

# ALLEN COUNTY PUBLIC LIBRARY



Quarterly Manager's Report  
July-September 2023



<b>ABOITE .....</b>	<b>2</b>
<b>DUPONT .....</b>	<b>3</b>
<b>GEORGETOWN .....</b>	<b>4</b>
<b>GRABILL.....</b>	<b>6</b>
<b>HESSEN CASSEL.....</b>	<b>7</b>
<b>MAIN – ADULT SERVICES .....</b>	<b>8</b>
<b>MAIN – ACCESS FORT WAYNE, WELT, MAKER LAB .....</b>	<b>10</b>
<b>MAIN – CHILDREN’S SERVICES .....</b>	<b>12</b>
<b>MAIN – EVENTS .....</b>	<b>13</b>
<b>MAIN – SPECIAL COLLECTIONS .....</b>	<b>14</b>
<b>MONROEVILLE.....</b>	<b>16</b>
<b>NEW HAVEN .....</b>	<b>17</b>
<b>PONTIAC.....</b>	<b>18</b>
<b>SHAWNEE.....</b>	<b>19</b>
<b>SYSTEM WIDE SERVICES – AUDIO READING SERVICE .....</b>	<b>20</b>
<b>SYSTEM WIDE SERVICES – COMMUNICATIONS .....</b>	<b>22</b>
<b>SYSTEM WIDE SERVICES – INFORMATION TECHNOLOGY SERVICES .....</b>	<b>24</b>
<b>SYSTEM WIDE SERVICES – LIBRARY AT HOME .....</b>	<b>25</b>
<b>SYSTEM WIDE SERVICES – MATERIALS SUPPORT SERVICES .....</b>	<b>26</b>
<b>SYSTEM WIDE SERVICES – SECURITY.....</b>	<b>27</b>
<b>SYSTEM WIDE SERVICES – TECHNICAL SERVICES.....</b>	<b>28</b>
<b>WAYNE DALE.....</b>	<b>29</b>
<b>WOODBURN.....</b>	<b>30</b>

## ABOITE

Kris Lill, Branch Manager

### CULTURE OF COLLABORATION, LEADERSHIP, AND LEARNING

The roof repair of the Aboite branch provided a perfect opportunity for collaboration, leadership and learning. Staff from all departments of the ACPL worked together in remarkable ways. Branch Services Manager Tonya Frandle provided the leadership needed to coordinate efforts, while the teams in Maintenance, Communications, IT, Circulation, and Public Services worked fast and furious to get the word out, update systems, move physical items (such as the computer equipment in this photo), and a myriad of other details. Several branches pivoted to make space for additional staff from Aboite, as team-members were allocated to the Main Library, Waynedale, Georgetown, and Grabill locations.



During this time, Aboite staff were also training on the new Polaris system. We are so thankful that we were able to do so as a team each week during the roof-repairs; every Thursday morning in September we met at the Main Library to review new material and share experiences at our temporary locations. Every challenge is an opportunity for growth, and this was no exception.

This quarter we said farewell to two ACPL employees: Louis Richey and Michal Miller. Louis had been Aboite's shelver for the past 5 years, he will be greatly missed. Michal, who had been the senior youth librarian at Aboite for 8 months, had worked with children in the ACPL system for **18 years** at the Georgetown branch and in Children's Services at the Main Library. She had been a mentor to many and had helped countless children discover the wonders of books and learning.

We welcomed new staff member Ali Mutlak to the Aboite team in September, during the branch closure. It was an unusual situation in which to onboard, but it offered another opportunity for collaboration and creativity. Since we were so spread out, each Aboite team member introduced themselves to Ali via the branch chat channel in Microsoft Teams. The MSS crew at the Main Library assisted with Ali's training during his first couple of weeks, then he spent about a week with the staff at Georgetown. In October, we all returned to the branch and were able to welcome Ali to his new work "home".

### INNOVATIVE AND ADAPTABLE CONTENT AND SERVICES

During the branch closure, library services to Aboite patrons were temporarily relocated. Checkouts, hold pickups, library programs, and computers were all available at alternate branch locations. Many Aboite staff reported how nice it was to see Aboite patrons while they were working "out and about" in the system. Miss Courtney continued to offer her Wednesday morning Storytime at the Waynedale branch and assisted with children's programming at the Main Library. Temporary return bins were installed in the Aboite branch parking lot for those patrons who were unable to access other locations.

## DUPONT

Erin Warzala, Branch Manager

### COMMUNITY AWARENESS AND ENGAGEMENT

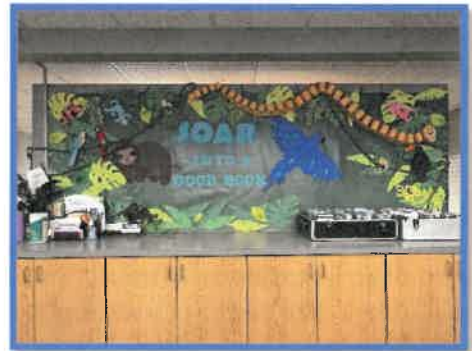
This has been an exciting back-to-school season for us here at Dupont! On September 14, Branch Manager, Erin Warzala, attended a literacy night at Washington Center Elementary school. Approximately 100 students and 75 adults chatted with Erin about the library and our services. We even had the chance to hand out free books to the students, which was a highlight of the evening!

Additionally, the Dupont branch has been working with several schools to get students signed up for their own Allen County Public Library cards. While Dupont has been the liaison with these schools, the real heroes are the staff at the Main Library's circulation department, who spent countless hours signing up close to 400 students from Shawnee Middle School!

### LIBRARY AS PLACE

Our staff continue to work hard to bring some color to our grey walls. We had a variety of displays over the past few months that were gorgeous and eye-catching. When a young patron saw our jungle display – which was created by branch assistants, Ashley Kovach-Hammons and Maddy Simpson -- he exclaimed: "Wow, this board is amazing, it takes so much work and talent to do such a display, look at this bird, and the snake!"

In addition to our jungle board, staff member, Susan Ricker, developed a collaborative project for our youngest patrons to work on: a flower/bug garden! Young patrons decorated the flower petals and created insect critters to add to the garden throughout the summer. Our patrons really enjoyed seeing their work displayed!



Finally, staff members Leah Guinn and Audrey Braun, made a countdown to Polaris display just for staff. This display is in our break room, and we remove a paper ring each day as we get closer to the Polaris launch!

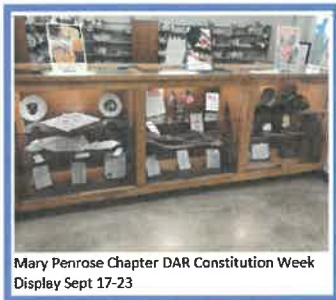


## GEORGETOWN

Stephen Platt, Branch Manager

### COMMUNITY AWARENESS AND ENGAGEMENT

- **Exhibits** – A number of exhibits were featured in the Georgetown Mini Art Gallery including the following:
  - Artist Kerstin Glaess (oil and mixed media)
  - Artist Gena Epps (pen and ink)
  - Artist Cynthia Gabbard (mixed media)
  - Artist Karen Kubovcheck (watercolor)
  - Constitution Week – The Mary Penrose chapter of the DAR put together a display for Constitution Week



Mary Penrose Chapter DAR Constitution Week Display Sept 17-23

Sept 17-23, 2023

- **School Visits**

- August 29<sup>th</sup>, Katrina Clohessy, Children's Librarian attended Haley Elementary School's IREAD Title 1 event to read stories and promote library services to 3<sup>rd</sup> graders.
- ACPL was represented at Blackhawk Middle Schools registration days and 6<sup>th</sup> grade transition day in July and August to meet with parents and students.



Artist Gena Epps displays her pen and ink works of trees in the library art gallery

### CULTURE OF COLLABORATION, LEADERSHIP, AND LEARNING

- **Workshops and Trainings**
  - Great Kids Great Communities Presented *Rewiring Our Perceptions of Discipline: Connections Over Compliance* on July 11 was attended by teen librarian Claudia Paulson and outreach librarian Sabrina Jurek.
  - *Substance Abuse 101* with Ryan Dowd on September 07, a number of staff were able to attend and watch and discuss as a small group.
  - *ALA Safety Summit*, September 20<sup>th</sup>, attended by Stephen Platt.



Teen Librarian Claudia Paulson assists a teen with algebra homework after school



Assistant Manager Lici Walker shows students how to crochet during a fiber arts program after school

- The importance of having trauma informed trained leaders and staff
- Provide adequate staff support in the form of training and a debriefing process
- Provide a welcoming environment using language and signage
- Provide a level of mediation between security and staff to handle humanitarian and social service issues
- Partner with Government and Social work partners in the community
- Have a communication system in place
- Use restorative justice techniques for addressing problem behaviors

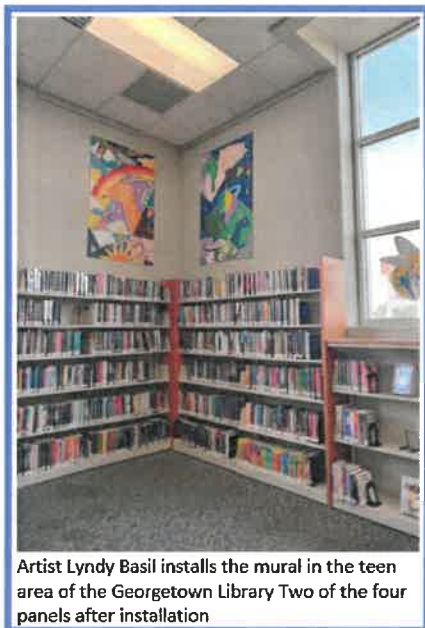
## INNOVATIVE AND ADAPTABLE CONTENT AND SERVICES

- **Teen Studio Visit to Studio Vwazen** - During the school year Blackhawk Middle School students were involved afterschool with local artist Lyndy Bazile's collaborative art mural project. Together they gathered ideas and inspiration for a collaborative art installation. This summer, on July 15<sup>th</sup>, Lyndy opened her studio [Studio Vwazen](#) to the students to continue work on the project and have lunch for the students. Branch Manager Stephen Platt and Assistant Branch manager Lici Walker transported five students in the library van to Lyndy's studio so they continue their work with the design and painting of the pieces. It went over very well. You can see the completed work in the Georgetown Library Teen Room. Access Fort Wayne was on hand to film the event and Kay Gregg edited the footage and you can view the process at: [A Trip to Studio WVAZEN - YouTube](#)



Teens immerse themselves in the creative process during a visit Lyndy Basile's Studio Vwazen

- **New Programs – New Programs for the Georgetown Library Community**
  - *Alphabet Club* – presented once a month by teen librarian Claudia Paulson, Alphabet Club has seen an increase in attendance and popularity among area youth. The first program featured a discussion of popular print and media LGBTQ+ materials.
  - *BeTween* – Geared toward ages 9-12, this pre-teen program is held once a month afterschool the first session was very popular and featured a “Wiggle Workshop” where pre-teens could explore the basics of dance vocabulary and then express themselves creative movement and self-expression through dancing.



Artist Lyndy Basil installs the mural in the teen area of the Georgetown Library Two of the four panels after installation

- *Cooking with Max* – held during the afterschool program once a month Max Dion, programs specialist and Georgetown Library staff bring out the mobile cooking “Charlie Cart” and present a cooking and food based program to the teens.
- *Homesteading 101* – designed for adults and young adults this program presents and promotes skills to save money, foster a healthy lifestyle, enhance home-life, and enrich lives. The first session was held in September and featured a session where participants could learn about and cultivate spinach and kale.



Program Specialist Max Dion instructs teens on how to make noodle soup during a “Cooking with Max” program

## GRABILL

Rebecca Wolfe, Branch Manager

### COMMUNITY AWARENESS AND ENGAGEMENT

Several staff members from Grabill branch marched in the annual town parade, handing out library swag. Thanks to Tonya Frandle and Susan Baier for joining us!

### CULTURE OF COLLABORATION, LEADERSHIP, AND LEARNING

Manager Rebecca Wolfe began regular visits to do “library time” at Center for Life Transitions, a day facility for adults with intellectual and developmental disabilities. CFLT members often attend our in-house All Abilities Club programs, and their staff asked if we could visit them. The program includes literacy, music, and movement.

Librarian Susan Pratt began monthly visits to The Cedars, a senior living community in Leo. She does “book talk,” where she presents new and interesting books and engages the members in discussion of their reading and their lives. Facility staff report that this program has been a great success.

### LIBRARY AS PLACE

Thanks to assistant manager Adrienne Bogard and our wonderful maintenance staffer Dwayne Vardaman, we now have a nicer looking book sale area. Patrons love being able to shop!

Staff member Cameron Miller designed the banner. Staff members Susan Pratt and Becky Hughes keep the store stocked.



## HESSEN CASSEL

Edith Helbert, Branch Manager

### COMMUNITY AWARENESS AND ENGAGEMENT

Third quarter brought several big staff changes to Hessen Cassel. In July, our manager Edith Helbert began managing both Hessen Cassel and Shawnee branches on an interim basis, and in September this change of roles became permanent. It was necessary to add an assistant manager to Hessen Cassel in order to make this shift, and in August we welcomed Charkiera Smith, who brings over a decade of experience with ACPL from the Waynedale branch. In July, we also said good-bye as two of our branch assistants left for other opportunities, and in early September we welcomed Lacey Darnell and Kerry Rigley as 28-hour branch assistants.

Leslie White, 40-hour Branch Assistant, has been training all the staff members as we prepare for the shift to Polaris in late October. Leslie has risen to the challenge of this new formal leadership opportunity and staff are well-prepared for the transition.

### INNOVATIVE AND ADAPTABLE CONTENT AND SERVICES

The Stuffed Animal Sleepover in September was one of the program highlights of the year. Youngsters dropped off their special friends anytime during the day of September 7, and there was a special Storytime for all the pets and humans at 4pm. Then the stuffed animals were allowed to spend the night at the library, where they created all sorts of mischief, like photocopying each other's faces and sliding down the book drop! On September 8, each child received a bag of surprises celebrating the experience, including their stuffies' new library cards, a booklet with photos, and a special rhyming story created by our children's librarian, Jen FitzSimons.



### LIBRARY AS PLACE

For the second year, Hessen Cassel's patrons have been deeply engaged in citizen science. From planting beans and pumpkins to learning about butterflies and other pollinators, kids, families, and even single adults visit the library time and time again to check the progress of all the growing things.



## MAIN – ADULT SERVICES

Stacey Stamas, Manager

### CULTURE OF COLLABORATION, LEADERSHIP, AND LEARNING

Anna Kallemeyn has been offering trainings to staff on our new ILS system, Polaris. This system will go “live” on October 30.

### INNOVATIVE AND ADAPTABLE CONTENT AND SERVICES

Staff have been involved with the following programs from July to September 2023:

- Stacey Stamas continued with her “Music on the Plaza” summer concert series in July and August. Musical guests included “Whoa, Man!” and the “Fort Wayne Funk Orchestra”. Her “Music at the Library” series started up in the theater of the Main Library on Sunday, September 10 with the band, “Cold Hearts”, a country, honkytonk band from Indianapolis, Indiana. One gentleman commented, “I’m so glad you’re having a country music band!” Stacey also participated in the Professional Head Shots program in September.



- In the Jeffrey R. Krull gallery, Jon Detweiler coordinated the following exhibits:  
Fort Wayne Printmakers: Pressed for Art, June 24-August 5  
Fort Wayne Weavers’ Guild: August 12-September 23  
Receptions were held for both exhibits.
- Anna Kallemeyn co-hosted the Author & Ales Book Club July-September, the Summer Learning Program Houseplant 101 in July, Books & Beans @ GK Café & Provisions in September, and the University of Saint Francis lecture series in September. She stamped tourist passports for Be A Tourist in Your Own Hometown in September and as outreach, participated in Lunch on the Square where she passed out ARCs to the community. Meg Bell and Anna attended the Allen County Health Equity Coalition’s August meeting to discuss our upcoming author event in November with Dr. William Cooke, MD, author of “Canary in the Coal Mine”. Anna also attended ongoing Polaris meetings and trainings and created the carousel on the ACPL website for National Hispanic Heritage Month and the New & Notable carousel.
- Megan Bell co-hosted the Author & Ales Book Club July-September and hosted the Bookends Book Club in August - September. Other programs for Meg include the Team Reads tour of the library, Pressed Flower Program for Summer Learning, Drone Program for Summer Learning, PACE tour of the library, manned a table for Open Streets, attended the Allen County Health Equity Coalition’s August meeting with Anna to discuss our upcoming author event in November with Dr. William Cooke, MD, author of “Canary in the Coal Mine”, recorded ACPL’s Pages and Voices podcast, hosted the Urban Foraging program and the Professional Headshots program.
- Sarah Holmes hosted the ACPL Writer’s Forum program in July-September, covered July’s Bookends Book Club for Meg, hosted the How-to Studio program: Tea Tasting, hosted the Let’s Go Hiking program in July and helped with a concert in the ACPL theater for National Hispanic Heritage Month.

- Craig Bailey has been hosting Board Games and Brews at Summit City Brewerks every month, as well as, a Computer Basics: Guided Help class at the Main Library. He also participates in Idea Board coordination on a regular basis. Other programs that Craig has been involved with are Dungeons & Dragons: Adult Gaming, Lunch on the Square outreach, Amani Cultural Competency Training, East Central Block Party outreach, EIN Day with NIIC and Amani, Great Day Café and Board Games & Brews @ Electric Works. Craig is also involved in planning for the following: Community Navigator Pilot Program, Artisans & Innovators Expo with the NIIC and Electric Works, a Writer’s Day with Angela Jackson-Brown, United Way Campaign, Book Bike crew and SPARK 2024.



- Sasha Perisic helped with Computer Basics classes, a miniature painting class and a 3D printing class. He also helped with the “Music on the Plaza” event. Sasha is also involved with planning the following: Zombie Scavenger Hunt, miniature painting class and more 1-on-1 computer basics classes. He is working with Access Fort Wayne to see about utilizing their equipment to offer more art-related classes and seeking a possible partnership with Artlink to do a figure drawing adult class.

## LIBRARY AS PLACE

Linda Michael has been working on collection maintenance this quarter in Business, Science & Technology. She tries to oversee shelf conditions in order to keep them looking cared for. She makes sure that crowded areas have enough space for shelving returned books. She also pulls out-of-date books or duplicates that are no longer in demand. For the most part, she has focused on the pure sciences and the domestic sciences. She is currently working in the 640’s, but troubleshoots wherever necessary. Also, this summer the MSS team helped her free up some space in LL2 for Special Collections. Several sets of legal materials were relocated to the second floor from the sub-basement. All of this contributes to the strategic plan goal of creating welcoming and easy-to-use environments at all locations.

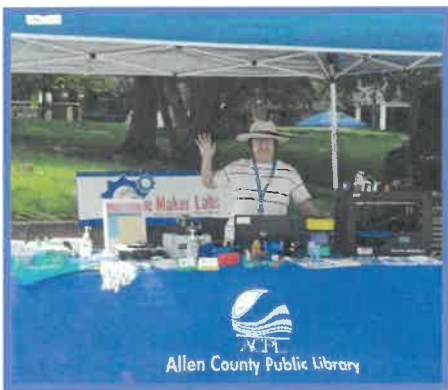
## MAIN – ACCESS FORT WAYNE, WELT, MAKER LAB

Norm Compton, Manager

### COMMUNITY AWARENESS AND ENGAGEMENT

WELT 95.7 FM stepped up to be the exclusive "Soundtrack of Open Streets" on Aug. 20th. Over 6,000 people were listening to WELT, up and down 20 blocks of Calhoun St. for four hours. Over a dozen radios were connected to PA speakers at set intervals.

**We Encourage Local Talent at Open Streets.**



The Maker Lab was again at the Taste of the Arts, STEAM Park at Freimann Square. We talked with 644 people at our booth on August 28<sup>th</sup> about using the Maker Labs at ACPL. We love taking Science to the Streets!

On Sept. 9<sup>th</sup> WELT set up at the Amani "Welcome Fair" in Renaissance Point YMCA, doing outreach to over 100 people. AFW continues our partnership with Amani Family Services with direct support of their activities recording the Immigrant Report Card in the ACPL Theater as part of Welcome Week.

### CULTURE OF COLLABORATION, LEADERSHIP, AND LEARNING

Norm Compton continued to collaborate with the City to revamp the CFAB ordinance with the goal of better funding Access operations for the next 10 years. While all four of the Cities Access Originators are affected, Compton was the leader to work with the City to draft the language. ACPL leadership took over once the ordinance was written. The new ordinance was passed by City Council unanimously on 9/28. We are very grateful for everyone's support of Access.

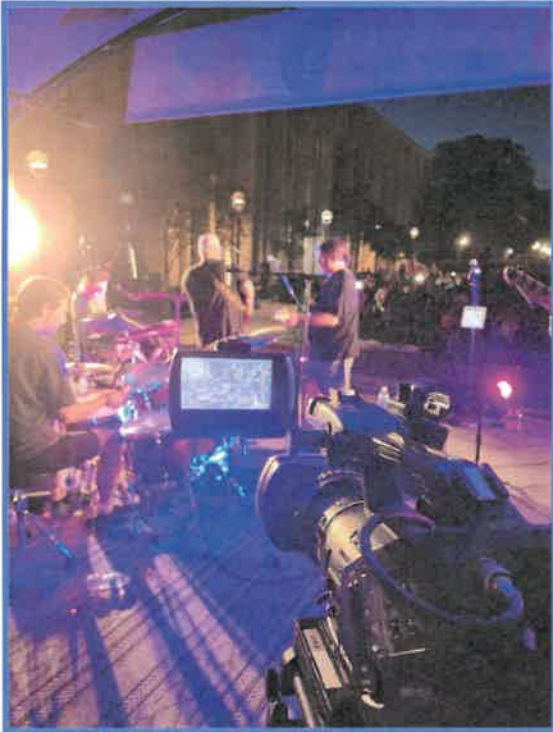
Our partnership with WBOI peaked with the live broadcast of Meet the Music from AFW's Studio A on Sept. 21st. The two-hour live radio show was part of WBOI's fund drive, and featured two bands and was also live streamed on WBOI's Facebook page.



### INNOVATIVE AND ADAPTABLE CONTENT AND SERVICES

The 1<sup>st</sup> of ACPL's local author podcasts "Pages and Voices" was recorded in September. This new service fills a level of requests from local authors asking the library for recognition. The ACPL podcast will be linked on the new ACPL webpage in November.

"A wish come true" is bringing new renewed direction for the Maker Labs of ACPL. A wish list of new technology is being delivered with the help of a \$32K ARPA grant through the City. Along with this, is new leadership from Kerstin Glaess, adapting standardized Maker programs and expand Maker services to three new locations, Pontiac, Shawnee and Hessen Cassel. More innovative technology is coming.



## LIBRARY AS PLACE

Rock the Plaza delivered many hours of entertainment for thousands as the music series wrapped up a shortened 7 Saturday season at the end of July. Of the 28 bands that played this season, 14 played the plaza for the first time. Long Live Rock N Roll!!

On September 28th, ACPL was again recognized by the Allen County Bar Association for our work on the Lawyer Legacy project. For many years the ACBA has been interviewing area lawyers in the studios of AFW, and from those interviews a highlight reel is made to play at the annual luncheon. All the interviews (over 80) have played on our channels and are permanently housed in Genealogy. Here is a link to this year's reel: <http://cranium.acpl.lib.in.us/CablecastPublicSite/show/32304?site=1>

We continue to make TV for Free. AFW as a library service, allows anyone in our county to make TV and other media for free. This quarter we made over 420 TV shows, and several hundred radio shows. We teach anybody and currently have three interns learning their craft. Making media is the fun part, but at AFW we will also "play anything" brought to us from county residents to share on our channels. We even play requests, call us at 421-1250.



## MAIN – CHILDREN’S SERVICES

Rachael King, Manager

### COMMUNITY AWARENESS AND ENGAGEMENT

The Children’s Services team went out into the community in July, August, and September. The team visited our regular outreach sites such as:

- Charis House
- Eagle Marsh
- Great Heights ABA Center
- Jennings Center
- Journey Beside Mothers
- Weisser Park

They also represented the ACPL at:

- Clean Drains Fest
- Fiesta Fort Wayne
- International Village at Three Rivers Festival
- Monarch Festival
- Open Streets
- Pride
- Sensory Expo
- YLNI Farmers Market on Barr St



Plus, in September, we visited almost 50 daycares and preschools in the area delivering books as part of our Juvenile Delivery Collection.

### CULTURE OF COLLABORATION, LEADERSHIP, AND LEARNING

Like many of our colleagues across the system, the past couple of months have been devoted to learning about the exciting new features of our new ILS (Integrated Library System) Polaris. The team has been hard at work and is really looking forward to sharing it with the community.

### INNOVATIVE AND ADAPTABLE CONTENT AND SERVICES

During July, as part of the Summer Learning Program, we offered the Emerging Music Makers series that allowed musically interested children the opportunity to learn how to write their own music.

We also have started to offer PAWS to Read at our location again and are delighted to have Wally here twice a month so that children can practice their literacy skills under his gentle tutelage.

### LIBRARY AS PLACE

September means new stalls in the StoryScape and children are enjoying the purpose driven play in our Jurassic Playground and the Pretty Gourd Pumpkin Patch.

## MAIN – EVENTS

Leanne Bure, Manager

### COMMUNITY AWARENESS AND ENGAGEMENT

Fort Wayne Korea Festival returned in September with over 3,700 visitors to experience Korean art, crafts, music, and food. The K-pop Dance Showcase had a SOLD-OUT show. The Theater was rented for a beloved Burmese celebrity in August to celebrate her 80<sup>th</sup> birthday with song and dance.



### INNOVATIVE AND ADAPTABLE CONTENT AND SERVICES

Events continues to support internal library programs and provide customer service to community events in all our spaces. Please enjoy a quarter of culture.

	July	August	September
Events	94	132	108
Attendance	1777	2779	2145

### LIBRARY AS PLACE

Events and MNT hung papel picado in Great Hall for Hispanic Heritage Month. These colorful banners were a great backdrop to the Spinning and Weaving Guild demonstrations, Be A Tourist in Your Hometown and National Voter Registration Day held in September.



## MAIN – SPECIAL COLLECTIONS

Curt Witcher, Director

### CULTURE OF COLLABORATION, LEADERSHIP, AND LEARNING

Abbie Meek joined the Special Collections team as our new Senior Lincoln Librarian. Abbie has a BA in History from IPFW and a Masters of Library and Information Science from IUPUI. She has worked at IPFW's, now PFW's, Helmke Library. She possesses a strong commitment to excellent customer service and has a near-lifelong interest in Abraham Lincoln and the American Civil War. She has eight years of presentation experience including a presentation on women soldiers in the Civil War.

John Beatty's recently published book, *The Vick Genealogy: The Study of a Southern American Family in White and Black*, was nominated for and won the 2023 "Award for Excellence in Publishing a Family History Relevant to North Carolina." This noteworthy award is given by the North Carolina Genealogical Society, and is high praise for a research work.

### INNOVATIVE AND ADAPTABLE CONTENT AND SERVICES

On August 4, 2023 Special Collections hosted a Sunrise Tour of forty-six individuals from the St. Louis, MO area. It was crafted as a mystery tour—they did not know where they were going until they arrived at the ACPL. The participants were split into a couple of groups and enjoyed touring the Rolland Center and engaging in some family history research. It was great to see so many happy faces enjoying a library experience they didn't expect in a large facility only a few of them had even heard about. Some came back to the Genealogy Center after their dinner at the Bradley to do more exploring.

The last weekend in August (the Friday, Saturday and Sunday of that weekend), the Genealogy Center hosted the African American Genealogical and Historical Society of Chicago for three days of research and discovery. In addition to assisting many individuals with their personal research, we also formally launched an initiative to digitize the memorial and homegoing programs collected by society members over the years. To date we have scanned more than 4,750 images from 989 memorials. This initiative joins a larger ongoing project of the Genealogy Center to digitize and make available African American homegoing and memorial programs from across the Great Lakes area. To date we have nearly 90,000 images from more than 21,500 memorials. It is the largest such free, online collection in the country.

The Genealogy Center welcomed both the Sheldon Family Association and the Towne Family Association to the city and the library in August and September respectively, supporting them with programs and research services. The Sheldon Family Association's research collections are being digitized and are becoming a part of the robust and growing free offerings linked from the Center's website. The Towne Family Association benefited from two expert presentations and research consultations while finding time to tour the Rolland Center and participate in the Johnny Appleseed Festival.

On September 28, 2023, the Genealogy Center provided three tours and three beginning family history sessions to members of the AARP. It was a great day for the participants to get to know the resources of the Center, to share family stories as a comfortable way to begin their family history journeys, and ask about best research strategies as well as how to preserve their family photographs and heirlooms. After experiencing the day firsthand, the director of community engagement for AARP Indiana has requested a repeat event in 2024. We are also committing to working with AARP national to get information in their publications as well as have filming done here.

One significant initiative the Rolland Center team started this quarter with critical assistance from the library's new marketing manager, Chris Ford, is an outreach to Fort Wayne Community Schools (FWCS) through the office of the deputy superintendent. This initiative is focused on making every grade-level curriculum coordinator as well as every school principal aware of the resources and subject support our Lincoln librarians and the Rolland Center resources can provide as well as establishing communication conduits to learn what teachers want in history curricula support. An early October meeting with FWCS leaders was extremely productive and laid the groundwork for future conversations and engagements with classroom teachers.

Our Lincoln librarians continue the very important, long-tail process of inventorying, describing and cataloging, archiving, and digitizing significant parts of the collection to enhance discoverability and improve the experience of individuals engaging with the Rolland Center. Some of the activities this quarter are listed in the following.

- We have started digitizing monographic materials through the Internet Archive that have come out from under copyright since the initial digitization project began almost a decade ago.
- A collection of broadside ballads was processed and digitized.
- A new curated grouping, "Women of the Lincoln Family," was added to the website LincolnCollection.org.
- Lincoln librarians and Rolland Center assistants continue to transcribe digitized documents to make them searchable and assist those looking to engage with the collection without the benefit of being able to read cursive handwriting. This quarter more than seventy document transcriptions were uploaded into the CMS handling the digitized documents.

Special Collections staffed a table again at this year's Senior Information Fair. Brochures about the Genealogy Center and the Rolland Center were distributed to the several hundred individuals who stopped by for a chat. Even Johnny Tin Cap was spotted at the booth picking up information about Family History Month activities.



The Rolland Center for Lincoln Research was recently highlighted in the Fall/Winter issue of LongWeekends Magazine.



## MONROEVILLE

Chris Wiljer, Branch Manager

### COMMUNITY AWARENESS AND ENGAGEMENT

Since the start of the school year, the Monroeville Branch librarian has restarted our outreach service to St. Rose Catholic School. Once a month, the branch librarian provides stories, songs and coloring pages to preschool and kindergarten students. The activities are based on themes which are created with input from the teacher. The theme for September was “apples” and the theme for October is “pumpkin/Halloween.” Our partnership with St. Rose has been active for many years and we would like it to continue for many years to come.

### INNOVATIVE AND ADAPTABLE CONTENT AND SERVICES

The Monroeville Branch has been developing its homesteading program, and making it available to other Branches. Since June, a number of Branches have been offering programs based on homesteading principles. Some of these programs include fall planting, beer making, canning, winter sowing, and pickle making. The Monroeville Branch has been offering homesteading programs for seven years now, so it is exciting to see interest in homesteading expand to other locations.



### LIBRARY AS PLACE

Both the “Pieceful Quilters” and the “Four Presidents Corners Historical Society” are back to meeting once a month at the Monroeville Branch. Although not library programs, both groups invite library patrons to attend their meetings. In September, the Historical Society offered a presentation on Philo T. Farnsworth and his experiences in the process of inventing the television.

## NEW HAVEN

Marie Kaufmann, Branch Manager

### COMMUNITY AWARENESS AND ENGAGEMENT

M3: Music, Market and Munchies was back in full swing this summer. Branch manager, Marie Kaufmann, manned the library booth in the market area where she talked to over 500 people spanning the three separate evenings. Thanks to the branch hotspot she was able to update patron accounts and create new library cards, as well as hand out ACPL swag and make community connections.

Three New Haven library staff members, Marie Kaufmann, Sheila Hoffman, and Christian Prater banded together over a short 10-day period to cover all of the New Haven Back to School and registration events. They stationed multiple tables at Saint John the Baptist – New Haven, Central Lutheran, New Haven Intermediate, and New Haven Primary. They talked to over 1,000 people during these events in which they promoted the library, its services and signed up new library card holders.

### CULTURE OF COLLABORATION, LEADERSHIP, AND LEARNING

New Haven Branch's, Circulation Specialist, Angie Hargrow has been busy training the entire branch on the Polaris ILS we will migrate to in October. Angie has done a tremendous job relaying important information throughout the entire process. She is quick to inform staff as soon as she receives relevant information and takes great care in making sure all staff are comfortable with what she has trained them on before moving on to the next training module.

### LIBRARY AS PLACE

One of our New Haven families who frequents the library every week won the Liquid Sensory Floor Tiles Grand Prize from Summer SPARK. Both of the children made us the cutest thank you cards expressing their thanks to branch staff for helping them through the program this year. It is always nice to hear when we are appreciated, especially after an intense summer season.



## PONTIAC

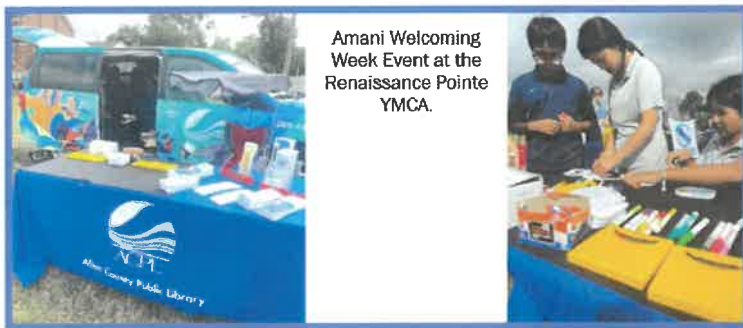
Deborah Meserve, Branch Manager

### COMMUNITY AWARENESS AND ENGAGEMENT

- In July Deborah worked with other staff at 3 Rivers International Village to share the library with attendees. Deborah and Lala attended an outreach event at Vincent Village and gave away books to children registering for school.
- In August we were busy with outreach this month! Deborah shared the library at the East Central Block Party, Harvester Block Party (along with Hannah) and Fiesta Fort Wayne. Lala went to the FWCS's Block Party.
- In September Hannah did Storytime outreach to Adams Elementary one a week for the month. Deborah shared the library at Amani's Welcoming Week event at the Renaissance Pointe YMCA. Literacy Nights have started for the year. Deborah and Kelsey did Lincoln Elementary's Lit Night at the YMCA with a card registration table. Deborah got to help the principal get set-up on Hoopla—woo-hoo! Hannah, Meisha and Jenn did Fairfield Elementary's Lit Night and had a whopping 85 participants.



How-To Studio Tea Tasting was a big hit and very informative.



Amani Welcoming Week Event at the Renaissance Pointe YMCA.

### CULTURE OF COLLABORATION, LEADERSHIP, AND LEARNING

- In July Pontiac staff trained GEO's newest Branch Assistant, Austin, on Wise and GoPrint.
- In September Deborah attended the Inspire Neighborhood Conference at Electric Works.

### INNOVATIVE AND ADAPTABLE CONTENT AND SERVICES

- In August Deborah taught a segment at the CNPP's Starting a Business 101 about the electronic resources available to participants free with their library cards.
- In September Meisha started a Lego Club outreach at Euell Wilson Center where the participants are learning how to work together to build bigger projects like a castle complete with a moat.



Lego Club at Euell Wilson

### LIBRARY AS PLACE

- In September we are excited to welcome Jenn Clark as our new Youth Services Librarian! She comes to us with a great teaching background that is full of community building and cultural awareness.
- Habitat for Humanity's six-week education class for homeowners is being held in our meeting room and Deborah was able to share with participants all the great things ACPL has for them to access.



## SYSTEM WIDE SERVICES – AUDIO READING SERVICE

George Johnson-Coffey, Manager

### COMMUNITY AWARENESS AND ENGAGEMENT

George and ARS Volunteer staffed a booth at the Senior Information Fair, connecting with 138 individuals. She gave a presentation about ARS to 55 Downtown Rotary Club members at their July 17 meeting. She also attended the awareness and networking meeting for Northeast Indiana Disability Advocacy Coalition (NEIDAC), of which ARS is a member of. George also assisted with the ACPL booth at the Fort Wayne Open Streets event.

The ARS staff continue to assist with the Great Day Café programming in partnership with Aging and In-Home Services. Alyssa White, and Senior Production Assistant, Chad Butterbaugh staffed ACPL's booth Fort Wayne's PrideFest event.

ARS would like to welcome four new volunteers and thank all the volunteers that provided 1,487.5 hours of service equating to over \$15,000 (FTE=2.86) in added value to ACPL. The Journal Gazette also ran a wonderful – front page Metro Section, above the fold, – story on ARS volunteer Salathiel Reagan, an exceptional reader who is building a voice actor career. A new ARS volunteer was recruited through this story.



www.journalgazette.net SATURDAY, SEPTEMBER 30

### VOLUNTEER SPOTLIGHT

## Lending voice to help library also hones his skills

**PAUL WYCHE**  
*The Journal Gazette*

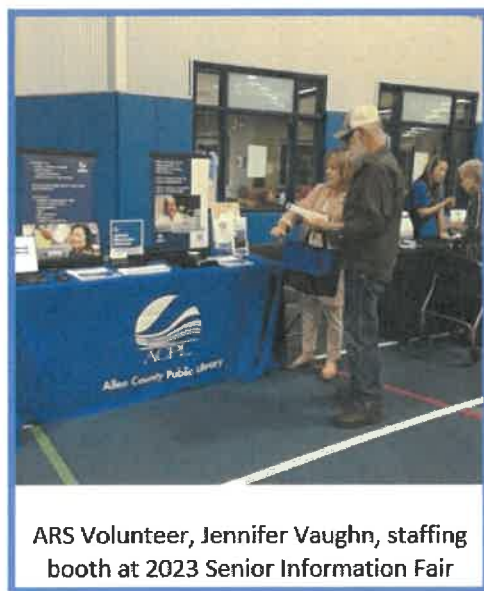
Like many during the thick of the pandemic, Salathiel Reagan found himself in a financial pinch. Encouraged by his wife, the Wilmington, Delaware, native decided to look into doing voiceover work since he often gets complimented on his speaking. "I have five kids, so I had to do something," said the 47-year-old Fort Wayne mental health counselor. "When the pandemic hit, I went from seeing 30 people a week to like, nine."

After taking an online voice-acting course for eight weeks, Reagan still didn't feel ready for prime time, so last year he began volunteering a few hours a month with Allen County Public Library's Audio Reading Service.

**Salathiel Reagan is a voice talent specialist for the Allen County Public Library's Reading Service.**

**ABOUT THIS FEATURE**

The Journal Gazette is asking area residents to nominate volunteers who deserve recognition for the time and effort they invest into the community. Submissions for the monthly Volunteer Spotlight feature must include the person's



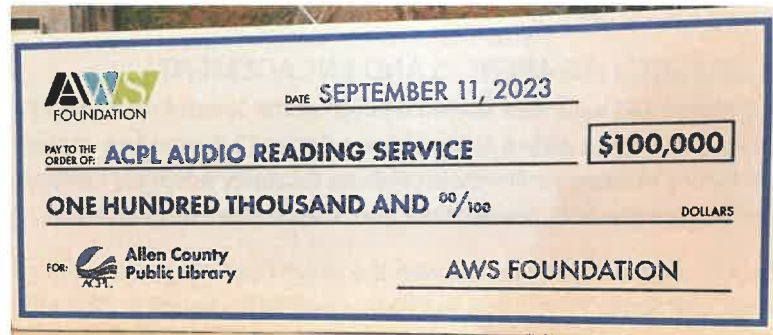
ARS Volunteer, Jennifer Vaughn, staffing booth at 2023 Senior Information Fair

## CULTURE OF COLLABORATION, LEADERSHIP, AND LEARNING

Chad Butterbaugh, Senior Production Assistant, continues contributing to ACPL's DEI Committee. George serves as the Secretary of the Board of the International Association of Audio Information Services. Mary Lahey, Broadcast Coordinator, attended a class on podcasting at Sweetwater. All ARS staff attended a Materials Challenge training session, and continue to learn from the KnowBe4 cyber/computer safety videos.

## INNOVATIVE AND ADAPTABLE CONTENT AND SERVICES

The Audio Reading Service is THIRLLED to receive a \$100,000 grant from the AWS Foundation for digital upgrades to our studios. The broadcast and recording studios are 19 years old with analogue equipment. The workflow has not changed since 2004. Upgrades will improve the quality of production, and in turn, our listeners will receive better service, with an enhanced listening experience. Additionally, studio improvements will allow us to expand our current programming. Construction will begin late 2023 with completion in early 2024. No disruption in service is expected.



Over Labor Day Weekend, we aired our newest audio play, *The Man That Corrupted Hadleyburg*, written by Mark Twain. Directed by Chad Butterbaugh, recorded by Mark Lahey, and with production and sound design by Alyssa White, fourteen ARS volunteers shared their acting talents in this wonderful production.

## LIBRARY AS PLACE

This quarter, the Audio Reading Service conducted a Listener Survey. Among the findings:

- 92% feel more informed about local news
- 80% feel more informed about local services
- 87% feel more connected to our community\*
- 90% report listening improves their mood\*
- 80% feel less isolated\*

\* *The United States Surgeon General Dr. Vivek Murthy released a new Surgeon General Advisory calling attention to the public health crisis of loneliness, isolation, and lack of connection in our country. Disconnection fundamentally affects our mental, physical, and societal health. In fact, loneliness and isolation increase the risk for individuals to develop mental health challenges in their lives, and lacking connection can increase the risk for premature death to levels comparable to smoking daily. (U. S. Department of Health and Human Services, May 3, 2023)*

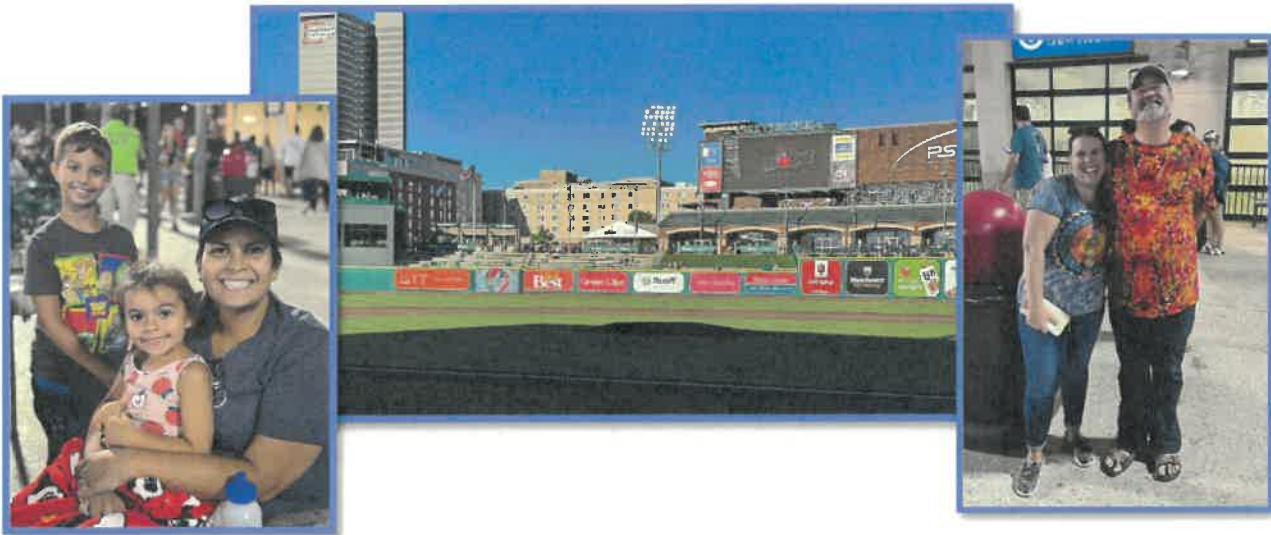
## SYSTEM WIDE SERVICES – COMMUNICATIONS

Aja Michael-Keller, Director

### COMMUNITY AWARENESS AND ENGAGEMENT

In Marketing, our team supported Summer SPARK through program guides, bookmarks, and other resources and promotional materials. The program experienced an **increase of 13% over 2022 in total readers, 7% increase in minutes read, and a more than 50% increase in program attendance!**

On August 31, the Library kicked off Library Card Sign Up Month with ACPL Night at the TinCaps where our own Susan Baier threw the inaugural pitch.



This was the first time our team launched a full marketing campaign which ran for 4 weeks (entire month of September), and saw an *increase of nearly 25% more library card sign ups over September 2022*. For our \$3,750 investment with Citi link Buses, we had (5) Fixed Route Tall Panels which captured 1,308,160 impressions, along with (60) Interior Cards, capturing 2,280,000 impressions. We have also hired a new Print Shop Technician, Katie Dague, who brings a wealth of printing and graphic design experience.



In Social and Digital Media, comparing Q2 to Q3, engagement is up. Top social media posts include the Aboite Reopening, Banned Books, Drive-up Book Return at Main, SPARK Event: DJ Too Quick, and the Weavers Guild Exhibition. The SPARK paid digital campaign brought 643 area parents with children under 18 to the SPARK page. The Rolland Center paid digital campaign brought 460 educators to the RFI page. The Library Card Sign Up Month paid digital campaign brought 382 Allen County residents to the sign-up page. Digital communications also played key role in the success of the community strategic plan survey which yielded more than 8,500 responses. More than 80% of these were the result of digital efforts.

In Media Relations, we saw 443 mentions across all media outlets over the quarter. This was an average of 4 mentions per day. Top stories included the construction at Aboite, Library Card Sign-Up Month, the flu shot clinics, and the community survey. This resulted in a reach of 58.4 million people and an earned media value of more than \$540,000.



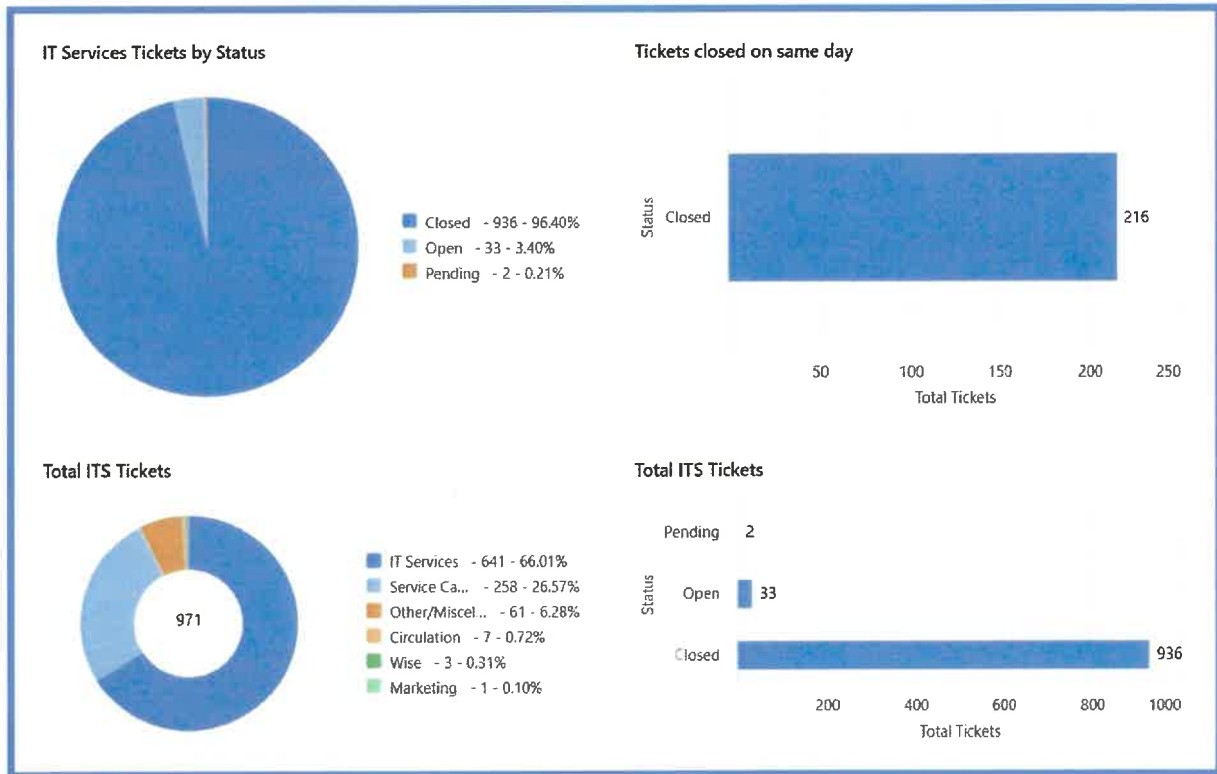


## SYSTEM WIDE SERVICES – INFORMATION TECHNOLOGY SERVICES

Kevin Wells, Manager

### COMMUNITY AWARENESS AND ENGAGEMENT

Freshservice reports 1735 tickets were created during the third quarter of 2023. 971 were assigned to IT Services. By the end of September, IT Services closed or resolved 938 of our assigned tickets and 216 were closed on the same day. Our completion rate for the third quarter of 2023 is 96.4%, increasing out annual completion rate to 94.7%.



### CULTURE OF COLLABORATION, LEADERSHIP, AND LEARNING

Mike Targgart’s position as Senior Network Specialist was reclassified to that of Network Services Manager. In this capacity Mike will manage network staff, identify, recommend, and implement changes to improve our network infrastructure and security, and much more. Basically, all he’s been doing since he joined the ACPL last September but in an official capacity now.

### INNOVATIVE AND ADAPTABLE CONTENT AND SERVICES

In addition to providing support toward the ILS migration IT Services has installed our new host for managing our virtual environment, migrated to a new backup solution, and we are working on upgrading our Microsoft 365 subscription to include enhanced security features that will replace ESET’s Endpoint Antivirus and Barracuda’s Email Security services in the spring of 2024.

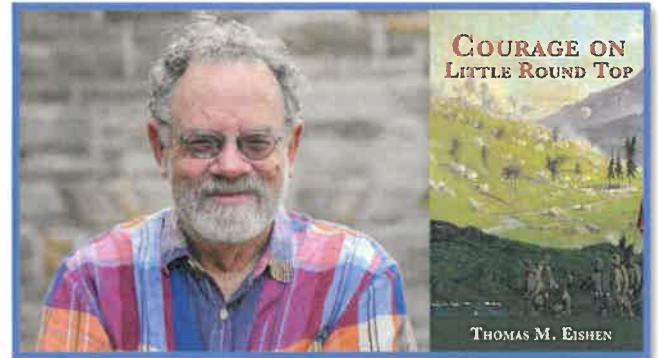
## SYSTEM WIDE SERVICES – LIBRARY AT HOME

Beth Boatright, Director of Community Partnerships and Programs

### COMMUNITY AWARENESS AND ENGAGEMENT

Library at Home joined the Audio Reading Service and Genealogy teams at Fort Wayne's 22nd Senior Information Fair in September. Peg spoke with hundreds of attendees and handed out lots of Library at Home swag.

We discovered and helped promote an author in our midst. Tom Eishen is a resident at one of Library at Home's facilities, and the author of two books on the battle of Gettysburg during the Civil War. The library has since ordered copies of both of his books; we hope we drove up his Amazon sales and reviews a bit.



### CULTURE OF COLLABORATION, LEADERSHIP, AND LEARNING

As our branches reach out to engage in ever more community programming, Library at Home wants to be there. We recently joined Laura Bohnke and the Hessen Cassel team at Tall Oaks apartments, and together we will continue to offer "one stop shopping" for helpful and engaging information and activities, along with books and other library material.

This quarter, Alaina Massey and Kerstin Glaess joined Jon on ride-alongs to Heritage Pointe, Grey Stone Health and Rehabilitation, StoryPoint Senior Living, Adams Heritage, and Lutheran Life Villages, plus a few stops in between.

LAH is excited to attend, in person and virtually, the 2023 Association of Bookmobile and Outreach Services conference in Hershey, Pennsylvania. This gives us a chance to mingle with colleagues, speak with specialty vendors and vehicle designers, and attend seminars like "Support Your Local Library! How to Ask for Free Stuff," and "Good Grief: How to Learn and Grow from Loss and Grief."

### INNOVATIVE AND ADAPTABLE CONTENT AND SERVICES

As many communities in Allen County become more diverse, one apartment complex in particular has reached out to Library at Home for more foreign-language material. These apartments, home to some families of Eastern European and Southeast Asian origin, come together not only to help residents read library books in their own language, but also to offer ESL classes and open up their book club to non-native speakers.

Our "Cats" Memory Kit has proven to be popular with facilities partnering with Library at Home, but one of our patrons needed it more than most. Our friend Linda had to give up her young cat in July, because it had become a fall hazard. This was after losing her previous cat of many years in December. Keeping our plush cat at home with her for a time made all the difference. Her friends have since helped her buy her own stuffed cat, and Linda is smiling again.



### LIBRARY AS PLACE

The Library at Home vehicle, with its new ACORE shelving system, has proven to be one of our greatest assets, especially considering that we're on the road for the majority of our day. We've recently started filling many of our empty shelves with extra library material, including puzzles, paperbacks, movies, audiobooks, a couple of CD players, and donated books. This has made us more responsive to immediate patron needs, and it looks nice, too. Just don't call it a bookmobile!

# QUARTERLY MANAGERS REPORT – Q3 2023



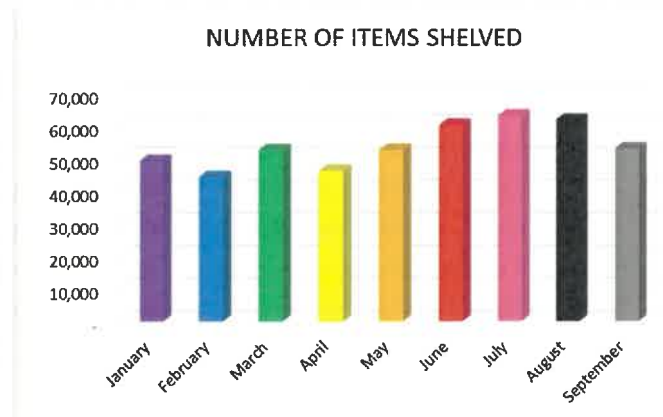
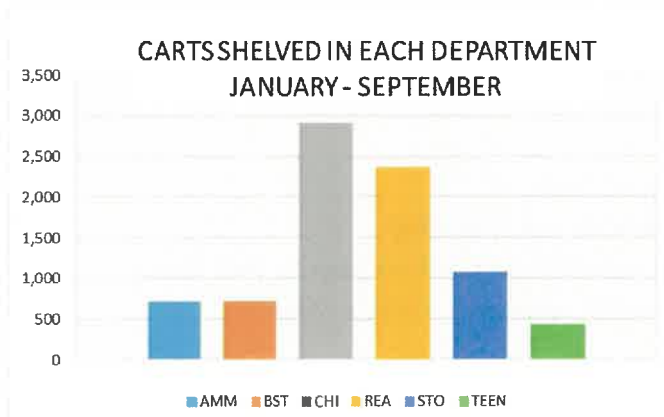
## SYSTEM WIDE SERVICES – MATERIALS SUPPORT SERVICES

Keri Favory, Manager

### LIBRARY AS PLACE

MSS will be completing a shifting project on LL2 for storage of Juvenile items to make room for the maintenance supply cage. This will be completed by the second week in October.

The following are statistics of items moved.



## PAGING

MONTH	total requests	Total Items	time/per request (Minutes)	time/per item (Minutes)	Average requests per day	Average items per day
Jan	324	567	9.3	6.3	12	20
Feb	506	783	15.9	10.2	18	28
Mar	383	545	10.5	7.7	12	18
Apr	380	546	12.2	8	13	19
May	328	499	14	8.8	11	17
Jun	345	496	11.6	8.5	12	17
Jul	328	439	10.3	7.5	11	15
Aug	348	482	11	7.7	11	16
Sep	440	612	9.8	6.6	16	22

## SYSTEM WIDE SERVICES – SECURITY

Shannen Auker, Manager

### CULTURE OF COLLABORATION, LEADERSHIP, AND LEARNING

**Security is gearing up for several trainings that will be happening in the month of October.**

- First Aid/CPR/AED & Narcan:
  - Recertifications – 13 Security Officers will be recertified. (4hr class)
  - First time certifications or long expired recertifications. (8hr class)
- 3D Printing of Glocks, AR's and their parts:
  - FWPD Gang Unit will be giving a presentation:
    - What these items look like.
    - What to do if spotted.
- YWCA will be giving a training on Sex-Trafficking.
  - How to identify a person who is trafficking another person.
  - How to identify and help a person who is being used for sex-trafficking.
- FWPD will be giving training on de-escalation of persons that are mentally ill, on drugs, or inebriated.
- D.P.T.S. (Duhamell Physical Tactics System LLC) will be giving training on Preventive Measures.
  - Situational Awareness
  - Communitive Skill Sets
  - Receptive Listening
  - Reactionary Distancing
  - De-escalation Skills



**CPR & First Aid  
Training Class**



## SYSTEM WIDE SERVICES – TECHNICAL SERVICES

Christine Diedrich, Manager

### CULTURE OF COLLABORATION, LEADERSHIP, AND LEARNING

Technical Services has spent a large part of the last few months working towards the shift to Polaris. We have attended training for cataloging, acquisitions and serials as well as circulation. What was learned there has been used to create our plans for how cataloging and acquisitions will work in Polaris for ACPL. Our department started our transition on September 22, when we had to stop cataloging and placing orders. In preparation of that date, we cataloged as many things in advance as we could, especially titles with holds. Orders placed before the stop order date, as well as titles ordered before they were published, will continue to arrive during this down time. We are making sure that these get received and sorted so that they are ready for cataloging at go live. Titles with holds have been marked and will be cataloged first so we can get them into the hands of waiting patrons quickly.

### INNOVATIVE AND ADAPTABLE CONTENT AND SERVICES

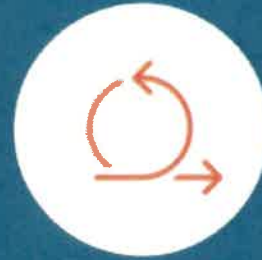
Within the new system, we will be using Authority Control for our records. This means that the accepted, Library of Congress approved standard version, of names and subjects is used, ensuring consistency and correctness of these within the catalog. This will help increase accuracy of patron searches and ensure that all matches are returned during a search. Older subject headings will get updated to newer versions. These updates will help take care of outdated phrases and terms within subject headings. During this process our records will also be updated with Lexile and Accelerated Reader information, when appropriate.



Cataloging



Acquisitions



Circulation

## WAYNEDEALE

Amanda Vance, Branch Manager

### COMMUNITY AWARENESS AND ENGAGEMENT

The Waynedale Branch has begun an outreach partnership with Kingston Residence to bring fun craft activities to their residents. This partnership has brought joy to our patrons who can't get to the branch to participate in programming as well as our staff. We have taught watercolor, dot painting, tissue paper suncatchers, and much more.



In September, the branch began to take Juvenile Deposit Collections and story times to three of our local preschools. This is a new program that has been helpful in getting us involved in the JDC collection and letting the system expand this service to more preschools across the community.



### CULTURE OF COLLABORATION, LEADERSHIP, AND LEARNING

With the Aboite Branch being closed for repairs through the month of September, our branch has seen an uptick of use from Aboite patrons. In order to be able to best respond to the needs of a larger community, two Aboite staff members have been at Waynedale to help. We expanded our holds shelf space to accommodate what has been about double our regular amount of holds. We have expanded our desk staffing and been proactive in welcoming new patrons to our building and help to direct them to the areas of our building and collections of interest.



### INNOVATIVE AND ADAPTABLE CONTENT AND SERVICES

Patrons have been asking that we separate our Urban Fiction collection for easier access. In order to better serve our community, we have shifted our collections in order to find space for a long-term display of Urban Fiction and to be able to continue to grow this collection.

## WOODBURN

Paige Shook, Branch Manager

### COMMUNITY AWARENESS AND ENGAGEMENT

At the end of July, the Woodburn Branch was invited to set up an activity table at KFG John Deere Day of Play. We had roughly 100 families stop by and participate in this agricultural day of fun.

### CULTURE OF COLLABORATION, LEADERSHIP, AND LEARNING

For Woodburn's September Spotlight Storytime, Aly Munger from Little River Wetlands presented a program about Monarch Butterflies. Aly read a book about the life cycle of Monarch Butterflies. The children that attended also learned how to distinguish between males and females, where are the best places to find Monarchs, their favorite food in addition to other interesting facts! They even were able to pretend to be a Monarch with butterfly wings that Aly provided.

