

RPLL meeting – January 11, 2008 10:00
Hosted by Mesa County Public Library District, Grand Junction

In attendance:

Jennifer Murrell, Rachel Hanson, Susie Robertson, LaKen Shuler, Laurie Gomez (MCPLD), Donna Miller (SD #51), Barb Milnor (Basalt), AnaCristina Lovera, Heather Lovato, Rhonda Duclo (Delta County), Janet Oslund, Sandra Sonagala (Montrose County), Janet Nelson (MSC), Lynn Bragdon (VA Hospital), Marilyn Murphy (Garfield County), Carol McArdell, Nathalie Crick, Susan Keenan, Kathy Chandler (Pitkin County), Joel Robinson, Mary Katherine Katzer (Marmot), and Ross Callender (CLiC).

The meeting started with introductions of those in attendance and appreciation to MCPLD for hosting us. Vail Public Library was not able to attend but sent a “show and tell” by way of Ross in the form of their new newsletter. Lori Barnes, the new town librarian at Vail Library, has offered to host a meeting. Vail has lots of new staff and lots of new programs and is interested in participating in a circulation interest group.

MCPLD – Lots of new computer classes that change monthly. KIVA book club selection in February is the “Mesa County one book” read, “God of Animals.” Many events in late February and early March with the author visit March 1. Hours of operation have increased at all branches, including Central. Circulation dept has been very busy; hold shelf has been full to overflowing. Staff is doing cross training between branches so that Main Branch circ people see how things are done in the smaller branches. Some circ staff are teaching computer classes. There is a new literacy director for the district. Emphasis is being placed on more bilingual activities.

SD#51 – School District #51 is having an open house coming up at Two Rivers Convention Center for the community to see what all goes on in the district. Library services in the district will be highly visible. Another new school is being built this year.

Marmot – We’re anticipating the new release in Millennium with lots of new functionality. We have a test server in place for testing the new releases of Millennium and to use in training. The new e-mail server was brought up in late December. An updated phone system (extensions now have 3 digits – put a 1 in front of the existing ones) was installed last week.

Basalt RLD – Recently passed a bond issue to become a library district and to build a new building. Basalt is looking for another new director, (6th one is 6 years)

Delta County – They have a fairly new director and some new staff. Are establishing new programs for Spanish speakers, bi-lingual story times, working with literacy programs, increasing programming for young adults. Delta Public has a board game area set up for pre-teens, have increased number of teen participants with interactive games, 360 tournaments, X boxes. Crawford Library is building a new library and it may be open by end of February although shelving may be an issue. Paonia is raising money for new building. Delta County is hosting Big Read (one book) in March – To Kill a

Mockingbird – to involve the entire county. Hotchkiss is focusing on early readers and has noticed an increase in the number of dads that bring the little ones to story time. The hands-on science programs and teen movie night each month are well attended,

Veterans' Administration Medical Center – The hospital is establishing outpatient clinics in remote sites and the library is involved in outreach to those remote patrons. Staff at the medical center has increased and so has usage but staffing in the library hasn't. They are purchasing a medical journal database and other indexes,

Montrose Regional Library – A new branch is under construction in Naturita and it will be a "straw-bale" green building. The hours for the development officer who is devoting much time to the new branch have been increased. An outreach program (Reach out and Read national program) through pediatricians' offices to provide early reading experiences to small children has been implemented in Montrose.

Garfield County Library District – The new director started in early December. GarCo became library district beginning Jan. 2008. There is a new strategic plan in the works for the entire district. Carbondale Branch had a successful "one book, one town." They've been doing some collaborative programs with Pitkin County and Aspen arts council. All the GarCo branches are increasing the amount of programming for teens and early readers, and are involved with the "raising a reader" national program.

Pitkin County – PCL had an open house to introduce patrons to new programs. The genealogy program was well received. They have introduced more teen programming and social software programs, and the children's librarians have met with other children's librarians from neighboring districts to talk about summer reading programs. They've made collaborative efforts to coordinate programs and performers, also in "raising a reader" program with other entities in Pitkin County. They plan to partner with Aspen Film Fest to bring in films that are based on children's stories. They're doing some in Spanish and have special programs for a pre-school that has a predominance of Spanish speaking children. This summer they will partner with Music festival, and the Big Read with Aspen Writers Foundation, reading and telling stories. Outreach to teen population is only moderate success. They are focusing on databases and encouraging patrons to use them. The Database Fair 2 years ago was a big success. They've started a teen book club to include parent and teen to read together. Recently in Technical Services, they've started with Baker & Taylor Title Source 3 for acquisitions of new materials.

MSC – Janet Nelson, formerly of Community Hospital is the new circulation supervisor. MSC is piloting a reference service project using text messaging. There is a new webpage design for the college so the library's will change also, probably in March,

CLiC news – Has 2 new employees - Judy Van Acker in Pueblo, Shannon O'Grady in the Denver Area. Shelley Walchak is now the SW consultant. The Spring workshop is in Grand Junction Feb. 25-26 at Two Rivers. They have added to the CLiC staff webpage. Ross is now in charge of IT for CLiC, and recommends "techsoup.org" for equipment, software, licensing, and inventory stuff. The CAL marketing committee will be coming

out with a public service announcement promoting AskColorado in the fall to promote public libraries. Jim Duncan from State Library would like to come to next RPLL meeting.

CAL interested in creating a Colorado Leadership Institute, if interested talk to Donna Miller

Questions:

How do you handle situations with the homeless?
Security staff, only remove if bothering someone,

Other situations?

Solicitors/propaganda, children being left on their own in the library

Programming:

Readers' Theatre – pull people from the audience to read the play, strategies, now to manage and incorporate into summer reading program

How to handle “no-shows” - if the class size is larger, can have a waiting list, if someone who has registered calls to cancel can call someone on the list, could have them pay for needed materials when they register and this encourages them to show up, use free tickets with date & time reminder, tell people who want to sign up but the class is full that if they really want to attend to show up at the class time and if there are no-shows they can then attend,

Privacy issues with photos or names of children/patrons being published

Background checks for volunteers

Continuing discussion about volunteers and photographing children at the library:

Web Junction is a good resource for information on volunteers. You can post questions on their forum for input from others.

Some libraries take photos of children at the library, but give them to the child/family instead of posting them.

Other points brought up included:

It seems that many people attending library events are unused to the concept of a live performance/audience as apposed to sitting in front of a screen. How can we best teach/train them to interact appropriately with live performers?

Ross shared an example of taking a demanding situation and using great customer service to turn it into an opportunity to ask for donations! (Business men demanding quick personalized computer services)

Some Unusual or Wild Programming Ideas:

Goth Sock Puppets

“Take Apart Day” staff donated old broken appliances, tape recorders, CD players, etc and invited children to take them apart. One child with pieces in his palm said, “Look, there’s the whole world!”

Try finding a niche to fill-something that no one else is doing.

Example: Haunted house geared specifically for little kids, Staff having a pumpkin carving contest voted on by patrons.

Joel mentioned online Book Clubs as a way to get people reading. He knows of at least one that has been going for 8 years.

Collaborating with others in the community is almost guaranteed to have a good turnout for any event. Partner with organizations, schools or businesses will increase awareness and attendance.

Example: Middle School Art Shows at the Library

Libraries should be aware that this year the Rotary Clubs have chosen to partner with local libraries statewide. Take advantage of this!

Reaching Spanish speakers for bilingual story time: Are our expectations realistic? What can we do to encourage them to come to the library (a public institution of which they may be suspicious)? How can we build trust? We need to continue to offer programming even if numbers are low. Word of mouth is a powerful tool and if we cultivate relationships with those who attend they may talk with others.

Next meeting:

April 11 – Glenwood Springs Public Library, Jim Duncan from State Library will be the speaker.

August 1 – Location TBD, possibly Vail