

MEMORANDUM

TO: Library Board

FROM: Victoria A. Chiavetta, Director of Library Services

DATE: November 3, 2015

SUBJECT: Director's Report for Library Advisory Board

Library demolition has begun in earnest! I've heard many comments from the community and staff about how different the building looks! It is definitely an experience to watch the changes that occur on a daily basis. Byrne Construction has removed the parking lot to the west and just north of the entrance and has completed most of the major demolition. It won't be long before the old metal roof will be removed. Staff has taken some pictures and we plan to start displaying them at the library. The project team meets weekly to discuss progress of the project and to review a 3-week schedule. We have been very impressed with Byrne's organization and management of the project.

Workload Indicators

During the month of October, library staff have been settling into their new routines. The traffic at 500 Southwestern is less than normal, but that is to be expected. Staff continue to organize future programs and to enhance the collection. Increasing the eBook collection will be a focus this year along with ensuring that the remainder of the collection stays current and robust.

The time away from our home has also proven to be an opportunity for staff to develop their skills. When we return to the new facility, we will be modeling a different customer service experience. Staff will work from portable desks/stations with the intent being that they will be more available on the floor to assist customers. The expectation is for all staff to be able to complete a customer interaction as we seek to be one point of contact rather than passing people on to another staff member. Understandably this won't happen in every case, but the goal is to provide a higher level of service. Consequently, we are cross training each other on a variety of tasks and have a staff training day planned for January to focus on a new customer service model.

Statistics for the month are considerably lower than normal but we anticipate this to be the norm for the coming year. The interesting part is that digital services are still on the rise. The work that staff has done to promote eBooks has been very successful.

Programs

The Coppell Reads French Jazz Concert with La Pompe was very well attended and staff received multiple complements on the quality of the group. Rain postponed Joe the Baker at the Farmers Market so at the writing of this report, the event has been rescheduled for November 7th.

Upcoming programs include International Games Day on Saturday, November 14 from 1-4 pm at Roll2Play, Random Fandom on Thursday, November 19 at 6:30 pm at the library and all regular story times, and book clubs. The library will be closed beginning Wednesday, November 25 at 12 pm, through Friday, November 27 for Thanksgiving.

Library Expansion Update

Youth Advisor's Report

Friends of the Coppell Library Report

Library Board Goals & Objectives

FY 14/15 Library Board Goals:

1. Support the promotion of the library expansion throughout the community
2. Support the implementation of the library strategic plan
 - a. Support and promote the Friends of the Coppell Public Library
3. Promote the library by active individual participation in library programs, outreach and community events
 - a. Attend Library Programs
 - b. Represent the Library Board at City and civic events (i.e. Earth Fest, Farmer's Market)
 - c. Actively use social media to market library activities.

MISSION: *The William T. Cozby Public Library's mission is to nurture and sustain a family community for a lifetime by providing innovative, exceptional service and access to learning, information and enrichment.*

VISION: *The William T. Cozby Public Library inspires an informed, educated family community.*