

## LIBRARY DIRECTOR'S REPORT

### May 2011

#### Strategic Planning

I've been visiting library divisions soliciting feedback for our strategic planning process. To date, I've visited three divisions and participated with staff in planning exercises. This month's packet contains the feedback generated so far. The May board meeting will be devoted to planning exercises and reviewing feedback, including our most recent customer service survey, staff feedback, and management suggestions for changes and additions to the Library's plan. I hope to have a draft of the Fiscal Year 2012-2016 strategic plan for your review at the August meeting. Thanks to the staff and Management Team for assisting in this planning process. I've received excellent feedback and participation so far.

#### Get Loud Celebration

This year's Get Loud at the Library event, celebrating National Library Week, was a big success – one of the best yet. Almost 2,000 people attended the event, celebrated at all locations on Wednesday, April 13, from 5:00-8:00 p.m. Using a Science Explosion theme, staff offered hands-on science activities, crafts, and great music in celebration of libraries and reading. We also sponsored thank-you stations at all locations for our Idaho armed services members. Patrons were invited to write and decorate thank you notes to those serving in the armed forces. Thank you to the many staff members who helped make this event a great success.

#### Friends of the Library Book Sale

The Friends of the Boise Public Library annual spring sale grossed over \$39,000. Well done, Friends!

#### Time Keeping Change

Staff members are preparing for the new time-keeping system, CyberShift, which is scheduled to launch on June 1 at the Library. The new system includes an automated clock-in/clock-out component, with an automated time review and approval system for supervisors. Staff members will be busy during the month of May attending training sessions and running trials and tests with the new system.

#### Innovation Table

The Innovation Table group has presented a proposal to add short video clips of customer testimonials to our website. The group would interview customers and produce the videos. The Management Team has given approval for the pilot to begin this summer. I will schedule a continuing education session for the Trustees this summer, so you can all see the wonderful things our customers say about us and how we can use the videos to promote library services. The approved proposal also included recommendations to create and post instructional screen casts and videos, and to develop guidelines for staff in creating videos, screen casts, and related formats.

#### *ADMINISTRATION AND MANAGEMENT:*

#### eBooks for Kindle Users

The Library received exciting news for libraries and Kindle owners on April 20, 2011. Amazon and Overdrive announced they were partnering to make library eBook checkout

available for Kindle eReaders. The implementation is planned for later this year. Kindles are a very popular eReader, but they had not been compatible with the Overdrive service Boise Public and many other libraries use to provide downloadable eBook content. This could greatly increase the number of customers using the Library's eBook collection.

#### Other eBook News

February brought some news of concern when HarperCollins moved to implement a 26-circulation limit for their eBook titles. Once a title checked out 26 times, it would expire and another copy would need purchased. The news made headlines in business, publishing, and technology worlds as well as within the library world. There was a huge outcry from public libraries and some libraries decided to boycott purchases of HarperCollins titles. The Library sent a letter to HarperCollins on behalf of Director Kevin Booe and the Collection Development Team expressing concern with this new policy. On April 5, *Library Journal* released an article noting: *HarperCollins Executive Calls Circulation Cap a "Work in Progress."* The article relayed HarperCollins had been surprised at the intensity of response to their new policy. Boise Public is holding off on purchases of HarperCollins eBook titles for now. There is hope for a more equitable lending model to soon be made available to libraries.

#### New Approach to Service in Youth Services

The new iPads are in and Youth Services has started using them for reference assistance in the stacks. Staff is trying them out with different types of holders to figure out which one works best for each staff member. There will be a learning curve but there is excitement about the flexibility of being able to help people immediately rather than having to run back to the reference desk to look things up. Stop by anytime for a quick demo.

#### Technology Coaches at Cole & Ustick

The Library! at Cole & Ustick is following in the Library! at Collister's footsteps by putting together a Technology Coach program for customers. Several new volunteers are ready to provide one-on-one assistance to customers with technology needs. Some of the topics already covered have been setting up an email address, learning about files and folders, creating a résumé, and a general overview of using a computer. There are many more sessions scheduled, and customers are enthusiastically embracing the program.

#### Improved Internet Connection at Hillcrest

The Library! at Hillcrest now has fiber optic internet connection, which makes it easier for staff and customers to do their work. In addition, a new outdoor sign has been installed, so customers can find the branch library. We anticipate the sign being lit at night as soon as the demolition/construction project is completed.