

# **PUEBLO CITY-COUNTY LIBRARY DISTRICT**

## **Report of the Executive Director**

### **Submitted to**

### **The Library Board of Trustees**

**November 21, 2013**

#### **Staff Development Day**

Library employees gathered at the Pueblo West Library on October 14 for all-staff training on a number of topics. The keynote speaker was Garry Golden, a futurist who provided insight into modern library opportunities moving forward. Other presentations included performance poetry, review of progress on the new libraries, updates on the new library call center, Gmail, CollectionHQ, security, online resources, the library intranet project, BiblioCommons, new and upcoming online personnel payroll and HRIS functions, the use of iPads in customer service, and local digital collections. Staff from CSU-Pueblo and CMHIP libraries participated in portions of the training day. Evaluations from the day indicate top-rated programs included poetry, call center, CollectionHQ, BiblioCommons and local digital collections.

#### **Facilitated Customer Service**

Response to the new facilitated customer service model continues to impress. The new service paradigm was adopted earlier this year, and self-service checkout has shown a remarkable increase since. Through October, Rawlings' selfcheck rate is 95.67%, Barkman's 96.79%, Lamb's 94.35%, Pueblo West's 96.68%, and the Library @ the Y's 89.65%. Overall, the district now selfchecks 95.84% of all checkouts.

#### **New Libraries Project**

Last minute delays occurred in the construction permitting process resulting in slowing of construction commencing at the new library sites. Work, which had been expected to begin in October, now is slated to kick-off in November.

#### **Rawlings Second Floor Remodeling**

The Rawlings Library 2<sup>nd</sup> Floor Enhancement Project took important steps in October as design development neared completion. Construction documents are expected to be completed in November, bidding in December, and remodeling to take place in January and February 2014.

#### **RAWLINGS LIBRARY**

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

- The InfoZone Museum total attendance in October was 3,835 to bring year-to-date attendance to 43,598.
- 82 Document Delivery requests were answered in October, and 954 items from the collection were used by customers.
- The Association of University Women donated a collection of materials related to their organization.
- The Memorial Hall/City Hall Collection consisting of 52 digital objects is now available online.
- Maria Tucker (Special Collections & Museum Services Manager) is working with photographer John Wark on a book using the *Pueblo Past and Present* exhibit photos.
- Nine genealogy classes were held with a total of 64 participants.
- An exhibit on the 3<sup>rd</sup> floor for Hispanic Heritage Month focused on the Mayan and Aztec cultures.
- An exhibit on the Chicano Movement was developed for All Pueblo Reads.
- "The Road to the Promised Land: Martin Luther King Jr. and the Civil Rights Movement," a traveling exhibition by Humanities Texas, the state affiliate of the National Endowment for the Humanities will be on exhibit through the end of November on the 4<sup>th</sup> floor.

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- On October 4, the InfoZone hosted the first Friday Art Walk which drew an attendance of 65 people.
- On October 3 and 10, Bessemer Academy had a field trip through the InfoZone and Special Collections. A total of 140 students were in attendance for both tours.
- On October 15, the InfoZone hosted Hopscotch Bakery for a pie crust seminar that thirty people attended.
- On October 17, Dr. Bianca Williams led a facilitated discussion on Dr. Martin Luther King that thirteen people attended.
- On October 18, the InfoZone hosted a facilitated discussion on the film the Loving Story from Created Equal Film series with sixteen people attending.
- On October 19 the InfoZone hosted the monthly Independent Film, drawing 27 people.
- On October 22, the second film in the Created Equal Series was shown, drawing six people.
- On October 25, PechaKucha was hosted at the InfoZone, bringing in sixty people.
- On October 28, the third film from the Created Equal Series was shown, drawing eleven people.
- On October 31, the InfoZone hosted a presentation on the Voting Rights Act of 1965 with seventeen people were attendance.
- On Monday, October 7 an Equality Alliance Film was shown in the InfoZone with six people attending.
- Over the month of October, the InfoZone showed a total of eleven All Pueblo Reads films in the InfoZone for the Wednesday, Saturday, and Sunday movies. A total of 156 patrons attended these movies over the month of October.
- A safety meeting was held in the InfoZone on October 3, and 22 people attended.
- Veterans for Peace held an event on October 23 with three people attending.

### Reference & Readers Advisory

- Local artist Maureen Keenan-Mason's work was on display in the Hispanic Resource Center during October. Forty people attended the opening reception opening.
- A new session of Spanish Classes commenced. Classes are held Saturdays for both beginning level and intermediate level. Average Saturday attendance is ten.
- English Language Learner (ELL) beginning level classes continue to be offered twice a week. A total of 94 students attended classes in October.
- Bilingual stories were offered on Mondays. Maria Smyer (Hispanic Resources Coordinator) reads bilingual stories to young children. During October, thirty people attended her programs.
- UVAS (United Volunteer Activists of Southern Colorado) is offering citizenship classes at the library Mondays and Wednesdays with attendance for October at 104.
- The Hispanic Resource Center offered two programs for the Dia de la Raza. The first was *Doctrine of Discovery*, a film that featured Glenn Morris and was produced by local cinematographer, Juan Espinosa. In addition to the movie, four speakers from the Women's Delegation of the Ogalala Lakota Nation from South Dakota were represented. The event was held in the Ryals Room on October 19, and 45 people attended. The second program, *Longest Walk 4*, introduced participants of the walk that started July 15, 2013 in Washington DC and will end on the island of Alcatraz. The program was held in the Ryals Room on October 19, and fifty attended.
- Rebecca Reed (Librarian Technology Trainer) offered fifteen tech classes for 52 customers at the Rawlings, Barkman and Lamb Libraries.
- In addition to her classes and training at the branches, Rebecca Reed (Librarian Tech Trainer) is offering "Book a Librarian" sessions. During these sessions, customers receive one-on-one assistance with technology questions. During October, Rebecca offered nine one-on-one appointments covering topics ranging from eMusic and MP3 players, resume formatting, PowerPoint, Zeki Tablet set-up, and OverDrive help.

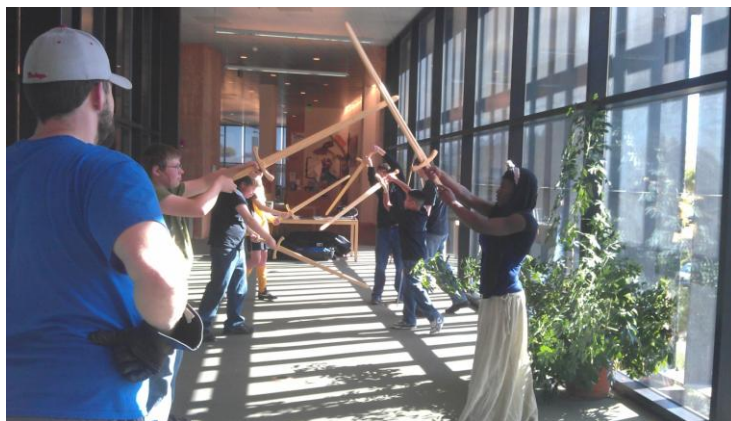
- During October, thirteen volunteer tutors provided approximately 166 hours of individual tutoring to thirteen students, and contributed a total of 259.5 volunteer hours to the Adult Literacy Program. Four new tutors started in October, reducing the student wait-list to one.
- Susan Wolf (Program & Events Coordinator) hosted four 2-hour “Speak English!” Conversation Club meetings in October.
- The Adult Literacy Program will offer *Tools for the GED* training at the Pueblo West Library on November 9 to help adults learn to use the library’s *HelpNow* and *LearningExpress* databases to study for the GED.
- In October the library received 74 questions through the Ask Us e-mail service.
- For several months, Carol Rooney (Reference & Readers Advisory Manager) and Maria Kramer (Teen Librarian) have been attending meetings with many agencies that work with youth. MyYouthLink.com, a website for Pueblo’s youth, was unveiled at a party held in the Sky Wing of the Rawlings Library on October 19. The project, spearheaded by Pueblo Workforce, was developed with input from the Pueblo City-County Library District, both Pueblo school districts, Boys and Girls Club, Posada, and other organizations that work with Pueblo’s youth.

### Youth Services

- Literacy Fairs were held on October 5 at Barkman with 33 attendees and on October 19 at Rawlings with 122 attendees.
- The library participated in the Peace Flotilla by offering supplies and instruction on crafting Peace Floats. On October 6, 47 attendees of all ages dropped by to make their own float to be released into the river at the Nature Center.
- Teen Iron Chef was held on October 11 with twelve attendees.
- Make Your Own Butter was offered on October 10 with fifteen attendees.
- The youth All Pueblo Reads event, Make a Little Music, was held on October 12 with 39 attending.
- The ZombieFest was held on October 26 with 185 attendees, about equal to last year.
- The Pumpkin Chase was held on October 26 with 140 attendees.
- Not So Scary Storytime on October 29 had 102 attendees.



*A girl with her peace float, ready to deploy into the Arkansas. This float was made at the library.*



*ZombieFest participants learn to sword fight.*



- The Teen Book Cover Redesign Contest received 20 submissions.
- Youth Services held five Baby Time programs with 96 attendees, three Bilingual Times for Tots with 30 attendees, three Family Storytimes with four attendees, eight Preschool Storytimes with 142 attendees, and five Teen Advisory Board meetings with 74 attendees.

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- Youth Services Tours and Visits included:
  - Bessemer Academy Tour on October 3 with 70 people.
  - Collector Con on October 5 with 300 people.
  - Positive Parenting Class for Head Start on October 8 with 5 people.
  - Diary of a Worm on October 19 had 35 people.
  - St. John Neuman school tour had 19 attendees.
  - Zoo Boo held on October 26 had 1,800 people.
  - The library offered seven Head Start storytimes with a total of 503 attending.
  - Maria Kramer (Teen Librarian) visited seven schools to discuss *The Help* and databases reaching 653 students.
- Maria Kramer (Teen Librarian) is a star on the Homework Hotline TV program promoting library programs on October 7 and 14.

### **BARKMAN LIBRARY**

- Ten people enjoyed watching the movie *The Help* during the Barkman monthly book discussion.
- Over 30 people enjoyed a presentation on African American businesswoman Fannie Mae Duncan at Barkman on October 24. Around a dozen poster sized photographs of Fannie Mae Duncan and the Cotton Club from the 1950s were featured in a display at Barkman through October.

### **LAMB LIBRARY**

- Alicia Griebel (Children's Librarian) presented the children's and teen programs.
  - Themes were on Cats, Owls, Bats, Pumpkins, and Monster Mayhem. All storytimes included a fun activity and craft. On the last week of October the children dressed in their favorite costume and went upstairs for a mini parade in the library.
  - Make a Little Music program consisted of designing and constructing three different kinds of instruments such as maracas from plastic eggs and spoons. There were 17 children and 9 adults in that program.
- Alicia Griebel (Children's Librarian) presented several teen/tween programs and visited neighborhood schools.
- Kirsten Dees (Library Assistant) hosted the All Pueblo Reads program "Life of The Help" presented by Deb Darrow from the Rosemont Museum. The program focused on the individuals who served the Thatcher family 1880s-1960s. 26 attended.

### **LIBRARY @ THE Y**

- Gate count in October was 3,234.
- The Library @ the Y received and answered/transferred 570 calls as the primary back-up to the new call center located at the Rawlings Library.
- Spooky Stories were offered October 30 with 4 attendees.
- The Library @ the Y hosted ten Preschool Storytimes provided by Youth Services staff with 196 attendees.



### **PUEBLO WEST LIBRARY**

- OverDrive training attracted five attendees, Basic Computer Skills attracted four students, Basic E-Mail had five students, Basic Internet had five attendees, Intro to Word had three, and Computer Q&A had two.
- All Pueblo Reads programs for adults included a breadmaking class, a pickling class, and a felting/pendant making class. Breadmaking had 26 attendees, pickling had 13 attendees, and felting/pendant making had 12 attendees.
- Time for Tots was offered twice on Tuesdays with a total of 222 attending. Baby time was offered each Thursday with a total of 16 attending. Preschool Storytimes were offered each Thursday with a total of 55 attending.

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- A Star Wars party was held on October 4, which was a big hit with 60 people participating.
- Pueblo West had a family program called Make a Little Music, held on October 12. Ten people participated.
- A Cub Scout troop came in for a tour on October 30, and eighteen people took part.
- For Halloween, Pueblo West held a tween zombie party on October 18, and twelve kids participated.
- For All Pueblo Reads, Pueblo West held Teen Iron Chef on Thursday, October 10 with thirteen teens taking part.
- The teens had a zombie jamboree on Halloween, October 31, and seventeen zombies, ghouls, ghosts, and other horrific creatures attended.
- The Anime Club met the second and fourth Thursdays of the month with a total of seventeen participants.

## **FACILITIES**

- Worked on the landscaping upgrade project for the Rawlings Library which involved removal of dead plantings and debris. Nutrient-rich soil will be added to beds for some 337 new plantings to include xeriscape perennials and deciduous trees. Plantings will take place in the spring of 2014. In addition to the plantings, decorative rock and new sod will be added in areas to improve water runoff. Finally, an ADA-handicap concrete ramp will be added near the bus stop, and a new retention wall will be part of the overall improvements.
- Worked with Colorado Security on setting up a new building security system at the Rawlings Library. The systems will include building keypads, motion devices, door contacts and a 90dB horn device to activate in the event of a non-authorized entrance into the library. The system will be monitored 24/7 to dispatch local authorities on building security alarms.
- Installed an exhaust duct system in the Rawlings Library chiller room. In the event of a catastrophic leak of the chiller, the heavier than air refrigerant will activate the system and exhaust it outside.
- Mechanical Tasking of building equipment included: Weekly emergency generator procedures at Rawlings, annual service of the fire detection system at Lamb, reflective pond maintenance at Rawlings, AMH repair replacing DC motors at Rawlings,
- A total of 322 work requests were completed district wide.

## **HUMAN RESOURCES**

- Pay-for-Performance meetings continued during the month of October with managers and employees to present Pay-for-Performance and new compensation structure.
- Nesbitt Annual Chili Cook-off was held on October 23.
- **Recruiting / Open Positions in October:**
  - Marketing Coordinator – Rawlings, full-time
- PCCLD Volunteer hours for the month of October totaled 1,828.35 hours, valued at \$37,024.09 (Estimated by Independent Sector's figure of \$20.25/hour for each volunteer hour contributed). Adult Volunteer hours for October were at 893.15 hours and Teen Volunteers contributed a total of 169 hours for the month. Books Again Volunteers contributed 746.20 hours and 20 hours were contributed by the Trustees.
- The Volunteer of the Month for October is ...**Marvalee Rumsey!** Marvalee volunteers for the Museum & Special Collections Department.

## **INFORMATION TECHNOLOGY**

- Procured new Dell Servers for Citrix PVS upgrade.
- Purchased new Wyse thin clients for OPAC replacements.
- Finished upgrading and programming new coin hoppers in the self-checks.

## **OUTREACH SERVICES**

- Kimberly Young (Outreach Services Manager) met with Abbi Spellman at Bessemer Academy to further instruct on the process for downloading books to the Nooks that PCCLD

provided for use in the school, and attended District 70 training with David Gouge to demonstrate eResources available through the library.

- Renee Montano (Outreach Assistant) is working to get more volunteers to assist with delivery of materials to homebound patrons as the program continues to grow.

### **TECHNICAL SERVICES & COLLECTION DEVELOPMENT**

- 6,265 items were added to the collection in October, and 6,611 items were withdrawn.
- Teresa Valenti (Technical Services & Collection Development Director) completed the Brodart profile. Testing will be in the 4<sup>th</sup> quarter of 2013, and we should be ordering new materials routinely from Brodart beginning in early 2014.
- Jill Deulen (Collection Development/ILL Librarian) is preparing PCCLD to deliver streaming video services to customers starting early 2014.
- Abby Koehler (ILS Librarian) officially wrapped-up BiblioCommons OPAC implementation this month.

### **GIFTS & GRANTS**

- The library received a grant from the National Endowment for the Humanities (NEH) for the *Created Equal: America's Civil Rights Struggle* for \$1,200 to host public events around films that explore the history of civil rights in America.
- Contributions and pledges received for the New Libraries included:
  - The Friends of the Library made a \$3,000 payment on their pledge for the East Side Library.
  - H.W. Houston Construction pledged \$30,000 with \$10,000 designated for each library.
  - Lyndell Gairaud paid \$50 on her pledge.
  - Fredrick Quintana paid \$250 on his pledge.
  - Sandra Cunningham donated \$800.
  - James Holst donated \$35.
  - Karen Pagano donated \$100.
  - Carolyn Stutzman donated \$50.
  - Nancy Shaw donated \$2,500.
  - The Temple Hoyne Buell Foundation pledged \$10,000.
- Thirty-seven contributions totaling \$7,350 were received for the Black Tie Ball.
- The Southern Colorado Community Foundation made a \$1,099.71 payment from the Chamberlain Fund.
- Bechtel Group Foundation donated \$1,000 to sponsor the Summer Reading Program.

### **STAFF DEVELOPMENT**

- Patricia Mascarenas (Tech Services Assistant) attended Portal People meeting October 7.
- Peggy Bilger, Patricia Mascarenas, Mike Davis and Tracy Overton (Tech Services Assistants) attended a Sirsi BlueCloud cataloging demonstration October 9.
- Loretta Dilorio and Natalie Martinez (Youth Services Clerks) attended AMH Training in October.
- Janina Goodwin (Youth Services Manager) and Maria Kramer (Teen Librarian) attended OZ Training on October 10.
- Maria Tucker (Special Collections & Museum Services Manager) and Charlene Simms (Special Collections Librarian) attended a workshop on Cultural Collections Before and After a Disaster on October 17.
- Twelve staff and six Board members attended the Annual CAL (Colorado Association of Libraries) Conference in Loveland on October 17-19.
- Gigi Holman (Early Literacy Librarian) attended the Pueblo Early Childhood Council (PECC) Meeting on October 21.
- Filadelfio Trujillo and Charlotte Taullie (Reference & Readers Advisory Clerks) attended classes taught by Rebecca Reed on Microsoft Works and Excel on October 24.



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- Paula Pryich (Barkman Librarian) and Gigi Holman (Early Literacy Librarian) attended the Fall Youth Services Workshop on October 29.
- Five employees attended New Hire Orientation on October 29.
- Abby Koehler (ILS Administrator) participated in six webinars this month, including the topics: digital literacy, cataloging standards, database vendor developments, ILS migration experiences, and how to use Sirsi's Mentor Program.
- Rebecca Reed (Librarian Tech Trainer) continued offering staff training at the branches during the month of October. During the month, she offered nine staff training sessions covering Zinio, Freegal, Microsoft Word, and Microsoft Excel Training. A total of 26 staff members from all branches attended.

### **THANK YOU MESSAGES**

- Rhonda Gonzales (Dean of Libraries at CSU-Pueblo) wrote a thank you note after attending the Staff Development Day program, "Constructing the Future Library" with Garry Golden: "Please extend my thanks to all your staff for organizing such a fun event this morning. It was engaging! My staff all enjoyed it very much!"
- Abby Koehler received an email from Michaella Archuletta which reads: "...I have been on a few different devices (computers and androids all over Pueblo) to go to the new site. By the way it IS AWESOME!!! Once used to how it works. I'm at the website and building daily and am just giving my opinion to help one of my FAVORITE places to go more easily usable. THANKS hope your job is amazing!!!!!!"
- Catherine Johnson submitted an electronic "ASK US" form addressed to Jon Walker which reads: "We have been coming to the Pueblo West Library for many years. My grandchildren, all 6 of them, love this library too. It's hard to put all info for your stars when all of them are deserving of the honor. My 7-year-old granddaughter told me it is like Christmas when she goes to the Pueblo West Library. We find awesome resources for everything. PW IS MORE THAN A LIBRARY, it's where friends and family can feel at home. Please give them all stars for our family."
- A number of customers have filled out the feedback form on BiblioCommons with the following comments:
  - So much more user friendly. Great job!
  - I like the new information.

Respectfully submitted,  
Jon Walker  
Executive Director