

MEMORANDUM

TO: Library Board

FROM: Victoria A. Chiavetta, Director of Library Services

DATE: February 1, 2017

SUBJECT: Director's Report for Library Advisory Board

The library has been hectic this month. Citizens have rediscovered the facility and are starting to come back on a regular basis. The meeting rooms are being reserved and programs well attended. We are really pleased that our customers seem happy with the building and that they are using it as we had hoped they would.

Council approved the library's new strategic plan and we are already working on making things happen. I will present a report on our current activities at the meeting.

I look forward to seeing you Thursday!

Workload Indicators

Before the library reopened, plans were in place to institute a new service model. Staff were cross trained throughout the year to be able to provide more face-to-face service. Subsequently, when the library reopened the new model was instituted and more staff are assigned to the floor to help customers. For the most part this has been successful, but we have found that we need more people closer to the front to assist with the increased number of visitors who need help. Therefore we have modified the schedule to bring more people on the floor particularly during busy times. We also have been struggling with providing enough catalog computers and have recently added 2 near the self-check machines. We are considering adding more. All this to say that as we learn how people are using the building, we are also adapting to meet the needs of our users. It will be an ongoing process that I expect will take 6 months to a year; it's important for us to be flexible with the new space and with our customers. If you, as the Board, hear about or see something that we need to consider changing, we welcome your comments.

We have decided to institute a new service that is available through the catalog; automatic renewal of materials. The reason we are doing this is to reduce the number of times customers are blocked from using the self-check machines. What will change is that customers will no longer receive a pre-overdue notice; instead they will receive a notice that items have been renewed. Items with holds will not renew nor with items that have reached the maximum number of renewals, which is 2.

The laptop checkout kiosk is now in service. We have begun with six machines in order to work out some issues with security that we are still experiencing.

On January 2nd, we began accepting reservations for meeting rooms. It has been very popular so far and we expect it to be more so as the community learns about the spaces that we have.

Each month we send you a spreadsheet of statistical data that captures the 'numbers' of library services we provide. The reason we keep these numbers is because we must submit an annual report to the Texas State Library and Archives Commission in order to remain accredited by the state. Accreditation provides the library with access to all TexShare resources which includes our TexShare Databases, Interlibrary Loan service, TexShare Card, access to state library materials, staff training and grant opportunities. They also help us track areas where we may need to redirect resources if needed.

The Assistant Library Director was posted at the beginning of January and we are in the process of assessing applicants.

Jane's going away reception will be Wednesday, March 1st from 2:30 – 4:30 pm in the library meeting room. Invitations will be forthcoming.

Programs

Coppell Reads began this month and we gave away all of the available books within three weeks, including those the Friends purchased to provide more books to residents. Some Assembly Required did a special craft in conjunction with Coppell Reads. Other events that are part of the Coppell Reads program include Intro to

Meditation, the Adult Volunteer Fair, Page Turners Book Club, and the grand finale, a visit with the author, Janice Kaplan, on March 4th, which is sponsored by the Friends of the Coppell Library.

The library hosted its first Cultural Programming Committee in January as we seek to learn from our residents what types of cultural events they would like the library to provide. An ongoing committee has formed and will meet monthly for a short time as plans are developed, then move to a quarterly meeting.

A new afterschool program called STREAM is now being offered for K-5 students every Wednesday at 3:30. Tea Time is returning to the library on February 11th at 2 pm. Tony Blaas, architect for the library expansion, will be speaking.

The Friends of the Coppell Library have partnered with the Coppell Community Chorale to present a concert at the library on February 25th at 3 pm. They have also partnered with Living Well in Coppell to promote Coppell Reads and will be participating in the Coppell Wellness Triathlon on that same day at the CORE beginning at 8:30 am.

Library Guidelines Approval

Strategic Plan Review

Library Expansion Report

Friends of the Coppell Library Report

Youth Advisor Report

Library Board Goals & Objectives

Below are some suggested objectives for the coming year for your approval.

FY17 Library Board Goals:

1. Participate in the implementation of the strategic plan
 - a. Promote library services in the community
 - b. Solicit volunteers in the community
 - c. Identify potential community partners
2. 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 and Council meetings
 - 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.

OUR VISION

The Cozby Library and Community Commons is the heart of the community where citizens are empowered to Imagine, Discover, Engage and Achieve in an environment that cultivates curiosity, collaboration and creativity.

OUR MISSION

We serve our community by helping our citizens develop their talents, acquire knowledge, embrace their passions, and fulfill their dreams.