment in the suggestion box at Rawlings from Rob Zane: “Just completed a 6-week genealogy class with Vera Estrada. Had a great time; learned a whole lot, and was never bored.”
- The library received the following positive comments on BiblioCommons from Betty Ann Harwood: “Great job getting books that are requested. Thank you for the service.”
- Jon Walker received a thank you note from Margaret Benz following a presentation to the Rosemount Docents: “On behalf of the Rosemount Museum Docents, I want to express our gratitude to you for your presentation regarding the growth of the Pueblo Library District. Your clear and concise explanations regarding the development of the library system as well as the challenges we all face in fundraising served to be a program which will be long remembered. The Docents enjoyed gaining an insight into the future of Pueblo’s new branch libraries. We’re all eager to receive invitations to the grand openings! Thank you again for the memorable and thoroughly enjoyable program.”

Respectfully submitted,
Jon Walker
Executive Director