

# Library Director's Report

## February 2012

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### Main Library Remodel

Work continues on the Main Library's second floor with completion of the staff workroom scheduled for January 27. The second floor annex office will be removed in February and new carpet will be installed on the entire floor early this spring. New furnishings will be ordered in February and the "browsing experiment" shelving and furnishings, purchased with funding from the Friends of the Library, will be installed by June. Staff has worked very hard to ensure a smooth project and the required moving of furniture, staff, and equipment.

### Additional Strategic Initiative Progress

Boise Public Library's e-commerce initiative is still proving successful in the first three months of operation. Since December 19 the online payment system has generated \$2,599 in revenue including \$1,200 in donations. The self-checkout station transactions have generated \$3,500 in revenue since late October. We will begin publicizing the service later this winter. Staff has also been researching a public scanner for customer use and will be purchasing one for the Main Library and the Library! at Cole & Ustick in February. The Library! at Collister staff is preparing the Teen Media Center project which should be implemented this spring.

### Customer Service Training

The Library will provide customer service training for all library staff during the first week of February. Pat Wagner will be providing the training and will focus on customer service as an organizational value and developing the positive customer service attitude. Chrisanne Brown will be reviewing this training initiative with the Board of Trustees during the February meeting and how the Library is addressing this strategic initiative system-wide.

### Public Presentations

Over the next two months the branch supervisors and I will be giving presentations to the Bench Lion's Club and the Osher Lifelong Learning Institute. On February 8, I will be talking about the 21<sup>st</sup> century library with the Bench Lion's Club. If you have a service club you would like library staff to provide a presentation, please let me know. During the month of March, the Osher Institute will be meeting every Friday at various library locations for classes on library technologies, library services, literature, and other library interests. We look forward to this expanded Osher Institute class with Boise Public and the opportunity for each branch supervisor to promote branch library services.

### Read Me Treasure Valley

This year's one-book event, Read Me Treasure Valley, kicks off on February 1 at 10:00 a.m. with Mayor David Bieter in Ann Morrison Park. The event will be held on the Boise River at the raft take-out in honor of this year's selection, *The Adventures of Tom Sawyer* by Mark Twain. Events and activities will be offered throughout February and March. Highlights include presentations by Pulitzer Prize-winning journalist, Ron Powers; Twain biographer Michael Sheldon; and Twain portrayer Brad Roghaar. Boise Public Library is a sponsor, along with Ada Community Library, The Cabin, *The Idaho Statesman*, and Boise State University.

*ADMINISTRATION AND MANAGEMENT:*

Adaptive Technology at the Main Library

Adult Services staff is working with the Idaho Commission for the Blind and Visually Impaired and the Idaho Commission for Libraries to introduce an adaptive technology station on the second floor of the Main Library. The station will feature a large monitor and trackball mouse, plus access to screen reading software, and The National Library Service for the Blind and Physically Handicapped's BARD (Braille and Audio Reading Download) system. The Library and its partners plan to have this station in place starting in early March.

Teen Programs at the Main Library

Youth Services staff has been offering a robust slate of programs for teens each month. Staff currently offers weekly "Teen Night" programs, along with monthly programs for teen writers, crafters, and gamers. The Teen Advisory Board meets twice a month to help staff develop new areas of service to teens and participate in community volunteer projects. Staff also reaches out to teens in area schools. In the Books & Bites program, for example, teens are invited to bring their lunch to the school's library to discuss books and learn more about our library services. Recently, Youth Services teamed up with two area junior high librarians to create the Boise Bookmarks, a city-wide readers and reviewers club for teens.

Programs at Collister

Staff at the Library! at Collister offered two computer classes in January: Digital Camera 101 and Buying and Selling with Online Classifieds. Staff members are now using the mobile laptop lab for instruction. Collister staff members also recently offered their first "pajama" or evening storytime on January 19.