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# ABOITE | Kris Lill, Branch Manager

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## Culture of Collaboration, Leadership and Learning

Three new volunteers started at Aboite in November, their assistance with shelving holds and “quick-shelve” materials, straightening and shelf-reading, and pulling items from the shelf-list has been a great help to paid staff.

Courtney Pifer attended the Mental Health and Customer Service training presented by Mental Health America at the Main Library. She shared several take-aways at our staff meeting and encouraged everyone to “attend” the recordings on Niche Academy.

Kris and Ajay Johnson participated in the American Red Cross CPR/First Aid/AED training presented by James Ouellette at the Main Library.

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## Library as a Place

Kris met with Topher Schlatter (ITS) and Jake Ullom (MNT) to coordinate the installation of 6 new computer tables, the removal of some of the old furniture (some will be sent to the auction, some to another branch), and the relocation of the public PCs. The result will be a central area in the branch for technology: computers, printers, public fax, print release station and copier. We hope to have this project will be completed next month.

## Community Awareness & Engagement

Aboite staff collaborated on displays this month with a goal of engaging patrons:

Branch assistant Hannah Morgan created a “Get to Know Aboite” display that featured Aboite staff and a special interest of each one.

In the children’s area, patrons of all ages were encouraged to add to the “What Leaves You Thankful” display on the wall above/around the nonfiction stacks. This type of activity not only encourages creativity but also provides an opportunity for adults to actively take part in important early literacy language-building activities with their children.



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## DUPONT | Rebecca Wolfe, Branch Manager

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### Culture of Collaboration, Leadership and Learning

We have had several new branch assistants and have taken advantage of the Wise test client to train them. Having this resource allows staff to practice entering account information, checking out items, and doing financial transactions. It's been a great new way to train new staff.

### Community Awareness & Engagement

Staff were thrilled to resume in-library programming. Storytimes have been very popular, with waiting lists for most toddler and family storytimes. We're keeping the groups small so that people can be socially distanced.

Patrons are loving the board games we put out for in-library use. You can see them in use nearly every afternoon, by families or tutor/student pairs.

### Innovative & Adaptable Content & Services

Staff have adapted well to use of cash drawers in place of the cash register. They can now do complete financial transactions through Wise, thereby saving a step. (In the past, we did each transaction in Wise and then on the cash register.)

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## GEORGETOWN | Stephen Platt, Branch Manager

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### Innovative & Adaptable Content & Services

- **In Person Programming** – November 2021 marked a return to in person programming. The Georgetown Library staff were present for 31 events/programs with attendance of over 1,000 people in this month alone. The following in person programs were offered for the first time since March of 2020. The library is collaboratively planning even more in person programs and partnerships in the upcoming months. We rely heavily on the input and manpower of other departments and branches to plan programs here. It is a collaborative effort across the board. (included: Dungeons and Dragons, Baby Story-time, Craft Club (Teens), Design-It! – this month's theme was music and the creation of musical instruments, and How-To Studio (Adults))
- **After School at the Library** – The library provides the afterschool room again for the students from Blackhawk Middle School. During the month of November, this room was open for 2.5 hours after school for 20 school days out of the month, with an average attendance of 38 middle schoolers visiting the room per day. A number of others utilize the library's meeting spaces and computers. All in all we are visited by about 60 to 70 middle schoolers each school day afternoon. The students have all received library cards and a number of them are taking advantage of the ACPL's Lit Loot Program which incentivizes reading. Additionally, ACPL partnered with IU School of Social work to survey the student's to assess their situations and needs to determine how the library can help them. The results of the survey are forthcoming. A small group of student ambassadors met for the first time to discuss the library's role in helping the students as well as to start discussions revolving around essential points of after school conduct. Further meetings with this core group will continue.

## Culture of Collaboration, Leadership and Learning

- Sarai Spears Wells attended the OCLC Web-junction Webinar entitled Understanding Eviction and How Libraries Can Help where she learned how ACPL staff can better connect people to eviction-related information and services. Sometimes helping library customers facing eviction is as simple as getting them access to a fax machine that receives faxes.
- Stephen Platt, Deborah Meserve and Nic Berry all attended the annual Indiana Library Federation's Annual Conference which included sessions on: Inclusive civic spaces for all ages, Sharing the story of the library with the community, Practicing adaptive leadership, Establishing working relationships with non-profits in the community to provide services for customers, Successful teen programming, Disinformation and how libraries can serve to remedy disinformation in the community.
- Stephen Platt and Deborah Meserve have successfully completed requirements for Adult and pediatric First Aid/CPR/AED

## Community Awareness & Engagement

- TechFest – Kerstin Glaess collaborated with the Makerspace at Main to represent the ACPL makerspaces at NEITC's annual Techfest at the MacMillan Park Community Center. Both Francisca Montenegro and Kerstin met with over 200 students to promote the program.



Gabe Downs, Children's Librarian I, demonstrates how to make a balloon string zither with rubber bands and a board, during the Design-It Studio.



A father takes a video of his daughter playing the bongos during the Design-It Studio.



Children and adults could interact with a variety of musical instruments that evening including, A marimba, glockenspiel, hand drums, box drums, hurdy gurdy, harmonium, mandolin, ukulele, tambura, and many others. Children could build and adjust their own balloon string zithers as well as drums and maracas.



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## HESSEN CASSEL | Edith Helbert, Branch Manager

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### **Culture of Collaboration, Leadership and Learning**

Two staff renewed their American Red Cross training in First Aid/CPR/AED. One staff earned the certification for the first time. With three of our eight staff now current on this training, we should nearly always have someone in the branch who is ready to respond to emergencies.

### **Innovative & Adaptable Content & Services**

Staff worked to plan spring programs, including taking the lead on an April program for teens which pairs printmaking with learning about moon phases. Teens at six ACPL locations will observe the moon either directly with telescopes or with telescopic photographs, both provided by volunteers with the Fort Wayne Astronomical Society. Then they will carve linoleum stamps and print moon phase posters using silver paint.

### **Community Awareness & Engagement**

We have returned to several schools for in-person outreach visits. Staff will visit Prince Chapman school which serves grades 3-6, for a half-day every month, so that each class will have a visit from our staff during the school year.

We also collaborated with the McMillen Community Center to sign up participants in their elementary school book club for library cards.

### **Library as a Place**

Hessen Cassel's displays for October included a Native American Heritage Month display, a showcase of local authors and books on writing for National Novel Writing Month, and a display highlighting our return to in-person programs.

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## LITTLE TURTLE | Carla Bauman, Branch Manager

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### **Culture of Collaboration, Leadership and Learning & Library as a Place**

Programmers at multiple branches worked together to efficiently collect supplies and decorations in preparation for a special experience in December. Participating branches will transform part of their locations into a magical Candy Land where young patrons will practice their observation skills, enjoy a sensory walk, and contribute to a community art project.

Manager and assistant manager obtained American Red Cross Adult and Pediatric First Aid/CPR/AED certification.

### **Community Awareness & Engagement**

Children's librarian Kate Vinz began an exciting relationship with Matthew's House Childcare. Kate will take the joy of reading to children at Matthew's House on a regular basis.

Youth specialist Gabe Maraya, Tecumseh branch teen specialist, and Northside High School Media Specialist met to discuss ways ACPL resources can support and inspire students' love of reading.



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## MONROEVILLE | Chris Wiljer, Branch Manager

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### **Culture of Collaboration, Leadership and Learning**

On November 3, members of the Four Presidents Corners Historical Society met for their monthly meeting at the Monroeville Branch. The last time they met at the library was almost two years ago, before the pandemic started. Members were very excited to return “home” after such a long hiatus. Also, The Four Presidents Corners Historical Society has temporarily located their penny press in the lobby of the Monroeville Branch. The penny press allows patrons the opportunity to choose one of four Monroeville related designs and crank out a shiny little souvenir.

### **Innovative & Adaptable Content & Services**

As we resumed our in-person programming in November, one of our offerings was the “Design It” program. We offered this program on November 17, and this particular program was created and presented by the staff at the Children’s Services Department. Two staff members from Children’s Services made the trip to Monroeville in order to offer this program to our patrons. “Design It” is a STEAM powered program that allows participants to use their imagination and knowledge to create something unique. The project for November’s program involved designing and decorating a CD. Staff from the Children’s Services Department will return on December 22 to offer patrons another opportunity to design and create something special.

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## NEW HAVEN | Rachael King, Branch Manager

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### **Community Awareness & Engagement**

Central Lutheran School 5th graders visited our branch again this month. “The 5th grade class had lots of reference questions and they searched the adult non-fiction & teen areas as well as the children’s department. They teamed up to teach each other how to use the self-checkout machines. Every student had at least one book and some a huge stack of books.”

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## PONTIAC | Lisa Worrell, Branch Manager

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### **Culture of Collaboration, Leadership and Learning**

Lisa trained Amy on entering programs into Communico, and Amy successfully entered her first round of programs for March-May! Amy served on the ACPL United Way Committee (and baked pie!). Trainings this month by branch staff include Everything You Wanted to Know About Transgender; Opioid Addiction, Overdose, and Response; Disability Awareness; and CPR training. Amber was named to ACPL’s DEI team. Congratulations, Amber!

### **Community Awareness & Engagement**

Lisa, Amy, and Mari (YAS) visited Vincent Village for a tour and to discuss outreach opportunities and other ways to partner. Amy will begin doing regular outreach there in January. Amy subbed for 3 of Hannah’s storytimes this month, two of which were outreach to daycares. Lisa dropped materials off, including program calendars, to Vincent Village, Center for Nonviolence, and Genesis House. Regularly scheduled outreach programs continued (daycares, Genesis House, Euell Wilson Center, McMillen Park Community Center, etc).



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## SHAWNEE | Tonya Frandle, Branch Manager

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### Culture of Collaboration, Leadership and Learning

Branch Manager Tonya Frandle attended the Indiana Library Federation Annual Conference in Indianapolis, Indiana on November 16th and 17th. While in attendance, she was able to view multiple informative sessions including those focused-on diversity, equity and inclusion, intellectual freedom, and digital equity.

### Innovative & Adaptable Content & Services

The Shawnee Branch was happy to reintroduce in-person programming during the month of November. We have seen participation in our regularly scheduled weekly programs that include Toddler Storytime, LEGO Club, and Teen Open Board Gaming. We are looking forward to continuing to offer more programs in the coming months.

Along with all other branch locations, Shawnee began utilizing the new WISE cash drawers in November. The installation and operation allows for a streamlined cash-handling process that works better for the Finance Department as well as helps insure that all locations are handling transactions in the same manner.

### Library as a Place

On November 4th, a courtesy phone was installed at the Shawnee Branch. This phone allows for all patrons to make outgoing calls free of charge with the intent of making short calls, especially calling for transportation.

Branch Assistants Gabi Jauregui and Noah Patterson coordinated to create various displays throughout the month including items featuring Indigenous Authors, Thanksgiving cheer, Veteran's Day history books and National Novel Writing Month books. The pair also created an interactive "What Are You Thankful For" bulletin board where patrons and staff could write down anything that they are thankful for.

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## TECUMSEH | Deb Noggle, Branch Manager

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### Culture of Collaboration, Leadership and Learning

- Tecumseh Staff continue to learn and train on new processes through Niche Academy, ACPL trainings, and staff meetings. Assistant Manager Jen FitzSimons did the day-long training with the Red Cross and is now certified in CPR, First Aid, and AED operation.
- Tecumseh Staff members are training through the United Front Initiative on diversity and bias in the workplace. This year-long training will include a keynote address on a monthly topic, role-specific training and ACPL staff discussions.

### Innovative & Adaptable Content & Services

- Curbside Pickup – We continued providing Curbside Pickup of library materials in the West Parking Lot for customers from 10am–12pm, and 3pm–6pm, although the number of curbside deliveries has really waned. Most days we don't have any calls for curbside service.
  - Covid-19 Vaccine Information – Staff are knowledgeable about where to find the most current information on vaccine distribution, and can assist customers with where to call and how to schedule appointments to receive a Covid-19 vaccination.
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## Community Awareness & Engagement

- **Native American Heritage Month** - Tecumseh staff has prepared a bulletin board and book display in honor of Native American Heritage Month. We recognize that the very land that our branch is built on was once the land of the Miami Tribe, and that at one time, over four Native American tribes lived in the Allen County area. We are also proud that our branch is named for the historically significant Shawnee Chief, Tecumseh.
- **Tecumseh Pollinator Prairie** - We have entered into a partnership with Concordia Lutheran High School and Sanctuary Native Landscapes on a service project to create a garden on the library's west side that will provide sustenance and shelter to "pollinators", like bees and butterflies. Concordia students will learn while working on this garden. When finished, we hope to provide interactive signage that will make this a place for the community to visit and learn about ecology, plants, and pollinators—even when the library is closed!

**UPDATE:** Sanctuary Native Landscapes and Concordia Students have completed the planting of the garden. Two beautiful Red Oak trees were installed into the garden space a few weeks ago! One of them is directly outside a window that staff can see from the desk. We look forward to watching this fledgling tree grow and change over seasons and years.

- **Virtual Programming** - Tecumseh is involved with Virtual Programming in the following ways:

**Bedtime Storytime:** Our Assistant Manager/Children's Librarian, Jen FitzSimons, is either the presenter or the moderator of the ACPL Bedtime Storytime every Monday evening at 7:00. This virtual program for preschoolers and their families contains relaxing stories and mindful moments purposefully designed to calm children and encourage a restful wind-down before bedtime.



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## WAYNE DALE | Amanda Vance, Branch Manager

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### Culture of Collaboration, Leadership and Learning

In November, we had the opportunity to begin getting staff certified in First Aid/CPR/AED. The manager was certified in all three by James Oulette. We are hopeful that this training will be offered again in the coming year for additional staff to participate.

### Innovative & Adaptable Content & Services

Family story times have resumed for the first time in a year and a half. Our staff and community have been very excited to get back in to early learning while having a blast singing and dancing along with wonderful stories. It's fantastic to have our families back in the library to enjoy programs. We missed the giggles.

### Library as a Place

Our community collaboration with artist Charlotte Smith continues with November's beautiful fall tree. This ever-changing art continues to be a draw that our patrons love to see when they come in to the branch. Charlotte recently also won Honorable Mention for her tree at the Festival of Trees



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## WOODBURN | Paige Shook, Branch Manager

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### Community Awareness & Engagement

Before COVID-19 our Storytime was populated with children from the local daycare, Abbi's Fireflies Daycare. Due to social distancing, however, the daycare is unable to attend our in-person Storytime. So now, for the first time ever, we are taking Storytime to them! Abbi's Fireflies Daycare will be visited on weekly basis and be entertained with a variety of books, songs, and crafts. We are very excited for this opportunity to expand our public services and bring the library to our community.

### Library as a Place

November was an exciting month for Woodburn as we transitioned back to in person programs. To reintroduce in person programming, we began with our beloved Family Storytime. Our community was delighted to have this cherished program again, and we are thrilled to say that we were able to welcome new families as well as our regular families to our Storytime community.

In addition to our Family Storytime, we teamed up with staff from Children's Services Department to offer a brand-new program for Woodburn called Design It. This program is a STEAM based program that allows participants to use their imagination and knowledge to create something unique. This month our community was afforded the opportunity to create something new with old CDs!

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## AFW | Norm Compton, Manager

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### Culture of Collaboration, Leadership and Learning

Access Fort Wayne started October dedicated to ACPL's Staff Day. Almost half (5) of the AFW staff were directly involved working with Events in originating the Staff Day videos signal from the Theater. All of the characteristics of Collaboration, Leadership, and Learning were well demonstrated by the crew that put on Staff Day for ACPL.

On Thursday the 21st, Access Fort Wayne hosted the Philo Festival of Media Arts Awards live on Access 2, on Facebook and on zoom. This the 2nd year in a row we have hosted the Philo Awards. We were awarded an Excellence in Directing award for last years production. This year we took a Philoween theme to the show. While John O'Rourke did not survive the zombie attack that opened the show, Norm went to the Maker Lab and John 2.0 was brought to life to MC the awards. This year AFW submitted 10 entries into the Philo competition and we had two Winners, two Finalist, and two Excellence Awards.

The Philo Awards was one of 130 TV shows we made in October. We played 129 hours of ACPL shows on our channels during the month.

### Community Awareness & Engagement

For Fright Night (Oct. 16th) Access Fort Wayne went all in! We opened up Studio A for the public to come in and have a selfie with Mr. Graves and a scary background. We had over 1,000 people come through and made over 200 pictures using the green screen and inserting different back grounds. Those pictures were posted on the WELT Facebook page. We took advantage of the abundance of zombies and recorded scenes for our "Philoween" short. <http://cranium.acpl.lib.in.us/CablecastPublicSite/show/25495?channel=4>

A version of this video was our introduction to this years Philo Festival of Media Arts Awards that we live streamed across four states.

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# ARS | Georgean Johnson-Coffey, Manager

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## Culture of Collaboration, Leadership & Learning

- Chad Butterbaugh is a member of the newly formed system-wide DEI Committee.
- George participated in the Mental Health and Customer Service training, VolunteerPro Coaching session, and The American Red Cross CPR/First Aid and AED training.
- We were short-staffed for a portion of the month due to emergency FMLA. This can be difficult with a four-member department. Chad and Elizabeth jumped in and did a great job during this time.

## Innovative & Adaptable Content & Services

- George's workstation was upgraded to the new laptop/docking system. The Control Room received a new laptop.
- We provided 720 on-air hours with 298 programs broadcasted to our 90,000 estimated Listeners.
- The Audio Reading Service's Listeners heard 91 health, quality of life, and disability-related PSAs; these repeat throughout the month.

## Community Awareness & Engagement

- George presented a training on effectively engaging volunteers for VolunteerPro, a professional membership organization for volunteer services administrators.
- George is a member of the Northeast Indiana Disabilities Advocacy Coalition's (NEIDAC) Networking Committee.
- 70 volunteers provided 533 hours of service to our Listeners. (104 volunteers have served so far in 2021.) This translates to a 3.00 Full-time Employee Equivalent (FTE), and an added value of \$4,905.47 to ACPL with a year-to-date added value of \$54,901.79. Two individual expressed interest in volunteering with our department; one was interviewed.
- George participated in local NPR stations, 89.1's tribute to long-time classical host Stan Whippo. Stan, who also volunteered with the Audio Reading Service for 24 years, passed away on October 14.

## Library as a Place

- Each Audio Reading Service volunteer received a Thanksgiving card and a Cookie Cottage gift certificate in recognition of their service.
- Our world-wide reach continues. We received this email message from Nitya G. from Bangladesh:

*'I am a regular listener of your service. I am from Bangladesh. I visited the United States twice in the last five years.*

*I find your audio reading service great for everyone. I would recommend your programs for those who are trying to improve their listening comprehension of American English.*



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## EVENTS | Leanne Bure, Manager

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We had 84 events with attendance of 1549

**NOV 11** Movie Night returned to in person at the ACPL Theater thrilling patrons with Black Widow.

**NOV 14** Literacy for Companionship invited the community to the ACPL to paint rocks to highlight World Kindness Day and spread encouragement.(WANE TV coverage)

**NOV 20** The FW Sikh Outreach organization held an event to honor fallen Deputy Sandeep Singh Dhaliwal. Recognition ceremony by Karl Bandemer, Deputy Mayor of FW. (WANE TV coverage)



**NOV 20** Gallery Reception to highlight Works by Justin Johnson

**NOV 21** Music at ACPL returned to in person as the Debutants took the stage to play an eclectic mix of Americana with dashes of Bluegrass, Soul, Folk, and Rock



**Nov 24 NIGHT OF LIGHTS:** Nate and Traci greeted approximately 225 patrons and served up Cocoa & Cookies next to a roaring fire. Teens saw 78 patrons for Snow Globe crafts. The Clock Tower joined surrounding church bells at 7:30 pm to fill the air with music.



**Elves were busy decorating the ACPL for the holiday season!**



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## ART, MUSIC & MEDIA | Stacey Stamas, Manager

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### Innovative & Adaptable Content & Services

The November exhibit in the Jeffrey R. Krull Gallery was "Lament for Aleppo": Mixed Media Works by Justin Johnson, October 29 - December 10, 2021 with a reception on November 20, 2021, 2-4 pm. Justin Johnson is the gallery director for the University of Saint Francis - Fort Wayne, IN (2002-present). He holds both a BA (Fine/Commercial Art) and MA (Studio Art - Drawing). He exhibits his work regionally and has had over 10 solo exhibitions at colleges and universities in the Midwest. In Fall 2021, his work will be included in the Fort Wayne Museum of Art's exhibition, Sense of Place - Abstract Art in Northern Indiana. His work is represented by Crestwoods Gallery - Roanoke, IN. [crestwoodsgallery.com](http://crestwoodsgallery.com)

This month saw the return of our in-person concert series called, "Music @ the Library". The Debutants debuted at the library on Sunday, November 21. The Debutants is a string band with a strong influence of rock and roll. They play an eclectic mix of Americana with dashes of Bluegrass, Soul, Folk, Rock, and anything else they feel like playing. There was a small crowd of 48 in attendance.

Assistant Manager, Erin Smith, has been Zooming an online craft club, called "Craft Café" on Tuesday mornings from 10-11 am. Participants work on crafts from home and use Zoom to chat with other craft club members. This virtual program supports community need, with a focus on intentional programming.

Movie Night returned this month, with the showing of "Black Widow" on Thursday, November 11. We had 19 attendees for this first time in-person movie night since Covid.

### Library as a Place

Geneva Mansworth, Art, Music & Media Branch Assistant, created a Native American Heritage Month book display along with a Discover Art, Music & Media book display. Marty Herrick, Art, Music & Media Branch Assistant, created a Dinovember media display on the West side of the AMM Department.



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## CHILDREN'S SERVICES | Tiffany Bronzan, Manager

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### Culture of Collaboration, Leadership & Learning

Tiffany Bronzan visited the Waynedale branch to observe branch operations with Amanda Vance. Teresa Walls and Angie Feters are continuing to work on the Programming Planning committee. Tiffany Bronzan continues to work on the Library as Place committee. Sarah Buuck continues to work on the Monthly Events team. Tiffany Bronzan continues to work on the Early Learning Center committee. The committee is focusing on redesigning that space for families.

### Community Awareness & Engagement

Katie Brege presented crafts at the Grand Wayne Center in celebration of Night of Lights. Over 500 people participated in the crafts.



## Library as a Place

In-person programming resumed in the month of November. Librarians presented Lego Club, Design It and three different storytimes. Patrons were excited to be back in our building and participating in programming.

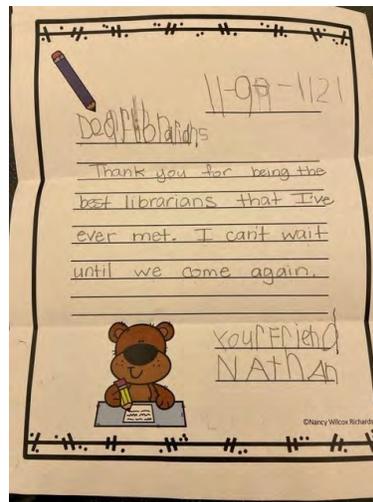
Angie Feters worked with the Teen Department to present the 39th Annual Poetry Contest during the month of November. We had 260 poetry submissions from students ranging from kindergarten to 5th grade.

This month we celebrated “Dinovember” in the department! Every day we posted a fun activity that the dinosaurs got into the night before. We also created a scavenger hunt for children to search for different dinosaurs.

The Children’s Department also celebrated Picture Book Month. The Great Hall had a cubby devoted to picture books and Leanne Gribik created a fun emoji scavenger hunt.

We have received many wonderful comments about our scavenger hunts from several patrons this month.

A class regularly visits the Children’s Department to check out books. This month we received a letter from one of the students.



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## MATERIAL SUPPORT SERVICES | Keri Favory, Manager

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### Culture of Collaboration, Leadership & Learning

Holiday group project is continuing to moving forward. This is an effort to consulate the holiday juvenile materials here at Main and then sent these items out when it gets close to the holiday. This is a major undertaking that many staff members were undertaking. This project will take till around mid- 2022 to complete. Currently we are doing this in smaller pieces one so no one will be overwhelmed at one time by the scope of this project.

Currently MSS department is over 100 hours down per week. HR and MSS Manager, (Keri Favory) and MSS Assistant Manager (Jane Chronister) continue to interview potential candidates when they apply to the open positions we have within our department.

Matt Cox trained one of the new staff that currently is working in the CHI department on what MSS does and this included shelving in various areas of the collection.



## Library as a Place

Matt Cox assisted in the Lincoln/Rolland Center by moving materials from Lincoln to the 'new' Rolland Center.

| BWB                |             |                       |            |           |             |
|--------------------|-------------|-----------------------|------------|-----------|-------------|
| MONTH              | MAIN        | ABT                   | DPT        | GEO       | TOTAL BOXES |
| March              | 176         |                       | 24         | 39        | 239         |
| April              | 624         |                       | 39         | 78        | 741         |
| May                | 160         |                       |            | 24        | 184         |
| June               | 345         |                       |            | 57        | 402         |
| July               | 160         |                       | 25         |           | 185         |
| August             | 145         |                       |            |           | 145         |
| September          | 160         |                       |            | 30        | 213         |
| October            | 240         |                       |            | 26        | 266         |
| November           | 160         |                       | 30         | 30        | 220         |
| <b>Grand Total</b> | <b>2170</b> | <b>118</b>            | <b>260</b> | <b>47</b> | <b>2595</b> |
| <b>Legend</b>      |             | Items shipped via UPS |            |           |             |

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## SPECIAL COLLECTIONS | Curt Witcher, Director

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Though heavily involved in the detailed work of bringing the Rolland Center closer to opening, our Lincoln librarians also were heavily involved in public programming throughout November. Wayne New Tech's junior history classes (4 classes over 2 days) visited the Lincoln Collection to learn about primary sources and about using the Lincoln Collection for research. Each class enjoyed a tour of the collection in the Fine Books Room vault as well. The purpose of the visit and tour was to get students comfortable with sources and the Lincoln Financial Foundation Collection for an upcoming writing prompt assignment on Lincoln and executive power, and how that relates to executive power today. Students were incredibly interested in the Lincoln Family Album, the Spirit Photograph of Mary Lincoln, and the Civil War dental kit. New Tech students were invited to contact the Lincoln librarians if they need help finding sources for their assignments.

The Lincoln Librarians participated in an educational event sponsored by the Friends of the Lincoln Collection (FOLC) on Saturday afternoon, November 13, 2021. The FOLC's "Lincoln to the Schools" committee developed a program for educators to share with the Friends, the ACPL, and the Indiana State Museum how they would best like to use a resource such as the Lincoln Collection in their classrooms. The attending teachers were divided to three grade levels (elementary, middle, and high school) to share their experiences and provide input on what the Lincoln librarians and the Indiana State Museum could do to get collection resources in their classrooms and develop a stronger relationship with schools throughout the state. The event also allowed for a hard-hat tour of the Rolland Center which got the teachers very excited about the potential (both in person and virtually) to have their students engage with the Rolland Center, the Lincoln Collection, and the Lincoln librarians.

On November 17, Emily Rapoza hosted PFW professor Dr. Assem Nasr's graduate class. The class, "Critical and Historical Research Methods," focused not only on Lincoln but also on archives, archiving, and historical interpretation of sources. In addition, the class was very interested in the Fine Books Collection. Emily provided a brief tour as well as covering archival standards, expectations, and the history of the collection. She offered to continue these Fine Books tours for this course when PFW offers it again. Dr. Nasr sent an appreciative note following the graduate class engagement. "A note to share my gratitude for your work and for hosting [my class] for a very informative and awesomely fun session. It was certainly a great experience for us to hear the details surrounding Lincoln and his family within a context that positions him as a human not just the icon and president.



I am so glad we had the opportunity to meet with you.”

While seventy-seven students and twenty-four adults attended Lincoln Collection focused programs in November, our Lincoln librarians still dedicated tremendous attention to getting the Rolland Center closer to completion and opening. During this month, the Lincoln librarians’ office officially moved to the Rolland Center. Jessie Cortesi took the lead in coordinating the move of the book and archival collections. Emily Rapoza’s work with the numerous technology elements supporting the virtual displays continued with a number of major issues coming closer to resolution. Graphics cards and code issues remain but are closer to resolution. Some work continues to be done to significantly reduce the size of some stacks of images to positively affect latency issues.

Other Rolland Center highlights include the computer hardware contractor updating and changing cables while swapping out faulty touchscreens. A plan has been developed to reinstall the wood paneling throughout the space. The mechanical issues with the Center’s front doors have been resolved and we are waiting on replacement parts for the electronic issues with the doors to also be remedied. The lighting sensors in the workroom and archive spaces of the Center have been reconfigured to work correctly. We also continue to work through a decreasing but still significant number of issues with the HVAC systems and their respective contractors.

This month, FamilySearch upgraded the scanners in their scanning station located in the Genealogy Materials Handling Unit. There are now three large CopiBook scanners that their volunteers are using to scan copyright-clear Genealogy Center collection items that are posted on their website for free use. We continue to appreciate the commitment of FamilySearch to digitize materials from our collection for free and make them available to a worldwide audience. The benefits of this collaboration are numerous and on many levels.

The newest member of our Genealogy Materials Handling Unit, Charlotte Li, acquisitions assistant, was an internal promotion as was our newest processing technician, Patrick Bickers. Both are learning new systems and processes well. This month, our long-time cataloger, social media guru, and Community Album specialist, Kasia Young, resigned to take a position working with the science collections at the Linda Hall Library in Kansas City, MO. We will begin the search to fill that position in the weeks ahead.

The Genealogy Center continues to support a wide variety of topics with our twice weekly hosted programs, and increasingly we are invited to present family history research topics for outside groups and organizations as indicated by the bracketed names below:

- November 01: Census Literacy Program [Public Library Association]—376
- November 02: Voter Registrations: Hidden Clues for Genealogy—181
- November 04: Incorporating Newspapers Into Your DNA Research—206
- November 06: They Came to the Great Lakes: Sources of Michigan Ethnic History [Detroit Society for Genealogical Research & Oakland County Genealogical Society]—109
- November 06: Resources of the ACPL Genealogy Center [Greene County, Ohio Genealogical Society]—16
- November 09: Finding Our Fathers; Understanding African American Fraternalism—66
- November 11: Fireside Chat: Military Records—204
- November 12: Native American Genealogical Research [Houston Public Library, Clayton Center for Genealogical Research]—47
- November 16: Saving Your Story: Preservation 101 for the Family Historian—145
- November 17: Making the ACPL Genealogy Center Your Research Assistant [Englewood Genealogy Society of Florida]—26
- November 17: Black in Indiana: The Black Experience in Early 1800s Indiana [African American Genealogical Society of Fort Wayne]—40
- November 18: Social History of Early Massachusetts—154
- November 20: Live Tour of the Genealogy Center [African American Genealogical Society of Fort Wayne Program]—24
- November 23: Mayflower Research—263
- November 30: Intergenerational Storytelling and Family History Activities for Families—98
- Total: 1955



Genealogy Center shelvers were instrumental in the move of the Lincoln Library materials from LL2 to their new space in the Rolland Center. Special attention needed to be paid to ensure the safe and orderly move of these valuable materials. The shelvers also continue to serve our patrons not only with their shelving efforts but also with their scanning and copying of requested collection materials.

359 total images scanned or copied  
211 for general information request  
17 obituaries  
131 periodical articles

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## TECHNICAL SERVICES | Christine Diederich, Manager

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### **Culture of Collaboration, Leadership & Learning**

Cataloger Kelsey Shanabarger was able to attend the annual Indiana Library Federation Conference in November. Several sessions dealt directly with Technical Services, including one on the changes coming to RDA, the standards we use for cataloging. Kelsey also attended the Technical Services Division roundtable where they discussed issues facing Technical Services departments throughout the state and what kind of professional development programming they would like to see the leadership group of the division provide in the upcoming year. As a member of the leadership group, Kelsey will help to create this programming. As always, it is beneficial and inspiring to learn and collaborate with other librarians and vendors at this conference.

### **Innovative & Adaptable Content & Services**

We cataloged and linked six laptops for Shawnee as part of a pilot program for in-house laptop use. Patrons will be able to check out one of six laptops and then reserve computer time on them with PC Reservation. We are hopeful these will be used by students and job seekers, who can use them in a study room or quieter area of the library. These should be available for use soon at Shawnee and hopefully more locations in the future.

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## TEENS | Mari Hardacre, Manager

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### **Culture of Collaboration, Leadership & Learning**

Mari Hardacre and Aisha Hallman met with Marra Honeywell, Tiffany Bronzan, and Teresa Walls to plan for cooperative staffing of the Children's and Teens areas.

Bekah Wren attended the Monthly Events work group meeting and the Summer Learning planning meeting.

### **Community Awareness & Engagement**

Aisha Hallman, along with Chris Castaldi and Gabe Maraya, met with North Side High School Librarian Dori Graham to discuss possible collaborations. Mari Hardacre toured Vincent Village along with Lisa Worrell and Amy Szlapak from Pontiac Branch. Aisha Hallman, Team Read lead mentor, and Mari Hardacre were among the staff who took part in a conference call set up by the Foellinger Foundation with the Ascend Indiana and Bloom Project to talk about Team Read and the future of career exploration programming in NE Indiana.



## Innovative & Adaptable Content & Services

Jennie Gerardot worked with Alan Bengs on Dungeons and Dragons. The group had been meeting outdoors from June through October. The club has now grown to a dozen members and Alan and Jennie are working on strategies to keep everyone active and involved.

Jennie Gerardot worked with Gabe Maraya to bring back in-person, indoor Anime Club. So far, attendance has been small but numerous teens have expressed interest in the club.

Cathy Lambert presented Craft Club at Main Library and also sent out box programs for branches offering Craft Club.

Bekah Wren lead the Animal Crossing and Splatoon virtual meetups and also moderated other virtual programs.

Mari Hardacre presented Art Lab and also hosted the table top Snow Globe craft for Night of Lights. Night of Lights in Teens was well attended with 78 people dropping in over the course of the evening.

Mari Hardacre, Aisha Hallman, and Bekah Wren welcomed Harlan Christian School to Main Library for an orientation and research visit, our first in almost two years! St. Paul Lutheran School also visited to browse and check out items.

### Library as a Place

Bekah Wren created a display for Native American Heritage month. Bekah also contributed to the Indigenous Voices booklist brochure by creating the middle school and high school sections.

Aisha Hallman worked with Children's Services staff on the Indigenous Voices display in the Great Hall and created the booklist for the carousel on the Youth Services web page.

Mari Hardacre and Jennie Gerardot decorated the Teens reference desk for Night of Lights/Winter.

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## COLLECTIONS DEVELOPMENT TEAM

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### Culture of Collaboration, Leadership & Learning

With our new board game vendor, we finally have been receiving new product and the collection has resumed growing at a rapid pace. The Nonprint Collection Development Specialist has been assisting Acquisitions in processing the new board games as they have come in.

The Collection Development Team met with the new Marketing Manager to discuss the best ways to market the collection and resources available in the library.

### Innovative & Adaptable Content & Services

The Nonprint Collection Development Specialist has been working with the Innovative and Adaptable workgroup to begin a floating holiday movie collection. This collection will combine with other holiday materials that will be sent out to locations seasonally.

The Youth Collection Development Specialist and other members of the Wise Implementation Team met with librarians from Pikes Peak Library District in Colorado to discuss Wise and how it functions.



## Library as a Place

The Youth Collection Development Specialist and the Discovery Services Manager met with the Library as Place work group to discuss possible changes in cataloging early readers. The Youth Collection Development Specialist worked with staff from Technical Services, Children's and Materials Support Services to process holiday materials for those holidays in March and April. This is part of an ongoing project that will see holiday materials sent to branches at scheduled times throughout the year.

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## IT SERVICES | Topher Schlatter, Manager

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The Library's new phone system has been installed. I want to give the highest of kudos to Kevin Wells and the rest of the IT staff who worked tirelessly to make this migration as seamless as possible. Most of the calls we received from staff on cutover day, were user training interactions. Kevin will continue to work with ENA to "tweak" the system configuration to better meet staff and public needs.

A "Print and Payment Solution" RFP has been advertised. We are asking vendors to propose a "high quality 21st Century" solution to meet the public and staff printing needs. Proposals are due September 10, 2021.

We have two new members joining our team. Osman Yusof, is our "Computer User Support Specialist" and covers the help desk and Fresh Service to assist staff with technology issues. Dylan Brotherton joins IT as a Network Technician. Dylan will be replacing Steve Senesac who will retire after be a part of our IT team for 16 years. Steve has been invaluable member of IT and the "go to" person for a wide variety of information. Have a great retirement, Steve and best wishes form all of us here in IT. You will truly be missed.

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## USER EXPERIENCE | Mike Ashby, Manager

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The Circulation staff that operate the call center took 2,596 separate calls in the month of October which is a 1.26% decrease compared to September's total. These calls are in addition to the 112 calls taken for Curbside assistance. The system saw a 1.42% decrease in registration activities totaling 1,941 registration interactions in the month of October.

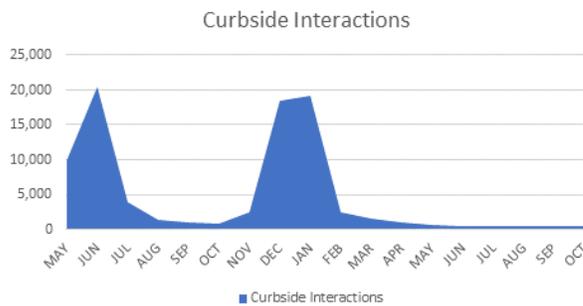
| REGISTRATION             | Sept. | Oct. | Percent Change |
|--------------------------|-------|------|----------------|
| Total Registrations      | 1969  | 1941 | -1.42%         |
| In-branch New User       | 737   | 701  | -4.88%         |
| In-branch Change         | 399   | 394  | -1.25%         |
| In-branch Registration   | 537   | 551  | +2.61%         |
| Online New Registrations | 296   | 295  | -0.34%         |

The below table and graph indicate that we have seen a nominal increase in our checkout counts. Our total checkout transactions for the month of October was 167,995.

| Checkout Transactions  | Sept.   | Oct.    | Percent Change |
|------------------------|---------|---------|----------------|
| System Wide Total      | 145,180 | 146,569 | +0.96%         |
| System Wide Self-Check | 125,150 | 128,028 | +2.3%          |
| System Wide at Desk    | 20,030  | 18,541  | -7.43%         |
| Main Total             | 32,933  | 35,422  | +7.56%         |
| Main Self-Check        | 26,440  | 28,471  | +7.68%         |
| Main at Desk           | 6,493   | 6,951   | +7.05%         |



We continue to see a decline in the use of curbside. October again saw a decrease in curbside interactions throughout the system for the month dropping to 413 total interactions. Below you can see the use of curbside by month since it was introduced last year.



Our Web Developer has continued the work of keeping the website's content and design current by processing requests and updates submitted to him. He has also worked on improving usability across devices by redesigning some of the pages. When looking at the usage of the website the following are the top ten pages viewed by users for the month of October.

- 1.Homepage
- 2.My Account
- 3.Genealogy – Homepage
- 4.Catalog
- 5.Genealogy – Our Resources
- 6.Virtual Library
- 7.Registration
- 8.Locations and Hours
- 9.Research
10. Careers



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## **YOUTH SERVICES | Marra Honeywell, Manager**

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### **Culture of Collaboration, Leadership & Learning**

Marra Honeywell and Nate Burnard “graduated” from their year with the Foellinger Rising Leader program. The ACPL’s investment in staff development through this program was tremendous. The group met one day a month to focus in a variety of leadership skills and tools. Participants explored everything from a 360 Review to Birkman Profiles, to organizational visioning and strategic thinking. One of the most valuable activities over the course of the year was the work that we did to create a customer experience map with the goal of understanding how to better meet community needs. Team Read was project of focus and that work put forth a fresh vision for the future of that remarkable program.

### **Innovative & Adaptable Content & Services**

A new team focusing on recognizing large national events began meeting in October. To honor Native American Heritage Month in November, this team worked with Marketing to create an attractive booklist brochure featuring books by Native American authors and illustrators and a series of book display signs and information highlighting National Diabetes Awareness Month, National Novel Writer’s Month...and the very important Dinovember. This marks a new process for our Public Services programmers and a valuable step in creating more collaborative content.

