

Library Director's Report

October 2011

Community Survey

The community survey conducted by ORC International was completed on September 26. ORC International obtained 1,156 responses and is drafting a report for review later in October. Results of the survey will be shared with the Library Board of Trustees at the November meeting. Respondents include over 800 users and over 300 nonusers, which while short of our goal of 60/40 users vs. nonusers, should still provide good information regarding library services and how users and nonusers view library service. On October 18, the Library will administer an in-house customer user survey, the first of the semi-annual surveys conducted for Fiscal Year 2012. Results will also be presented to the Trustees during the November meeting.

LYNX! Consortium

I finished my term as LYNX! Consortium chairman this month and Alyce Kelley, Library Director for Emmett Public Library, was elected to serve as Chair. Directors continue working on a strategic plan for the Consortium which includes initiatives related to improving the integrated library system (online catalog), staff training, and inter-library cooperation. LYNX! libraries will continue partnerships with vendors to improve purchasing power among member libraries and seek cooperative grants and donations related to consortium activities. The Consortium's strategic plan should be completed by January 2012 and will be presented to you at the January 2012 Library Board meeting.

Discovery Layer Installed

The online catalog "discovery layer," Enterprise, was installed during the week of September 12. Staff demonstrations and training sessions are currently being conducted and Trustees will receive a demonstration at the October board meeting. The "discovery layer" is a learning data tool that will assist with correct spelling, correct search terms, and sets the stage for customer created content and the future use of "apps" for catalog searching. Thanks to the IT group for planning and implementing this new catalog feature smoothly and providing another customer service improvement for our users. The Library plans to launch with the public during the month of October.

In-Service Day

On October 10 the Main Library will be closed to the public as staff participates in our annual in-service day. Training topics this year include e-books, customer service, LYNX! Consortium issues, and other library training topics. I am pleased that Will Manley, a national library leader, columnist, and humorist, will be presenting. The Trustees are welcome to attend any or all parts of our in-service day activities. A schedule is included in the miscellaneous documentation section of the meeting packet.

ADMINISTRATION AND MANAGEMENT:

Teachers' Night Out

As a member of the Cultural Network, Boise Public Library was one of several organizations responsible for planning, coordinating, and conducting the seventh annual Teachers' Night Out event. Approximately 350 teachers attended this year's event, held at the Boise Watershed Environmental Education Center on September 22. Teachers' Night Out is a free, teacher-appreciation event given to showcase all the resources available to teachers from the wide variety of nonprofits and government agencies in the community, including public libraries.

Library! at the Market

The Saturday Market served as a backdrop for Boise Public Library staff to invite citizens to get a library card. Staff members set up a display and were prepared to provide library cards on the spot as well as engage the public in conversation about all the services and resources offered by Boise Public. An estimate of more than 100 people visited the display and talked with staff.

Library! at Nonprofit Conference

The Idaho Nonprofit Center's annual conference provided another great environment to spread the word about library resources, especially those useful to the nonprofit community for fund raising and grant development. Two staff members from Adult Services covered a table display for the two day conference, as well as took turns attending workshops on a wide range of topics from the Economic Impact of Nonprofits in Idaho to Attracting Gen Y to Your Cause. More than 150 people stopped by the table display. Staff promoted e-books, described the process for researching grants in the Foundation Center databases, and even helped a person put a book on hold.

Books to Action

In October, the Library! at Cole and Ustick and the Main Library are partnering with the Women's and Children's Alliance (WCA) to offer a unique opportunity in the Boise area called *Books to Action!* Community members can learn by reading Kristof and WuDunn's *Half the Sky: Turning Oppression into Opportunity for Women Worldwide*, talk about what they read by taking part in a book discussion, and do a service project to help make our community stronger. Learn, Talk, Do...Books to Action. The Books to Action program was inspired by the work of fellows in the Transforming Life After 50 program (2010-2011).

Digital Signage and More at Collister

Digital frames for library flyers and announcements were purchased and tested and are now on display in the Library! at Collister. They are visually appealing, easy to use, and provide a clean and dramatic display for announcements of upcoming library programs.

In support of Teen Read Week, the Library will host special events such as self-portrait, collage-making, and make-a-book activities. Also, the five-class Every Child Ready to Read series commences on October 19 and teaches families with young children about basic literacy skills.

Laptops at Hillcrest

Four desktop computers were replaced with laptops at the Library! at Hillcrest in September. While printing is not currently available via these laptops, they provide two uninterrupted hours of computer use to customers. Several frequent visitors prefer this new option.