

# **PUEBLO CITY-COUNTY LIBRARY DISTRICT**

## **Report of the Executive Director**

### **Submitted to the Library Board of Trustees**

#### **September 24, 2020**

#### **Barkman Library**

The Barkman Branch statistics include both July and August data.  
In August Barkman began opening to the community on Sunday afternoons

#### **Kits 2 Go**

The following kits were given out during curbside service and were very popular.

- 13 Toddler Kits
- 255 Kids Kits
- 105 Teen/Tween Kits

#### **Staff Meetings and Training**

- Alicia Griebel (Manager)
  - All Pueblo Reads Staff meeting 7/15/2020
  - Colorado Association of Libraries Power and Privilege at Play: Equity, Diversity and Inclusivity 07/17/2020.
  - Budget Training/Refresher 07/22/2020
  - PSM July 1<sup>st</sup>, 15<sup>th</sup>, and 22<sup>nd</sup> - August 5<sup>th</sup> and 19<sup>th</sup>
- Paula Pryich (Librarian)
  - Youth Services Meeting - 07/08/2020 and 08/12/2020
- Brigitta Meyerhofer (Program & Outreach Coordinator)
  - Youth Services Meeting - 07/08/2020
  - Fall Planning Meeting 07/30/2020
- All Barkman Staff
  - Phase 3.2 and 4.1 training

#### **Barkman Staff virtual programs and resources shared in July and August**

- "Barkman Bite Sized" Storytime Fridays provided by Brigitta Meyerhofer (Program & Outreach Coordinator)
- "Paula's Picks from Barkman Storytime" Wednesdays.
- "Happy Little Trees Paint Along" with Marcus Bower (CSR)

#### **Staff Meeting – August 15<sup>th</sup>**

The following agenda items were reviewed and discussed.

- Jennifer has been with us for a year! Go Jennifer!
- Curbside Moving Back to regular Branch Designation
  - Email notifications are going out now, phone calls soon to follow.
  - Just as we had to move materials to Curbside, we now need to move them back manually to Branch if they come up in a hold at Curbside.
- Sundays at the Barkman and Lamb Branches will continue until the end of the month unless specified otherwise.

- Customer Code of Conduct - the board adopted the use of facial mask while using the library during the pandemic.
- Paula's last day at Barkman was August 29<sup>th</sup>.
- Hannah Moody-Goo, new Librarian started on Tuesday, Sept. 1<sup>st</sup>.
- The district is looking to move into Phase 4.1 within the next few weeks or possibly next month. This will include the discontinued use of security guards, the honor system of self-registration for tracking, and no badges. We will continue to keep toys and extra chairs put away. All day visiting is still not allowed, nor is food and drink.

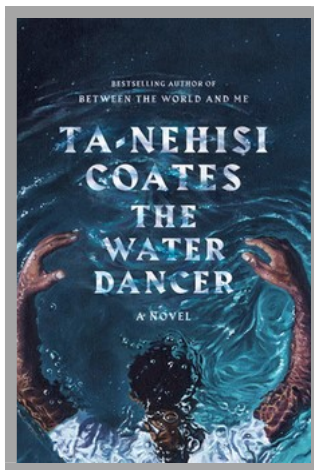
## **Giodone Library**

### **Virtual Programs**

The Giodone Branch took a slight break from virtual programming in August.

### **Book Club**

The Giodone Book Club met virtually to discuss *The Water Dancer* by Ta-Nehisi Coates.



*The Water Dancer, by Ta-Nehisi Coates is a novel, set during the era of slavery. It follows a young black man who discovers that his memories trigger a mysterious power of teleportation that can help escaped slaves flee.*

### **Kits 2 Go**

The kits provided by Youth Services have become very popular, most of the supply is given away every week!

- Jack in the Beanstalk -25 kits
- Paper Circuits-15 kits
- Friendship Bracelets-15 kits

### **Curbside Service**

Curbside pickups at the Giodone Branch have slowed down as people have become more comfortable entering the library to pick up their holds.

- August - Curbside pick-ups – 17 total

### **Branch Training**

Staff now track their trainings via Google Sheet – “Employee Professional Development Achievements”.

<https://docs.google.com/spreadsheets/d/1B0B3Vf4o3tyibDcZGU4ygv7G1avPh4gN99aZ0omDTeU/edit?usp=sharing>. This mode of tracking has made it much easier for staff to monitor their training.

### **Staff Completed Trainings - August**

8/01	Stephanie	Dazzling Displays
8/03	Lorina	Staying Afloat in a Sea of Change
8/03	Stephanie	Why Graphic Novels: Five Practices to Transform Your Library
8/02	Deb	Book club picks online and in person
8/05	Lorina	Cultivating protective factors for safe libraries & resilient communities.
8/07	Stephanie	Booklist's Graphic Novel Panel, part 1
8/15	Lorina	Stem from a Distance
8/17	Paula	Stem from a Distance
8/11	Deb	Understanding Compassion Fatigue
8/18	Deb	Civility Goes Viral
8/18	Stephanie	MLIS Programs: The Future is in Your Hands
8/21	Candace	Growing Through Conflict: Healthy Workplace Communication
8/24	Stephanie	EDGE 2.0 for Rural and Small Libraries
8/26	Deb	Buzzing Books for Fall 2020 LJ webcast
8/25	Lorina	SOCO Escape Room
8/26	Lorina	Phase 4.1
8/26	Candace	Phase 4.1 Training Video
8/27	Paula	Phase 4.1
8/28	Paula	Skills Every Child Will Need to Succeed in the 21st Century
8/29	Stephanie	Skills Every Child Will Need to Succeed in the 21st Century
8/29	Stephanie	Global Hangout: Gen Z and Mental Health
8/29	Lorina	Learn how to create assessments for interactive videos.

### **Kayci Barnett, Library Manager**

#### **Meetings**

- PSM Meetings
- Library Trend Meeting
- Social Justice Book Club

#### **Training Work**

- PCCLD University - August - 89 active classes.
- Covid-19 Class - Organized the class so that volunteers better understood the material.
- 4.1 Training - Prepared and recorded.
- CAL - Communicated with managers and enrolled an employee from each branch.
- Chicano History into Google Classroom - Assisted Charlene Garcia Simms with this task.

### **Greenhorn Valley**

In August we distributed Kits 2 Go to kids and teens/tweens and we are currently still handing out hotspots to families in the area for online school use.

- Kits 2 Go: 37 kids' and 42 teen/tween
- Hotspots: 55

### **Youth & Adult Programming**

- Virtual Programs
  - 8/25 Animal Storytime (horses) - 80 views
  - 8/20 Itty Bitty Yoga (airplane/boat) - 250 views



*Greenhorn Valley Library – Animal Storytime*



*Greenhorn Valley Library – "Itty Bitty Yoga"*

## **ADULT PROGRAMS**

- Greenhorn Valley Library hosted 3 online programs for adults in August.
  - 8/19 Cake Pop Decorating - 95 views
  - 8/27 Book Club (Slaughterhouse Five) - 8
  - Sip N Stroke (Aspens) - 13



*Greenhorn Valley Library – Cake Pop Decorating*



*Greenhorn Valley Library – Sip N Stroke*

During the closure, staff was able to spruce up the Greenhorn Valley Library teen area with new furniture!



*Greenhorn Valley Library – newly renovated "Teen Area"*

## **Lamb Library**

### **WIZ Award Winner**

Lovely Murrell, was selected by the Steering Committee as a WIZ Award Winner for the first and second quarters of 2020 for engaging customers and empowering innovation which has increased circulation and library visits.

### **Curbside Service**

Curbside appointments have dropped significantly since offering browsing and computer services:

- Average pickups per day: 9
- Total pickups, month of August: 274 (472 in July)

### **Virtual Programs and Grab & Go Kits**

- Teen Graphic Novel Hangout: Diana Princess of the Amazons by Shannon Hale and Teen Titans: Ravens by Kami Garcia, presented by Rachel Packard.
- Virtual adult Hand Sewing Relaxation Doll grab-and-go kit (35 kits), presented by Rachel Packard.
- Makerspace: Watch the first print created on the Flashforge 3D printer, Print 3D Benchy to test print quality, presented by Rachel Packard.
- Lovely's Digital Book Club: Shadowshaper by Daniel Jose Older: 103 views, 3 shares, 7 comments. Lovely also creates a monthly newsletter and book review videos.
- Monthly Free Legal Clinic provided phone consultation to 3 patrons on August 7, presented by Attorney Ric Morgan.
- Teen/Tween Kits to Go, 124 kits provided by YS.
- Kid's Kits to Go, 143 kits provided by YS.



*Patron submitted photo of their Relaxation Doll*



*Virtual Programming: Hand Sewed Relaxation Dolls. Patrons were provided grab-and-go supplies and hand sewed along live-streamed on Facebook.*

### **Library @ the Y**

- Library @ the Y call center answered 716 calls.
- Opened for Phase 3.2 service on August 5 to provide computer and browsing services to patrons.
- Library @ the Y in collaboration with YS provided 40 preschool aged and 100 school aged Books in the Park bags for Library @ the Y Child Development Center.

### **Staff Training**

- Staff completed 4.1 training.

## **Lucero Library**

### **Kristi Roque, Branch Librarian**

- Tales from the Stacks reading Charlotte's Web.
- Wellness Where You Are: by PCC.



*Patrick A. Lucero Library – Pueblo, CO*

### **Branch Training**

Lucero staff attended the following meetings or training opportunities.

- Diann Logie:
  - PSM meetings
  - Lucero Staff meeting
  - Kristi and I met with former senator Angela Giron from Boys and Girls Club to finalize partnership and begin offering space for youth to do homework.
- Kristi Roque:
  - YS meeting

### **Books a la Cart**

- No delivery for the month of August

### **Branch Meetings**

The Lucero Team meeting this month consisted of the following presentations or discussions:

- Phase 4.1
- Care and Share
- Schedules
- All Pueblo Reads programming: Display - What Patrick Lucero carried in Vietnam, courtesy of Bill Lucero.

## **Pueblo West Library**

### **Update on the Facilities**

- All of the furniture was moved out of the Lamb meeting room which became the new quarantine room.
- Facilities removed all the extra furniture out of meeting rooms A & B and moved it to the Café area to be stored.
- The large meeting room is now ready to be used for the election starting on October 19. Until then, it will be used as a spread out, socially distanced, teen hangout space starting September 21 when District 70 resumes in-person instruction.

### **Community Display Cases**

- Census 2020
- Girl Scouts

### **Exhibits**

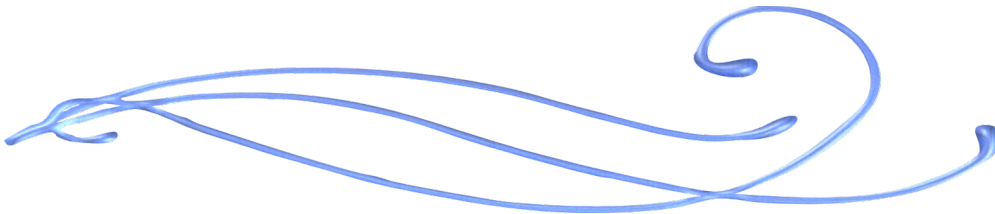
- No exhibits this month.



## **Programs**

Pueblo West Library held a total of 17 virtual programs and clubs with a total of 952 participants as of September 5, 2020.

<b><u>Title</u></b>	<b><u>Start Date</u></b>	<b><u>Primary Age Group</u></b>	<b><u>Attendance</u></b>
Virtual Pueblo West Book Club	8/31/2020	Adult	8
Virtual Daylight Book Club	8/5/2020	Adult	16
Sip N' Stroke TO-GO-KIT with Randy Ford (Pueblo West)	8/1/2020	Adult	30
Kids Kits 2 Go	8/31/2020	Juvenile	123
History Hullabaloo: Arctic Exploration	8/1/2020	Juvenile	18
History Hullabaloo: The Vikings	8/29/2020	Juvenile	23
The Page Turners	8/24/2020	Juvenile	31
The Page Turners	8/31/2020	Juvenile	22
Storytime LIVE! with Miss Rachel	8/6/2020	Juvenile	123
Storytime LIVE! with Miss Rachel	8/13/2020	Juvenile	231
Storytime LIVE! with Miss Rachel	8/20/2020	Juvenile	139
Storytime LIVE! with Miss Rachel	8/27/2020	Juvenile	106
Teen Tween Kits to Go	8/31/2020	Teen	22
Virtual Dungeons and Dragons	8/7/2020	Teen	15
Virtual Dungeons and Dragons	8/14/2020	Teen	15
Virtual Dungeons and Dragons	8/21/2020	Teen	15
Virtual Dungeons and Dragons	8/28/2020	Teen	15



## **Curbside Service**

PW averaged 15 curbside appointments per day in August. There has been a large decrease in curbside appointments with patrons coming in to pick up their holds and browse. I anticipate this trend to continue once we open fulltime.

## **User Services**

### **Director**

- Jill Kleven worked with District 70 principals to identify which students would need hotspots for online learning. Approximately 350 were distributed to the district primarily through Giodone, Pueblo West, and Greenhorn Libraries.
- Jill is leading a work group for the strategic plan that discusses trends. The group includes Aaron Ramirez, Kayci Barnett, Rebecca McGee, Lori Kozel, Heather Wilder, Ciara Kehoe, and Regina Renee Ward. The document will be drafted by September 15<sup>th</sup>.
- Jill met with Bibliotheca to discuss self-check options for the upcoming year. Different demos with other companies are also being considered.

- An RFP was issued on August 31<sup>st</sup> for a mailing solutions service.
- More substitutes were hired in early August and a training was held. The subs have completed their shadowing shifts and are currently in the sub pool.

### **Collection Development**

- All of the All Pueblo Reads books have arrived and are being processed. They will be distributed by September 14<sup>th</sup>.
- Digital collection use continues to steadily increase since the spring due to COVID. Maintaining a balanced budget for digital and physical collections continues to be a priority.

### **Acquisitions**

- Peggy Bilger cataloged all 380 hotspots to get them out in time for the start of the school year.
- Peggy continues to work closely with Special Collections on cataloging their collections.

### **Interlibrary Loan**

- ILL service has resumed and we are lending and borrowing to all participating libraries through OCLC.
- Our mail delivery service is continuing although the demand has decreased now that we are open our regular service hours.

### **ILS:**

- Phone notifications have been turned back on in Koha for over dues and ready holds.
- All curbside locations have been turned off and regular locations are now displaying in Koha.

### **Special Collections and Museum Service**

### **Reference Statistics**

- Obituaries, Document Delivery and Indexing
- Microfilm used: 112
- 52 obituary requests, 5 article request, 1 Ask Us requests completed
- 246 obituaries, 1 Ask Us request in progress - Tabitha
- 82 photo files used
- 9 biography newspaper clipping file, 6 Colorado newspaper clipping files, & 8 Pueblo newspaper clipping files used.
- John Korber's Business Buildings binders indexed through Volume 33 – Tabitha

### **Digital Collections and Database Usage**

- Ancestry.com searches - 1,236
- Ancestry.com sessions - 84
- CONTENTdm page views- 1,609
- CONTENTdm items: 10,491
- YouTube Channel: Subscribers: 11 Total month views: 82, Views to date: 496 Number of videos: 14
- Digital Public Library of America - Plains to Peaks Collective: Item views: 0 Click throughs: 0 Users: 0 Sessions: 0
- Colorado Historic Newspaper Collection
- Colorado Weekly Chieftain - page views: 627 title searches: 94
- Colorado Daily Chieftain - page views: 5,737 title searches: 239
- Archives Space: Users: 86 Sessions: 113
- Izi.travel - InfoZone News Museum: Views: 15 (Views from Paris, Quinon, Nantong), Plays: 0, "Rightfully Hers" Women's Suffrage Exhibit: Views: 6



## **Genealogy, Archives, and InfoZone**

- Cecily North hired as Librarian Archivist, will start work September 21<sup>st</sup>.
- Exhibit of photos documenting history of Hispanic street signs mounted on 3rd floor.  
This collection of photos is on loan from Dr. Herald Acosta
- Charlene and Meghan are working on an exhibit to honor author Rudolfo Anaya for Hispanic Heritage month which starts in September. 00000
- Blake digitized 1994 Anaya lecture at CSU-P, making it available on digital library.
- Charlene is working on 3 programs for APR RE: Latino experience in Vietnam War
- Bree worked with Crystal in RRA to create video for APR RE: Vietnam experience and the Pueblo home front. Charlene assisted in sharing information on Pueblo casualties.
- 350 Grab N Go kits distributed RE: Hubble 30th anniversary exhibit.
- Artifacts were selected from the Steelworks collection for display in Excel Energy exhibit.
- Fort Carson expansion hearing recordings were digitized and uploaded to digital library.
- Western Interstate Commission for Higher Education oral histories are being digitized.
- 8/5/20 - Charlene interviewed author Angel Vigil on second book Una Linda Raza.
- 8/6/20 - Meghan facilitated a collaboration with Audubon Rockies community naturalist program "Beginning Bird ID class with Zach Hutchison" it had 326 views.
- 8/12/20 - "Pueblo Art Walk: Portraits of Pueblo Artists" featuring artists: Bob Marsh, Shannon Palmer, and Cristine Boyd, 646 total views
- 8/14/20 & 8/28/20 - Aaron, with Blake Hatton cooked recipes from the Colorado State Fair cookbook, 1987, 157 views

## **Youth Services**

### **Virtual Programs**

- Views overall have decreased. This may be due to the fact that the public is getting burned out on screen time.
- Zoom Programs do not do well with the public. Streaming videos on Facebook Live works better.
- View of Staff-led programs have decreased.

- ❖ Virtual Program Views - May: 9,535
- ❖ Virtual Program Views - June: 6,350
- ❖ Virtual Program Views - July: 1,894
- ❖ Virtual Program Views - August: 748

### **Kits2Go**

- Decreased attendance.
- In August, we returned to a model closer to what we used in May.
- We did not have a kit for each week in August - we had two, plus any leftover supplies from the summer. Given that change, I think Kits2Go attendance is still very healthy.

- ❖ Kits2Go - May: 398
- ❖ Kits2Go - June: 942
- ❖ Kits2Go - July: 1,354
- ❖ Kits2Go - August: 583

Total May: 9,933  
Total June (includes BIP): 7,984  
Total July (includes BIP): 4,387  
Total August (includes BIP): 1,553

## **Final Summer Reading Registration**

- Youth - 794
- Teen - 99

## **Detailed Breakdown**

### **Live Virtual Programs - Staff**

- 8/4 - Kirsten - Family Storytime - 114 views
- 8/4 - Ciara - Tween/Teen: DIY Paper Circuit - 31 views
- 8/6 - Ciara - Teen Book Talk - 158 views
- 8/11 - Kirsten - Family Storytime - 114 views
- 8/13 - Ciara - Teen Book Talk - 28 views
- 8/18 - Jacque - Family Storytime - 46 views
- 8/20 - Ciara - Teen Book Talk - 28 views
- 8/25 - Jacque - Family Storytime - 63 views
- 8/27 - Ciara - Teen Book Talk - 18 views

***Total: 600 views***

### **Live Virtual Performers**

- \*8/6 - Mad Science: Myths and Marvels - 0 views
- \*8/7 - Satrangi: Seven Stories of Light - 4 views
- \*8/11 - Frozen and Fiery Fairy Tales - 0 views
- 8/14 - The Comedy Juggling Professor - 132 views

***Total: 136 views***

(\* indicates - presented over Zoom)

### **Virtual Workshops**

- 8/4 - Tween/Teen: Foam Paper Marbling - 12

***Total: 12***



### **Kits2Go - Youth**

- Barkman - 85
- Giodone - 25
- Greenhorn - 54
- Lamb - 88
- Lucero - 0
- Pueblo West - 123
- Rawlings - 59

***Total: 434***

### **Kits2Go - Teen/Tween**

- Barkman - 0
- Giodone - 30
- Greenhorn - 2
- Lamb - 55
- Lucero - 0
- Pueblo West - 22
- Rawlings - 14

***Total: 149***



### **Books in the Park**

Total Bags - 222

- Books - 666
  - Picture Books - 288
  - Chapter Books - 261
  - Teen Books - 51
  - Adult Books - 66
- Crafts - 183
- Snacks - 195

### **Meetings & Trainings**

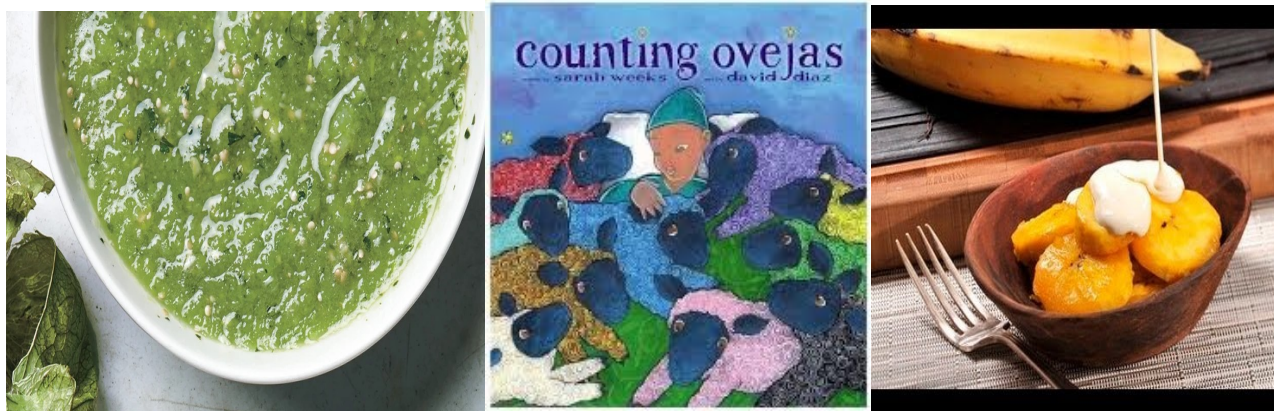
- 8/3 - Natalie - Conversations with Common Sense: Tweens, Tech and Mental Health
- 8/3 - Maria - Meeting with Community Groups on Supporting District 70
- 8/5 - Ciara, Kirsten, Natalie, Jacque - SLJ Teen Live Virtual Conference
- 8/5, 8/19 - Maria - PSM Meeting
- 8/6 - Idea Con Planning Meeting - Maria Chairs
- 8/6 - Ciara - Suicide Prevention Coalition Meeting
- 8/6 - Ciara - Showing Up for Racial Justice
- 8/10 - Kirsten - Building on ECCE and Early Literacy Librarianship
- 8/12 - Youth Services Committee Meeting - Maria Chairs
- 8/12 - Youth Services Department Meeting - Maria Chairs
- 8/18 - Kirsten - One Book Colorado Meeting
- 8/18 - Ciara - LGBTQ+ Workgroup
- 8/18 - Maria - Community Spaces Workgroup
- 8/24 - Kirsten - Pueblo Early Childhood Council Meeting
- 8/24 - Maria - Rawlings Managers Meeting
- 8/25 - Karen - Training MHT Sub
- 8/26 - Maria - EPIC Board Meeting
- 8/26 - Maria - Whole Person Librarianship
- 8/27 - Natalie, Kirsten, Ciara, Karen, Maria - Social Justice Bookclub: How to be an Anti-Racist
- 8/27 - Kirsten, Maria, Jacque, Ciara - Receptive to Race
- 8/28 - Kirsten, Maria - Partnership Meeting with Rocky Mountain PBS

### **Reference and Readers Advisory**

#### **Crystal - Digital Resource/Tech Trainer**

- 8+ hours of Virtual Tutoring - assisting patrons with technology issues, such as Hoopla, Kanopy, Microsoft products, etc.
- Various one-on-one technology assistance,
- Watch & Learn Videos have 26 additional views for month of August (213 total),
- Research and preparation for upcoming APR,
- RRA Inventory completed 8/21/20
- Recommended book list

## **Hispanic Resource Center August 2020 Report**



### **HRC Virtual Programming**

- Bilingual Storytime
  - Counting Ovejas = 10 views
  - One is a Piñata = 8 views
- Maria's Kitchen
  - Chilaquiles Verdes = 16 views
  - Plátano Machos = 8 views
  - Pueblo Library Facebook Live - Maria's Kitchen Tomatillos = 92 views

### **Outreach**

- Chicano Archives Committee
  - On Aug. 11<sup>th</sup>, I met with the Chicano Archives Committee. We discussed the progress in the exhibit for the newspaper La Cucaracha. The plan is to have two exhibits for traveling. I gave them an update on library hours and procedures.
- Parent Connects Committee
  - On Aug. 18<sup>th</sup>, I met with the Parent Connects Committee at Catholic Charities. I gave them an update on library hours and procedures.
- Continuum of Care Committee
  - On Aug. 25<sup>th</sup>, I met with the Continuum of Care Committee. I gave them an update on library hours and procedures.

### **HOMEBOUND**

- Circulations
  - Renewals - 44

No items were mailed during August.

- Other programs
  - Community Without Borders 45 views, 14 unique views
  - Senior Planet 2 views
  - OATS 1 view

### **"To Dye For" - Pleat Folds**

August 13<sup>th</sup> virtual event on Facebook Live – 75 views



### **"To Dye For" - Shibori Masks**

August 27<sup>th</sup> virtual even on Facebook Live – 51 views

### **Highlights from the new book lists sent to the Pueblo Chieftain**

- Fiction
  - The Lions of Fifth Avenue - Fiona Davis
  - The Pull of Stars - Emma Donoghue
  - Luster - Raven Leilani
- Non-Fiction
  - Make Change - Shaun King
  - His Truth is Marching On - Jon Meacham
  - Caste - Isabel Wilkerson
- RRA Displays
  - Best Books of 2020, So Far
  - Best Films of 2020, So Far
  - Graphic Novels
  - Classic Fiction
  - Read A-likes
- Idea Factory

Programming break in August due to vacation and organizing artists and presenters for fall 2020 virtual programs.



- Idea Con kits finalized- will distribute 80 Mini Worlds of Wonder kits from the Idea Factory in anticipation of IdeaCon 2020
- Recorded IdeaCon lightning book talks
- Finalized presenters for Creative Aging and Maker Mania through November 2020
- Sharon was elected to the board of Pueblo Makerspace Alliance, a group devoted to providing information about and access to Makerspaces in Pueblo and southern Colorado
- Finalized a programming partnership with Meral Sarper, the new STEAM teacher at PSAS Fulton Heights
- Finalized a programming partnership with Susan, director of IFIZ (Indoor Farming and Innovation Zone)
- Finalized APR programming (Macramé, Hippie Gnomes, Flower Power keychains)

Book Display (with Nate Petrov): 2019 and 2020 New Fantasy and Graphic Novels (in anticipation of IdeaCon).

## **Facilities**

### Work Order Statistics

- 231 Work Orders completed.
- 119 Custodial work orders completed.

### Daily Duties

- Cleaned and disinfected libraries in abidance with Covid-19 guidelines.
- Tracked Covid Supplies.

### Rawlings

- Installed stairwell ladder.
- Installed shields IT.
- Set up Lactate Room.
- Continued to upgrade lighting.
- Installed over flow barrel for water feature.
- Worked on contractor selection.

### Lamb

- Set up new Librarian area.

### Barkman

- Set up new Librarian area.

### Pueblo West

- Repaired doors.

### Other Duties

- Supported Nick's food drive.
- Supported all service extension upgrades.
- Completed back flow certs throughout the district.
- Serviced library vehicles.
- Helped setup Books Again social distance and occupancy area.
- Picked up donated draft table.
- Cleaned and organized drive belt.



## **IT Department**

- August Help Tickets completed/closed – 83
- Citrix Beta Migration Progress – Beta testing for staff
  - 30 Users Beta Testing
- Avaya Configuration Updates – Changes to routes and messages
- Updated MX 250 firewall with latest firmware after hours
- E-rate Admin Setup Finalized
- VPN Client Configuration Updates
  - Updates for Windows 10 OS Changes

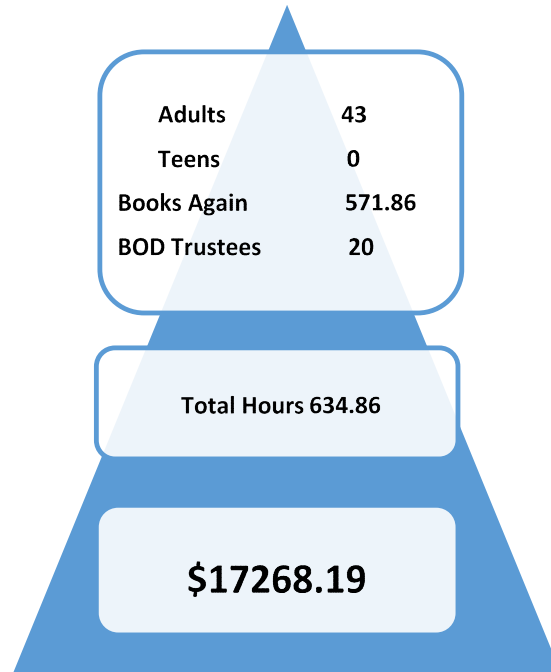
	SAM Sessions			Wireless			
Location	Internet	Express	Hrs Used	Devices	Sessions	Data xfer (MB)	Hrs Used
Barkman	3593	957	2430:36:09	1934	10092	1746559.81	2095:10:00
Giodone	1308		465:48:45	377	21471	281219.26	282:45:00
Greenhorn	1006		415:48:42	434	22896	351610.61	267:38:00
Lamb	3016	376	2119:05:04	1117	6902	4247325.43	2066:27:00
Lib @ Y	541		279:16:32	961	5838	147253.72	720:45:00
Lucero	2490		1639:54:12	852	32746	1016149.86	482:48:00
Pueblo West	3847	100	2278:43:03	1638	19319	744521.64	1092:00:00
Rawlings				4452	66301	3076704.07	3042:12:00
RRA	6801	258	5009:53:46				
Microfilm	29		21:56:15				
Sp.Coll	539		357:26:59				
Youth	2773		1614:45:43				
<b>TOTAL</b>	<b>25943</b>	<b>1691</b>	<b>16633:15:10</b>	<b>11765</b>	<b>185565</b>	<b>11611344.40</b>	<b>10049:45:00</b>

## **August Library Calls**

<b>Location</b>	<b># of calls</b>
○ Barkman Public Services Incoming Calls	358
○ Call Center 411	605
○ Giodone	41
○ Greenhorn	41
○ Lamb Public Services Incoming Calls	221
○ Lucero	109
○ Pueblo West Public Services Incoming Calls	270
○ Rawlings Adult Services Incoming Calls	272
○ Rawlings Circulation Incoming Calls	84
○ Rawlings Special Collections Incoming Calls	110
○ Rawlings Youth Services Incoming Calls	37
○ YMCA (Huntgroup 412)	239
<b>Total calls</b>	<b>2387</b>

# Volunteer Services Monthly Report – August 2020

PCCLD Volunteer estimated hours for the month of August.



\*(Estimated by Independent Sector's figure of \$27.20/hour for each volunteer hour contributed).

## Volunteer of the Month

Due to Covid-19 a Volunteer of the month was not select  
Submitted by Kristin McLaren

### Thank You Messages

- From Pueblo West Library visitors – Gia (age 8) and Grant (age 5)

"Dear Library Staff, thank you so much for all the great snacks and crafts when we do book pickup. We really look forward to our trips to the library. We really enjoyed doing the crafts. The snacks were nummy! You're the best!"

Respectfully submitted,  
Jon Walker  
Executive Director