

DIRECTOR'S REPORT
November 2010

Staff Training Day

Thank you, Board of Trustees for the staff training day opportunity on October 11. This was one of the best in-service days that the Library has conducted and a great deal of appreciation goes to the planning team lead by Jillian Subach. Jamie LaRue, Director of the Douglas County Library System, provided an address to the staff and gave us much needed reminders regarding customer service and the customer experience at the Library. The Management Team plans to focus on improving elements of customer service during Fiscal Year 2011 per our strategic plan. I was also pleased with the Ignite the Library program presented by several staff members and modeled after the Ignite Boise. This session was the highlight of the day for me and proved that our staff members are creative, critical thinkers, and fun. I hope to bring some of these Ignite the Library presentations to Trustees in the future. This is an important training day opportunity for all staff members in the system and is appreciated.

Bown Crossing Update

The surplus property auction on October 7, 2010, failed to receive a successful minimum bid. However, I continue to work with Mayor Bieter and other city staff members to review additional funding options for the construction design, construction costs, and furnishings budget for this branch library. I'll keep you informed as ideas and options develop.

Policy Audit and Review

The board subcommittee has completed its review of the revised policy updates and revised policy manual and the staff review has been completed. William Nation will be presenting the revised policy manual to the Trustees in December. The revisions will be posted on the Library's website and the public will be invited to comment on the revisions throughout December. We plan to bring the public comments and revised policy manual to the Library Board in January to consider adoption. William has done a superior job with this project. The entire policy manual has not been reviewed for over 20 years.

Job Description Review Process

The Human Resources department is conducting a job description review project throughout the City and currently several library positions are under review. The goal of the project includes crafting better job descriptions for all city positions and ensures that the salary schedule matches new position descriptions appropriately. Currently, the Library has participated in department specialist, senior department specialist, senior secretary, and manager reviews.

Idaho Power Incentive

The Library received a \$66,992 incentive check from Idaho Power for energy-efficient upgrades to the Main Library lighting system. The check was presented at a ceremony

held at the Main Library on Wednesday, October 27, at 10:30 a.m. The rebate was awarded as part of Idaho Power's Easy Upgrades program. The Government Buildings staff from the City's Public Works department started the project in June and completed it in September, with most work of the done during hours that the Library was closed. With the new lighting system in place, the Library expects to save \$32,000 annually on energy costs at today's rates, and to reduce electrical usage by approximately 575,000 kilowatt hours per year. Total costs for the project are estimated to be around \$95,703; the Library expects the project to pay for itself before the end of calendar year 2011.

ADMINISTRATION AND MANAGEMENT:

COMING SOON! New Downloadable eBook Collection

The Library will soon go live with 845 eBooks available through the Overdrive Service where customers are already familiar with downloading eAudiobooks. Collection Development Team members have been working closely with Lindsay Wyatt, Adult Services Electronic Resources Librarian, acquisitions staff and cataloging staff to meet customer demand for downloadable eBooks. Downloadable eBooks will be available for most computers and select eReaders including the Barnes & Noble Nook, the KOBO, Pandigital Novel, the Sony Daily Edition and other Sony eReaders. Work is in progress at Overdrive to support additional compatibility and to release applications for mobile devices. Links to the eBooks will also be available for customers through the library catalog. The customized links for Boise Public Library are now being added as they are delivered to us. The titles will show to the public when we go live with the new collection. Lindsay has coordinated with Overdrive Technical Services to test our website for this new collection. She is also working on a major revamp of Boise Public's eCollections/Overdrive site (scheduled later this year) for ease of customer use. Lindsay has also orchestrated an Open House on October 28 with representatives from Barnes & Noble and Borders bookstores to introduce staff to the new service and compatible eReaders in preparation for the service to go live to customers. A public open house to promote this collection to customers is planned for a later time.

High School Student Newspapers

The Library has begun to advertise in high school student newspapers for the first time this year. Teens are an important audience that we'd like to see grow as library users. Ad contracts have been signed with the Timberlines, the Borah Senator, Boise Highlights and Capital's Flight, for six-seven issues of each newspaper. The first ads featured the Paige Turner library card, and promoted either teen programs, teen involvement, or homework resources. By the end of the school year, 5,300 high school students will have had the opportunity to see our ads six-seven times, for a total budget of just \$2,500.

Adult Services Programs at the Main Library

Adult Services staff taught seven computer classes for adults, beginning with *Eek a Mouse!* to *Beginner's Guide to Facebook and More*. All were well attended and good feedback was received. The Energy Efficiency Series began in October in partnership with Idaho Power.

Youth Services Featured in *Winning Grants*

Youth Services was recognized in the national publication titled *Winning Grants* in recognition of the ELL (English Language Learning) Storytime Project. Librarian Tobie Garrick was the lead person on this project. The grant funds were used to create story boxes and present storytimes around the city to provide opportunities to develop and improve English-language skills to New Americans. Many “thanks” go to Tobie and other library staff from the Main Library and the branch libraries for organizing this project.

Dancing at Collister

The Library! at Collister hosted a break-dancing program in honor of *Teen Read Week 2010: Books with Beat!* The program was held on Thursday, October 21. Fifteen teens attended the dancing session to learn and practice their moves. Everyone enjoyed the music and the supportive teaching of the Boise B-Boys.

Hillcrest Carries On

Despite the construction around the Library! at Hillcrest area, outreach efforts continue to put the Library in front of the public. In October, 50 people attended the Saturday Harvest Fest, 32 people attended the Thursday evening Paranormal program, and nine families participated in six Every Child Ready to Read sessions. The Internet Basics classes assisted eight adults, and two Headstart classes received 56 visitors. Staff entertained 88 kindergarteners at Whitney Elementary and gave everyone a book to take home (provided by a grant through Idaho Commission for Libraries). The Hillcrest library was honored as a “community treasure” by the Morris Hill Neighborhood Association. Next up in November is the Worlds Connect program focusing on Iraq. The Hillcrest Advisory Group is meeting weekly to make this another successful community event.