



Quarterly Managers' Report



Allen County
Public Library

Q3 2024

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Our Strategic Goals

CELEBRATING READING AND LEARNING

Through books, hands-on learning, technology, and valuing different perspectives, we celebrate individual and collective stories.

LEADING THROUGH INNOVATION

Through sustainable innovation and improvement, we thrive as a library and as a community.

CREATING A CULTURE OF BELONGING

Through our team, collections, and services, everyone has a home at ACPL.

DESIGNING FUNCTIONAL, FRIENDLY SPACES

Through accessible, intuitive, and easy to navigate physical and virtual spaces, our patrons discover all we have to offer.

CONNECTING COMMUNITY

Through collaborations with people and organizations, we strengthen our community and extend our reach.

Aboite Branch

Kris Lill, Branch Manager

Celebrating Reading and Learning

We've been so happy to see good attendance at our Music & Movement Storytimes at the Aboite branch library, offered on the first Saturday of each month. These storytimes, along with our regular weekday storytimes, are designed for young children and their grownups to spend time playing, singing, and dancing along with stories, rhymes and songs. During storytime, librarians share tips with grownups on how to continue to provide similar experiences with their children every day to help develop early literacy skills, which are so important when they grow older and start learning to read.

Designing Functional, Friendly Spaces

This quarter Aboite staff collaborated on ideas for updating the workflow and organization of the workroom – the space behind the scenes where returned library materials are checked in, sorted, and prepped for shelving or transport to other branches. All staff, from shelvees to managers, contributed ideas via both in-person and electronic conversations. After several adjustments, we have come up with a plan that streamlines our processes and better utilizes our workroom space.

Connecting Community

During the month of July, staff from the Aboite branch participated in the Aboite Summer Concert Series at Indian Trails Park, with crafts, library card signups, and information about Summer SPARK and other ACPL events. For the final visit, we utilized the ACPL Book Bikes, which drew extra smiles and waves as we rode through the neighborhoods between the branch and the park and set up during the concert. It was a fun and memorable way to reach out to the community and share the library's resources with a wider audience.

Creating a Culture of Belonging

Many thanks to the Human Resources team for providing the new tool, Nectar, this quarter. Aboite staff started using it to not only show appreciation to each other, but also staff around the system. It's been enjoyable and encouraging to see and be able to participate in the teamwork and support that is happening – everywhere!

Aboite senior librarian Max Dion collaborated with staff from the Marketing and Children's Services teams to coordinate ACPL's participation in Read Under the Lights, a huge community event sponsored by the Southwest Allen County Schools Education Foundation, taking place at the Homestead High School football stadium. Hundreds of people were connected with library resources and had the opportunity to register for library cards.

Dupont Branch

Erin Warzala, Branch Manager

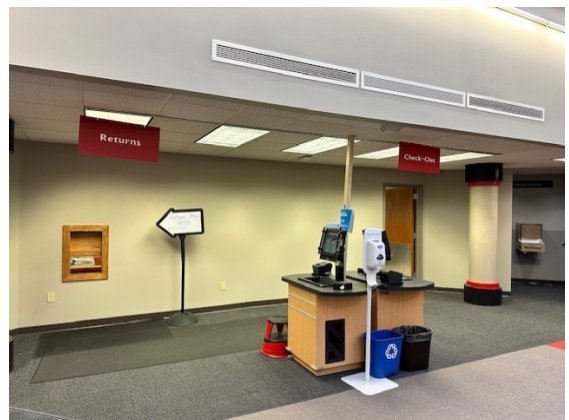
Celebrating Reading and Learning

Towards the end of the summer, a mom and long-time patron stopped by our children's desk to let us know how much she appreciates the library. She brought her two eldest daughters to storytime when they were young, and she credits the library for how well her daughters – ages 10 & 11 – can read. She is now bringing her two younger children to storytime to promote their early literacy skills. She said that she tells her friends about the library all of the time and lets them know how great the library is as a free community resource!

Designing Functional, Friendly Spaces

We also finished our redesign of the Dupont Branch's entryway this past summer. A wall and book return were installed where the old circulation desk used to be, and two self-checks were also set-up in the open area in front of it. Patrons who enter the building now have a clear view of our service desk and there is less confusion about where to go for assistance.

Speaking of redesigns, our holds lockers also got a recent glow up this past quarter! A new, colorful wrap was installed on the holds lockers in August. The lockers now stand out against the brick exterior of the building, and they are easily seen from Dupont Rd. The lockers also continue to be very popular! In August we had 907 locker sessions for 2,918 items!



Georgetown Branch

Stephen Platt, Manager

Celebrating Reading and Learning

SURVIVOR STORIES BOOK DISPLAY

During the month of September, the Georgetown Library featured a special material display for Childhood Cancer Awareness month. Branch Assistant Audra Grote put together a moving display about Childhood Cancer because it is something that is very near to her - her 7 year old daughter was diagnosed with a Wilms tumor almost 2 years ago and when she was going through the treatment process, her family longed to feel like there was community support and resources in addition to what they had received from Cancer Services. So, Audra put together this special display for other families who may be going through similar situations. When she sought out materials for the display, Audra reached out to other families who had children with childhood cancer. In the display, Audra included each of the children's diagnosis, an image and if they were in remission or how long they'd have left of treatment, or if they had passed. It was interesting to note that one of the children featured lives in Fort Wayne and wrote his own book about his experience and it was funded by Make-A-Wish and there is a copy at the Main Library. His visits to the library inspired him to write a book.

Designing Functional, Friendly Spaces

NEW MOBILE TABLES

New mobile study tables were purchased to allow the library the flexibility to roll tables and install them where needed. The existing tables at the library were very old, heavy, hard to maneuver and falling apart after many years of use.

ADDITIONAL INDOOR BOOK DROP

An additional indoor book drop was added in the front of the library to handle the traffic and logistics of library material return. The additional book drop has helped to alleviate some of the bottle necks and lines created by people waiting to return their materials at the front desk.

Creating a Culture of Belonging

AFTERSCHOOL AT THE LIBRARY AND CBP (COMMUNITY BUILDING PRACTICES)

The staff continue to attend trainings and discussions led by the School Care Team for Restorative Justice and Community Building Practices. A number of classroom management tools are presented at these sessions and these tools provide ways that staff can interact positively with children and address behaviors and issues that stem from the afterschool visits at the library.

- Incidents are down about 30% from last year at this time.
- Incidents involving middle school age children are down about 10% from last year.

AFTERSCHOOL PARTNERSHIP WITH 4H

- 4H is bringing weekly afterschool programming to the middle schoolers during the Fall Semester.

Georgetown Branch

Connecting Community

PARKVIEW HEALTH OUTREACH PARTNERSHIP

Georgetown Library partnered with Parkview's Youth Well-Being Team to host a library staff led Creative Canvas painting program at the library for the families of the FitKids360 program (a healthy lifestyle program for families) on September 21st. Several families were able to join us for a staff led paint-a-long.

BLESSINGS IN A BACKPACK

This year's partnership culminated in a final snack/backpack distribution with Blessings in a Backpack on Friday, July 26th where over 90 backpacks filled with snacks were distributed to children by volunteers and library staff within the first 20 minutes.

Yellow Frame Project is a local grass roots not for profit effort that challenges the community to experience the joy of expressing themselves through art. Volunteers with the project collect old discarded picture frames, paints them bright yellow, and visit locations around the community such as schools, senior facilities, etc, with art supplies and encouragement to help groups create art. The art is then displayed on location for a period of time, so each person can say "I made that!" The first of a number of sessions with the YFP was held at the Georgetown Library during afterschool time and the teens art is on display at the library. The branch is planning a number of other sessions for small children, families and adults.



Grabill Branch

Rebecca Wolfe, Manager

Celebrating Reading and Learning

Senior librarian Emily Marshall does storytime at a local coffee shop, Perks Peak in Leo-Cedarville, twice a month. These storytimes have been very popular, averaging 23 attendees for the first nine months of 2024. One storytime drew 52 people! You never know what ages of children will attend, so Emily has to be flexible. She also must compete with the toy area in the coffee shop's basement, which is where she holds the program.

Creating A Culture Of Belonging

Grabill manager Rebecca Wolfe continues to run the All Abilities Club at the Dupont branch each month. In August, the special guest was Mr. Charm, a miniature therapy horse from the Indiana Wild organization, led by Beth Wood. Beth answered questions about the horse, and participants had the opportunity to pet or brush him!

Leading Through Innovation

Library staff from Kendallville Public Library attended one of GRB manager Rebecca Wolfe's "library time" sessions at LIFE Adult Day Academy, a school for adults with intellectual and developmental disabilities. The Kendallville staff members want to start similar programming at a facility in their community and were grateful to get some concrete ideas.

Connecting Community

Librarian Jennifer Spoelhof visits three daycare facilities each month. One is in a provider's home and serves preschoolers. The other two are in private facilities in our community; one has preschoolers, and the other has babies, toddlers, and preschoolers. The groups have distinctive personalities, and Jennifer works hard to tailor her storytimes for each facility's needs and interests.

The Grabill branch serves several local communities, most notably Grabill, Leo-Cedarville, and Harlan. Grabill Librarian Susan Pratt and Woodburn Branch Assistant Helena Emehiser represented ACPL at the Harlan Days Festival on August 3. They staffed a table, handing out swag, telling people about library services, and offering a door hanger craft. It was very HOT. Susan is always very enthusiastic; she ventured away from the table and walked around, talking to people waiting for the parade, and as she approached, people initially thought she was running for office! When they realized she was from ACPL, their demeanors changed for the better.

Grabill staff were disappointed that the 2024 Grabill Country Fair and Parade were canceled due to construction in town.

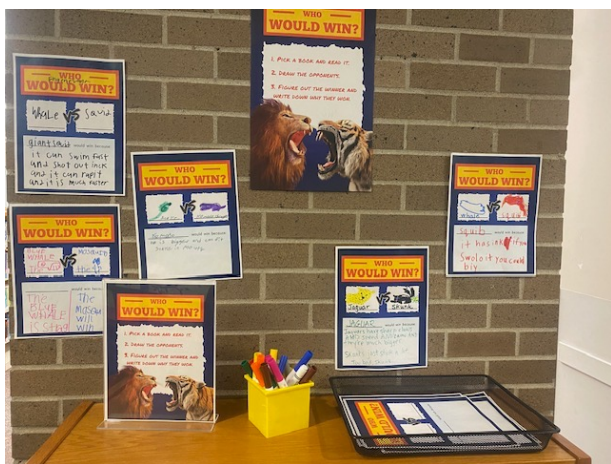


Hessen Cassel Branch

Edith Helbert, Manager

Celebrating Reading and Learning

Our Senior Youth Librarian, Jen FitzSimons, continues to make engaging self-directed programs for a variety of ages to participate in. This combined book display/activity encourages youth to think critically about reasons why one animal might win in a head-to-head contest with another.



Creating a Culture of Belonging

Kerry Rigley, one of our 28-hour/week Branch Assistants, has been part of the Spanish-Speaking Circle for a little more than a year. She shared that it has been very helpful to learn more about various Latine cultures and holidays, because it helps her know how to respectfully interact with patrons. During the past quarter, Kerry met up in person with Paige Price from the Shawnee branch to practice speaking, which she said has helped her remember and retain her vocabulary, and has improved the flow of library conversations to meet patron needs.

Connecting Community

At the Inspire Neighborhoods conference in September, Manager Edith Helbert met with neighborhood leaders and learned about a variety of initiatives happening in Fort Wayne and around the region. One of the sessions she attended was a class on Cultural Competency, which helped participants learn about some of the cultures represented by immigrants and refugees from other parts of the world who now live in Fort Wayne. "Beginning to understand my own culture helps me see the assumptions I might be making about cultures other than my own. Knowing how to show respect to people from around the world makes it easier to have pleasant interactions with all our patrons," she said.

Designing Functional, Friendly Spaces

With the opening of Pontiac Branch's new StoryScape, Hessen Cassel inherited their gently-loved play kitchen! The children who visit love to make elaborate pretend meals, which they serve to friends and family on the nearby table. We even have several families who visit the library each week just to play with the new kitchen!



Little Turtle Branch

Deb Noggle, Branch Manager

Celebrating Reading and Learning

July was the second half of the Summer Learning Program, along with our winning lineup of Free Lunch, then a library LINK program for kids, and Free Snack daily, Monday through Friday. Each day at Little Turtle in the summer is a hive of activity in the summer, where there is always something going on for a variety of ages.

One summer program that was popular—but slimy—was the Worm Races program you can see in this photo. Kids of many ages are given a worm to race on special worm race platforms, while learning all about the science of worms.

Tecumseh staff completed training on automated external defibrillator (AED), CPR, and first aid in September, which culminated with the installation of an AED unit in our branch.

Creating a Culture of Belonging

Little Turtle participated in the distribution of Blessings in a Backpack this summer, which provides children with shelf-stable food on Fridays to keep kids nourished over the weekend.

Summer programming is not just for kids and teens! We also provided at least one adult program each week. One popular program was making tile mosaics.

Connecting Community

Little Turtle Staff provide outreach to seniors at Fort Wayne Housing Authority's North Highlands Senior Apartment Complex. We offer help with technology, and do a variety of arts, crafts, and activities with the residents there.

Staff provided monthly outreach to Matthew's House, Foundations First Childcare, and Cool Kids Childcare. In each visit, Little Turtle staff perform a Storytime, and talk about the library with children.

In the summertime, Little Turtle takes our weekly Family Storytime out into the sunshine! We did Storytime in the Park at Franklin School Park just a block from the library. Families can bring a blanket and join other families for songs, finger plays, and stories.

Leading Through Innovation

Little Turtle Branch has begun a new service called "Device Advice by Appointment", which replaces our Computer Basics traditional classes. This new service reaches patrons in a different way---by meeting with them one on one at a convenient time for the patron. These one hour sessions are versatile in that patrons can bring their devices to the appointment to gain advice and troubleshooting on how to set up or use their technology. Two staff members, Malcolm Rodgers and Foster Hickle handle these appointments, and patrons have booked appointments for help with smartphones, laptops, tablets and the library's digital collections.

Monroeville Branch

Chris Wiljer, Branch Manager

Celebrating Reading and Learning

The MON Branch staff have been putting up a variety of different displays including one for back to school, Hispanic & Latin Heritage Month and one commemorating Constitution Week. These displays all included a selection of titles on the subject. Using their scrapbooking skills, staff created a colorful and patriotic tribute to the Constitution which incorporated photographs and portraits embellished with red, white and blue decorations. Constitution Week is an annual observance, held in September, to commemorate the 1787 adoption of the United States Constitution.

Connecting Community

On August 3, the Monroeville Branch Staff participated in the Monroeville Harvest Festival Parade. Joining the staff were the Director, Human Resources Director, Public Services Manager and the Woodburn Branch Librarian. Riding in a convoy of two Ford Mustang convertibles and one golf cart, staff distributed pens, pencils and other giveaways to a large crowd that had gathered to watch the parade. Participating in the parade is an annual tradition, and an opportunity to mingle with the residents of Monroeville and other visitors.



Leading Through Innovation

For the month of October, a special display of rocks, gems and fossils can be viewed at the Monroeville Branch. This is an annual display that is created by members of "The Three Rivers Gem & Mineral Society." Each year, a member of the Society creates a special display of rocks and fossils from their own personal collection. Many interesting objects such as a pre-historic shark tooth have been displayed over the years. The Three Rivers Gem & Mineral Society is a Fort Wayne club that is dedicated to exploring the fascinating world of rocks, minerals and fossils.

New Haven Branch

Marie Kaufmann, Branch Manager

Celebrating Reading and Learning

During Constitution Week the New Haven Branch featured a display of different books and items related to the document itself and the Founding Fathers. Patrons thoroughly enjoyed looking at the different items arranged in the display case and many of the books on display were checked out by patrons for further learning.



Connecting Community

This July the New Haven Branch invited Mayor Steven McMichael to read a story during one of our regularly scheduled Family Storytimes. The mayor read "Chicken Story Time" by Sandy Asher to a group of children, parents and caregivers. Mayor McMichael did a great job of reading the story and engaging with everyone who was in attendance. The New Haven Branch appreciated his willingness to make time in his busy schedule to have fun at the library.

In the month of August New Haven's own children's librarian, Sheila Hoffman, was on a few morning news segments to promote one of the library's cooking programs. Her live cooking show featured different recipes as well as a discussion about the important skills children learn while cooking. Sheila did such an amazing job that she even received fan mail from a viewer in Ohio who watched the program.

Pontiac Branch

Deborah Meserve, Manager

Celebrating Reading and Learning

45 patrons enjoyed learning about raptors when Soarin' Hawk came to visit in July. Joy Witherspoon attended the Black Caucus American Library Association (BCALA) conference in New Orleans.

In August, Staff received AED/First Aid training.

Creating a Culture of Belonging

In July, Staff received Safe Place training.

In September, Deborah accepted the offer to transfer to the Little Turtle Branch as the new manager, sad to say goodbye to working with such a fabulous staff, but excited to know that Pontiac would be in capable hands with Joy Witherspoon as the new manager.

Designing Functional, Friendly Spaces

The final tweak to the new desk in the children's computer area was completed, so IT got our newest grouping of public computers up and running.

The Studio at Pontiac received its finishing touches thanks to Kerstin, Maintenance, & Marketing and was ready to receive visitors at the re-branding press conference.



Connecting Community

In July, Deborah gave away BRE books and library info at the FWHA's Family Reunion. The Spanish and Burmese language books were much appreciated.

Bree and Meisha faced the heat and 318 participants like rock stars at the Pontiac Street Market's Pack-to-School event in August. They gave away BRE books and chatted with people about goings on at ACPL.

Deborah attended East Central Neighborhood's Block Party, sharing a fan craft with the kids and telling attendees about resources like tutor.com and Hoopla.

Deborah was at the Amani Welcome Fair at the Renaissance Y, passing out BRE books in Spanish and English, along with stickers created in The Studio to about 100 attendees.

Bree and Meisha kicked off Literacy Night season at Glenwood Elementary's event with 100 attendees, providing library card sign up and info about the library.

Shawnee Branch

Linette Miller, Manager

Celebrating Reading and Learning

As our Summer Learning Program wrapped up at the end of July, we were able to give out hundreds of books to patrons who completed the program.

Connecting Community

Shawnee has continued our ongoing partnership with the Fort Wayne Children's Choir on the First Steps in Music program. This program, which fosters a love of music, singing, and rhymes in our youngest patrons, is beloved by our community and helps our patrons form connections with each other, the library, and our Library of Things instruments!

Designing Functional, Friendly Spaces

August brought a return to school for many of our patrons, and with that came after-school trips to the library! Shawnee surveyed our teen and tween patrons to find out what would best enhance their experience at the library, and based on their responses we were able to add some additional flexible seating cubes to help them feel more at home in our space.

Leading Through Innovation

The Studio at Shawnee Branch (formerly the Shawnee Mini Maker Lab) hosted 11 programs during July, August, and September. These programs provided Shawnee's patrons with introductions to new technologies and techniques for making many types of projects. Forty-six members of our community joined us to enhance their knowledge and skills!

Tecumseh Branch

Deb Noggle, Branch Manager

Celebrating Reading and Learning

July was the second half of the Summer Learning Program, along with Free Lunch and LINK. Each day at Tecumseh is a hive of activity in the summer, where we see our highest door count numbers. Some families come in the morning, participate in programs and stay until Free Snack at 3:00.

We had two employees from Annie's Eyebrow come in to talk to our teens about the art of Henna and apply some beautiful henna art. Teens needed permission from parents in case of an allergic reaction. We had 11 teens attend the program and they had a good time chatting and getting art from professionals. Annie's Eyebrow is very interested in collaborating in the future.

Emily Guerrero with Mexica-Arts visited TEC to teach patrons the history and how to play Lotería. The Mexican board game Lotería translates to "lottery" in English. Though Lotería is played similarly to Bingo, the caller (cantor/"singer") pulls a card from their desk and calls out for players to lay their markers on the matching image instead of a number. Some of the images illustrated include the spider, the rose, the sun, and the harp.

Connecting Community

Tecumseh staff made monthly visits to Beacon Heights Senior Apartments with crafts, speakers and technology help.

Our Outreach Librarian attended a FWCS registration event for students connected with Just Neighbors, which is a transitional housing shelter for families experiencing homelessness.

Tecumseh staff member Kristina Hayes-Wright participated as an interviewer at at TeenWorks Mock Interview Day at Ivy Tech Community College, interviewing and offering advice about job seeking skills.

For the second year, Super Shot clinic held the Start Smart event allowing students to receive vaccines and backpacks before school starts on August 8th for FWCS. Tecumseh's Outreach Librarian met with several families to sign-up for library cards and provide information on digital resources such as Tutor.com.

Forest Park Elementary hosted their Back To School Night allowing the students to meet their teachers, drop off their supplies, and register for transportation before their first day back on Thursday 8/8. Outreach Librarian spoke with many returning and new students and their parents/guardians about the resources available with a library card. Students were able to pick out fun ACPL swag such as temporary tattoos and color changing pencils. Many families expressed their gratitude for the ACPL and FWCS for providing free lunches/snacks and the plethora of programs over the summer.

North Side High Schools students and parents were welcomed to Back To School Night to meet their visit with their teachers after normal school hours. TEC's Outreach Librarian was also welcomed by Principal West and Media Specialist/Librarian Dori Graham. With the help of Youth Services, students were able to take home a free book of their choice.

Tecumseh Branch

Creating a Culture of Belonging

Tecumseh hosts Neurodivergent Teen Hangout once a month. This important program offers a place and activities for teens on the Autism Spectrum to meet monthly. Many neurodivergent people have trouble with social interaction, and as a result, feel loneliness and isolation. Our space is making a difference for teenagers with autism to make connections with each other. Parents often come to the program, too, and have the benefit of learning from each other about parenting someone on the Autism Spectrum. This quarter, the activities included: DIY Squishies and Lava Lamp Science.

At Tecumseh Branch, Thursday mornings belong to toddlers and their caregivers! We offer a variety of Toddler storytimes and programs at this time. Our Youth Librarian, Monique Myers describes one of her Toddler Fun programs in September:

In September, I did an apple themed Toddler Fun on Thursday. I had 5 stations set up with tactile learning activities: Math/Science, Sensory Table, Fine Motor Skills, Early Literacy, and Process Art. For Math/Science, I had the sorting bears and scale set out since that is always a favorite. I also added some apples and suggested the toddlers try to figure out how many bears will equal the weight of an apple. For the Sensory Table, I used oats, apples, pie tins, measuring cups, and baking utensils to create an apple pie sensory bin. The Fine Motor Skills activity was an apple tree. Patrons used craft tubes as tree trunks and balanced craft sticks on the top of the tubes to act as the leaves/branches. Without knocking over the "tree" I challenged the toddlers to see how many pom-pom "apples" they could place on top. The Process Art station contained paint, trays, and apples that I sliced in half. The kids could dip the apple halves into the paint and use them as stamps. I showed them how the apple half had a different shape depending on how you cut it. For the Early Literacy activity, I had trays that I put a shallow layer of applesauce in. I encouraged the toddlers to use their fingers to practice writing letters in the applesauce.



Waynedale Branch

Amanda Vance, Manager

Connecting Community

The Waynedale Summer SPARK program was a huge success this year. Our Youth Librarian, Anna Baer, did an incredible job with her first summer. She doubled the branch's visits to community schools in May, letting hundreds more students know about the program. At the same time, she attended end of the year family nights at our schools. She began the summer by putting together a collaborative mural with the kids coming to programming, and added to this mural as the summer passed. Anna ran all of our SPARK programming for the summer, including free lunches and snacks Monday through Friday, daily programming for multiple age groups, and multiple self-selected programs refreshed through June and July. In addition to branch programming, Anna put together a system wide STEM program for kids to make a catapult, learning about potential energy, force, and motion. She received multiple accolades from patrons and colleagues. Anna quickly proved herself to be a great addition to the Waynedale team and asset to the community.



Woodburn Branch

Paige Shook, Branch Manager

Celebrating Reading and Learning

We celebrated the final day of SPARK with our annual Worm Races and Hot Dog Picnic! Kids picked out their worms, made their own flags to cheer on their wiggly buddies, and then moved on to the main event: the race! Just like last year, this event was a great hit with the community. We had over 50 people come to cheer on their worms, from babies to grandparents.

In August, the kids explored science outdoors for our monthly science program. We took advantage of the beautiful weather to learn about the different layers of soil (because who doesn't love playing in dirt?!), and take a nature walk. Participating kids made a soil prototype to take home and continue their science exploration, then made a unique nature art piece with leaves, rocks, grasses, and flowers they picked up on the nature walk.

Connecting Community

For the September Spotlight Storytime on Animal Science, Woodburn's very own Indiana Wild made a special trip out to our branch! Miss Beth brought an assortment of animals (a Belgian hare, a love bird, a tree frog, and a tortoise) and taught kids about the unique characteristics of each animal. Kids even got to touch the animals to feel the differences in their skin, fur, or hides!



Access Fort Wayne

Norm Compton, AFW Manager

Celebrating Reading and Learning

The Studio at Main provided 29 different learning experiences to 315 individuals this quarter. We also traveled to other library locations to conduct programs at different branches.

John O'Rourke and Kay Gregg each contributed significantly to making ACPL's Staff Day the success that it turned out to be.

Creating a Culture of Belonging

Rock the Plaza connected with over 5,300 people this season, bringing them to the Plaza at Main to listen to the widest variety of music ever provided. For the first time in the 18-year history of RTP, all the bands were paid for their performances.

Leading Through Innovation

We are working to move the WELT radio tower and transmitter to better serve our community. The engineering study is complete and we are working on FCC approval to move the WELT tower and transmitter from PFW to the roof of the Main library to better serve all of Fort Wayne.

Designing Functional, Friendly Spaces

ACPL celebrated 10 years of Makers Labs this quarter. For a decade, ACPL has allowed people to 3D print items and much more. The ACPL Board of Trustees revised the cost of 3D printing in April, shifting from time to grams effectively cutting the cost in half.

Connecting Community

WELT was the soundtrack of Open Streets on August 18 with over 6,000 people listening to WELT that afternoon.

Taking Science to the Streets, the Studio participated again at the STEAM Park at Taste of the Arts talking with over 600 people at our booth at Freimann Square.

AFW made 397 local TV shows and 789 Radio shows this quarter, all available on multiple outlets, video on demand and streaming across the internet.



Adult Services

Traci Ward, Adult Services Manager

Celebrating Reading and Learning

In September, Meg Bell interviewed Francis S. Barry, author of *Back Roads and Better Angels: A Journey into the Heart of American Democracy*. About Francis (Frank) Barry: Francis S. Barry or Frank is a Bloomberg Opinion columnist and member of the editorial board covering national affairs. He served as chief speechwriter to Mayor Michael Bloomberg during the 2020 presidential campaign and in New York's City Hall, where he also helped lead a variety of government and election reform initiatives. He is the author of *The Scandal of Reform and Back Roads and Better Angels: A Journey into the Heart of the American Democracy* (which we will be discussing today). He received degrees from the University of Notre Dame and New York University.

Creating a Culture of Belonging

In July, Liisa Wiljer assisted a patron who was new to Allen County. They discussed movie night, all of the databases and services we offer, and she even grabbed some DVDs from storage for him. He was very impressed with the building, the staff, and everything the library offers.

In August, Nancy Saff, along with other staff members, hosted another successful Great Day Café. The event was Beach-themed and participants had a wonderful time. Many expressed that they “felt comfortable” and enjoyed all of the games and music.

Connecting Community

Nancy Saff's movie nights are always a hit and this quarter was no different. In July, we showed *Kung Fu Panda* through a trial of the SWANK platform to an audience of 88 attendees. In August, we showed *IF* to an audience of 56 patrons and, in September, *Garfield* was viewed by 74 patrons.

Craig Bailey and Caleb Peer visited Indiana Tech in September to chat with students about all things ACPL and sign folks up for library cards. They talked with around 70 students and signed 17 of them up for library cards!

Also, in September, Craig Bailey provided a tour to the new members of our Friends of the Library Board. It was a small group, but Craig did a wonderful job highlighting everything the Main location has to offer—the participants were very impressed.

Designing Functional, Friendly Spaces

Erin Smith is now the ACPL staff coordinator for the Jeffrey R. Krull Gallery. This past August-September, the Gallery highlighted *Past to Present: Abstract Art in Northern Indiana*. The opening reception was held on August 10th to an audience of 53 attendees.

Audio Reading Service

George Johnson-Coffey, Manager

Celebrating Reading and Learning

The Audio Reading Service broadcasted 55 individual programs utilizing 130 sources. We provided a monthly average of 729 hours of broadcast and 300 programs which enrich the lives of listeners. Some feedback we have received:

“ I am so happy to get my radio back! I listen to radio instead of watching TV. I very much enjoy my radio! Thank you so much!

Listener, Barbara

“ I rely on my news with my radio. I've been without news and information for four days and it's like aaggghhh!

– Listener, Barbara (her radio stopped working, and she was without it until her replacement arrived.)

George served as a member of the 2024 Staff Day planning team.

Leading Through Innovation

The Audio Reading Service staff along with all of DiSalle are thankful to have a Ring Doorbell installed at the front door, adding an extra layer of security.

Creating a Culture of Belonging

In the third quarter of 2024, ACPL received \$14,984.07 in added value through the services of 97 volunteers (FTE=2.59) who gave 1,349 hours of service. We welcomed two new volunteers.

George continues to share about the Audio Reading Service at all New Employee Orientations.

Chad Butterbaugh, Senior Production Assistant, continues contributing to ACPL's DEI Committee.

George continues to serve on the planning team for the Library's Great Day Café programs for people with dementia and their caretakers.

Throughout the month of September, we held a "We're Nuts About You" volunteer appreciation giving out packets of peanuts to in-person volunteers and mailing them to our remote readers.

Audio Reading Service

Connecting Community

As a member of the Northeast Indiana Disabilities Advocacy Coalition (NEIDAC), George serves on the organization's Education/Networking Committee.

George serves as Secretary to the Board of Directors of the International Association of Audio Information Services (IAAIS).

During the third quarter of 2024, ARS received \$250.00 financial gifts.

George presented information about the Audio Reading Service to Faith United Baptist Church, the Geriatric Networking Group, and New Employee Orientation. George, Chad, and volunteer, Cass, staffed the Audio Reading Service booth at the Senior Information Fair. We connected with 219 people at these events.



Children's Services

Rachael King, Department Manager

Creating a Culture of Belonging

In July, we hosted The Literacy Alliance every Tuesday. Project Reads is a program of theirs that is designed to help students in Kindergarten through third grade gain confidence in their reading skills, focusing on fluency and comprehension. The program is offered throughout the school year at local schools, but we were thrilled to offer them a summer site.

Fall arrived and that meant yet another delightful preschool puppet show written and performed by members of the Children's Services Team! This year's show was Fairy Fails and featured the stories of the Three Little Pigs, Rumpelstiltskin, and The Emperor's New Clothes crashed by a puppet or two who wanted to make their own version of the tales.



Connecting Community

Children's Services staff have added a new storytime that appeals to nature lovers. Wilderness Wanderers takes place at Lindenwood Nature Preserve, it begins with a storytime and then ends with a guided nature walk by a Lindenwood naturalist. Children's Services staff also stepped outside into nature at the annual Monarch Festival at Little River Wetlands' Eagle Marsh.

Designing Functional, Friendly Spaces

In October, we will celebrate the Grand Opening of The Hive our new space that is designed for 4th-6th grade patrons so that they can feel comfortable in their space, connect with peers, and develop their skills at an age appropriate level. The past few months have seen our old children's computer room transform to the new space and we can't wait for everyone in the community to see it!

Communications, Marketing, & Web

Aja Michael-Keller,
Director of
Communications

Celebrating Reading and Learning

The team supported Summer SPARK through program guides, bookmarks, yard signs, and other resources and promotional materials. The program experienced an increase of 16% over 2023 in total readers. On September 7, the Library kicked off Library Card Sign Up Month with ACPL Night at the TinCaps, offering a limited-edition Johnny TinCap library card. This 4 week campaign saw an increase of nearly 3% more library card sign ups over September '23. We utilized a marketing mix of billboards, bus wraps/inserts, digital advertising, radio, and television (streaming services) to promote the campaign leading to more than 3,000,000 impressions. The paid digital campaign for National Library Card Sign-Up Month reached 41k accounts with 848 sign-up button link clicks.

Connecting Community

The ACPL enjoyed 612 mentions for an average of 6 mentions per day. We had an earned media value of \$650,000 dollars and an editorial reach of 67.2 million impressions. In July, the marketing team was the driving force behind the library's presentation at the annual Three Rivers Festival. This year's event drew thousands, with fantastic crowd engagement and hundreds of ACPL-branded items distributed.

In Social Media, ACPL content was viewed by 159k accounts and had 8.2k interactions. We added 267 new followers and top social media posts include National Library Card Sign Up Month; Fort Wayne Pride Week; New Tables in the Great Hall; and Imagination Library-working 9 to 5.

Designing Functional, Friendly Spaces

After two years of discussions and conceptual renderings, Marketing helped the Friends of the Lincoln Collection finalize the Donor Wall outside of the Rolland Center. The wall was revealed and dedicated on Juneteenth, June 19, immediately following the 2024 Rolland Lecture Series.



Community Partnerships and Programs

Beth Boatright,
Director of Community Partnerships and Programs

Celebrating Reading and Learning

It's been a busy season for Programming and Partnerships at ACPL! This quarter our staff systemwide offered 1,428 in-house programs with more than 31,000 attendees. We and led or participated in 404 outreach activities, connecting nearly 15,000 additional participants with valuable resources and learning opportunities.

At the end of July we wrapped up this years' summer SPARK program. On Friday, August 30, we welcomed hundreds of students to our branches for both free lunch through our collaboration with FWCS but also free backpacks from our new partnership with Blessings in a Backpack. As the back-to-school season commenced, we geared back up for our many school-year partnerships, making plans for shared author visits, outreach at school literacy nights, and more.

Leading Through Innovation

This summer we officially launched our 5th Maker Lab at Pontiac Branch. We also launched the rebrand of these spaces – they are now the Studios at the Library! Shawnee, Hessen Cassel, and Pontiac are now offering STEM programs at their Studios on a regular basis. We are also hosting open hours where the community can utilize our design and production equipment for their own projects and ideas. Our Studio programs are thriving, and often have waiting lists for participants. We're working on plans to expand our capacity at these programs for the new year, made possible thanks to a generous grant from the Don Wood Foundation.



Events

Leanne Bure, Events Manager

Connecting Community

On July 12 the Manchester Pharmacy Students provided free blood pressure screenings, under the watchful eye of instructors, and cleaned furniture. The students served over 30 patrons in 2 hours and had fun giving back to their community.

The Center for Nonviolence hosted a puppet show for all ages in the Theater and welcomed local agencies to provide resources and information to the community in August.

	July	Aug	Sep
Events (non-ACPL)	120	113	112
Attendance	2,470	2,401	2,677

EVENTS ON THE ROAD

We supported library staff and Outreach initiatives over the summer from driving volunteers to the TRF Parade, setting tents for festivals, or plugging in technology. We were on the road to MON for the August Board of Trustee meeting and to PON for a press conference to announce The Studio.

As the 18th season of RTP came to an end we connected the community to each live concert via YouTube. We saw over 224 initial viewers tune in.

We welcomed a first time client, Opera, Today!, into our theater for a September production of, *A House Divided* to the community. The composer passed along kind words of gratitude:

“As a composer myself, I can say that it is always a thrill to hear your original work performed – and it is especially wonderful when performances are independent of the composer’s supervision because you get to see how other people interpret your work. We never compose with the intention of keeping the music to ourselves. It is our utmost desire to send our works out into the world for others to perform. I’m glad that Philip enjoyed our work. I’ll close by adding my thanks to his for your excellent teamwork and musical performances.

Composer, Philip Seward

Human Resources

LaRae Bane, Director of Human Resources

Celebrating Reading and Learning

Human Resources, in collaboration with staff in Genealogy, have begun to collect ACPL stories in order to preserve our unique history. We've collected pictures, programs, and other memorabilia of our staff, buildings, and history in order to reference, preserve, and appreciate ACPL's history for years to come.

Creating a Culture of Belonging

We wished a 'happy retirement' to Victoria Timinsky (Genealogy Materials Handling Unit, 52 years of service).

Designing Functional, Friendly Spaces

Our Safety and Security Manager, along with key internal stakeholders kicked off the Request for Proposal process to evaluate its existing safety and security systems. This process is critical to ensure safety of our physical spaces for patrons and staff as needs change. Speaking of security, three of our officers were given awards from Three Rivers Ambulance Authority (TRAA) after responding to an unresponsive patron. The officers quickly administered emergency Narcan, CPR and AED until paramedics arrived on scene. TRAA mentioned that without their quick response, the patron would have been unlikely to survive.

Connecting Community

We started our new Leadership cohort; our second this year. These ten individuals, either in leadership roles or showing leadership potential, came together to expand their knowledge around having difficult conversations, emotional intelligence, teambuilding, communication, and bias. Our third cohort will start again in January!

Cass Winters joined us in June as our first Social Services Coordinator. This past quarter, Cass visited all the branches, began creating initial referrals and procedures surrounding social work in the library, connected with community partners and onboarded a new intern, who will be with us this academic year.

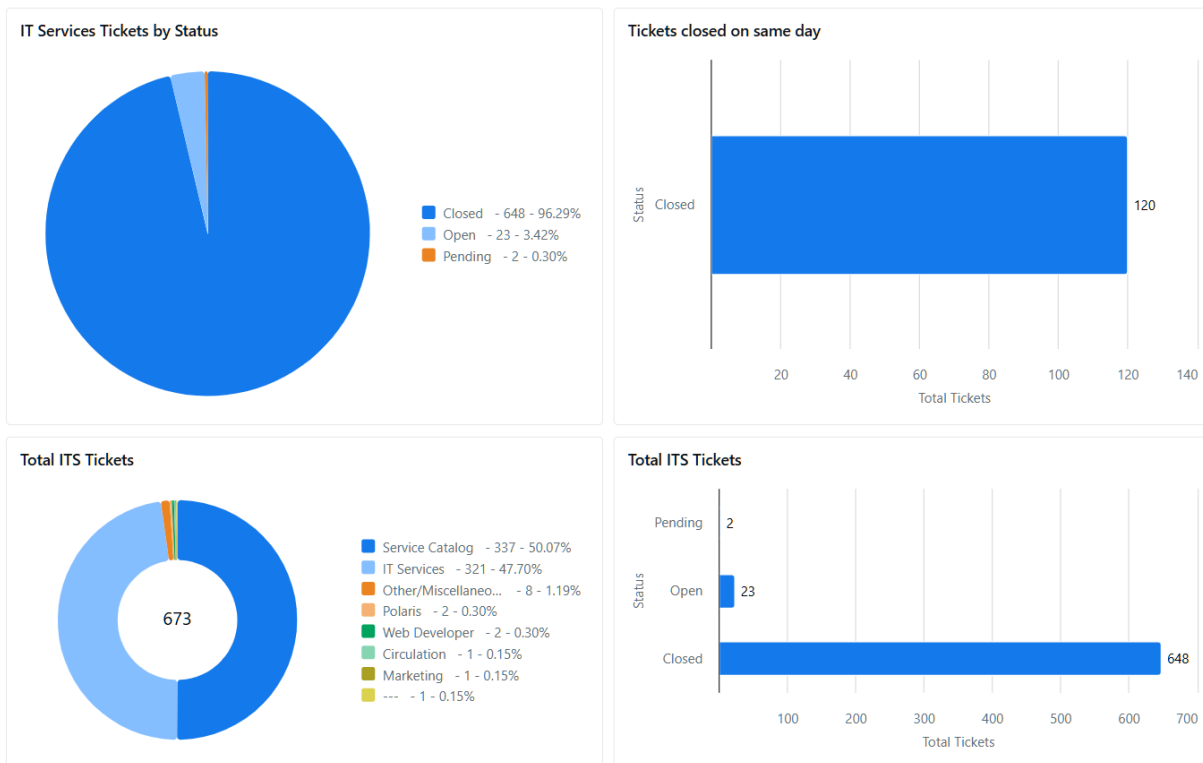
We've partnered with Parkview and Super Shot again this year to offer free flu vaccines for staff.

IT Services

Kevin Wells, IT Services Manager

Leading Through Innovation

For the third quarter of 2024, IT Services successfully closed 648 out of the 673 assigned tickets, achieving a completion rate of 96.29%. Impressively, 120 of these tickets were resolved on the same day they were assigned. Our average completion rate for 2024 stands at 96.46%, with an average of 19.94% of tickets being closed on the same day.



The library leveraged the FCC E-Rate program to install a dedicated Internet connection for the Main Library, which will help balance our bandwidth needs as more service providers transition to cloud-based services. This new connection falls under Category 1, providing a 90% service discount for the ACPL. Additionally, we completed several Category 2 projects, which come with an 85% discount. These projects included upgrading the cable management hardware for all our network switch racks and replacing the aging Uninterrupted Power Supplies (UPS) in all our technology closets.

Library At Home

Jon Frincke, Supervisor

Celebrating Reading and Learning

As of the end of September, Library at Home serves 711 Outreach Services-enabled patrons, the highest number we've ever recorded.

Creating a Culture of Belonging

Kelsey Kreger has enjoyed being active in our continued involvement with the Great Day Café events at Main.

Connecting Community

Peg, Kelsey and Jon were all able to spend parts of the day staffing the Library at Home table at the 2024 Senior Information Fair in September. We interacted with over 300 attendees and made many connections with potential patrons and community partners.

Library at Home has been actively seeking out partner organizations that will advocate for our service while we promote theirs. We inform hundreds of LAH patrons each month about Homebound Meals, Inc., CTN: Community Transportation Network, The League for the Blind and Disabled, and Easterseals Crossroads, while they do the same for us.

We are thrilled to say that we can now recommend the Genealogy department to our partner facilities who are looking for more in-person programming. Logan Knight has visited a number of Library at Home-affiliated senior communities, bringing the joys of family research to residents who are not able to visit us here at Main.



Special Collections

Curt Witcher, Director of Special Collections

Celebrating Reading and Learning

The first months of Sarah Schoolman's work as the Rolland Center's Educational Outreach Coordinator have been filled with many engagements highlighted by a significant increase in area educators' knowledge about the Lincoln Collection and how they can engage with it. Sarah's connections with FWCS educators and her networks continue to grow and pay significant dividends. She also has developed a number of new classroom pieces for educators and refreshed existing content. The content she provides is in a low-prep format to make it as convenient for educators to use in their classrooms as possible. She has developed a new educational reading resource centered on Abraham Lincoln and his times called "Lincoln Loop." A couple of different editions are currently available and being used in classrooms. Some additional content Sarah has developed includes Lincoln Bingo, Truth or Lie Cards, Truth or Lie Questions, and a thirty-one-page document of repurposed content for home educators.

Sarah penned an informative post for the Indiana Association of Home Educators' blog. That group will be holding their statewide conference in Fort Wayne spring of 2025 when they intend to specially highlight the Rolland Center. Sarah successfully secured the Rolland Center's membership in the local 2 For U program. This cooperative program works to assist educators plan and execute a field trip at two different downtown venues. The educator contacts the first venue, expresses an interest in a participating second venue, and the original contacted venue makes the arrangements with the second venue. This is yet another way to expand the Rolland Center's reach into area schools.

Sarah is doing on-demand lesson plans and classroom supplements for educators who find themselves with an immediate need they cannot easily meet given their time constraints. As one might expect, these have been popular, expanding our reach to local educators. Sarah's north-star is having the Rolland Center become better known as a trusted source of reliable educational information.

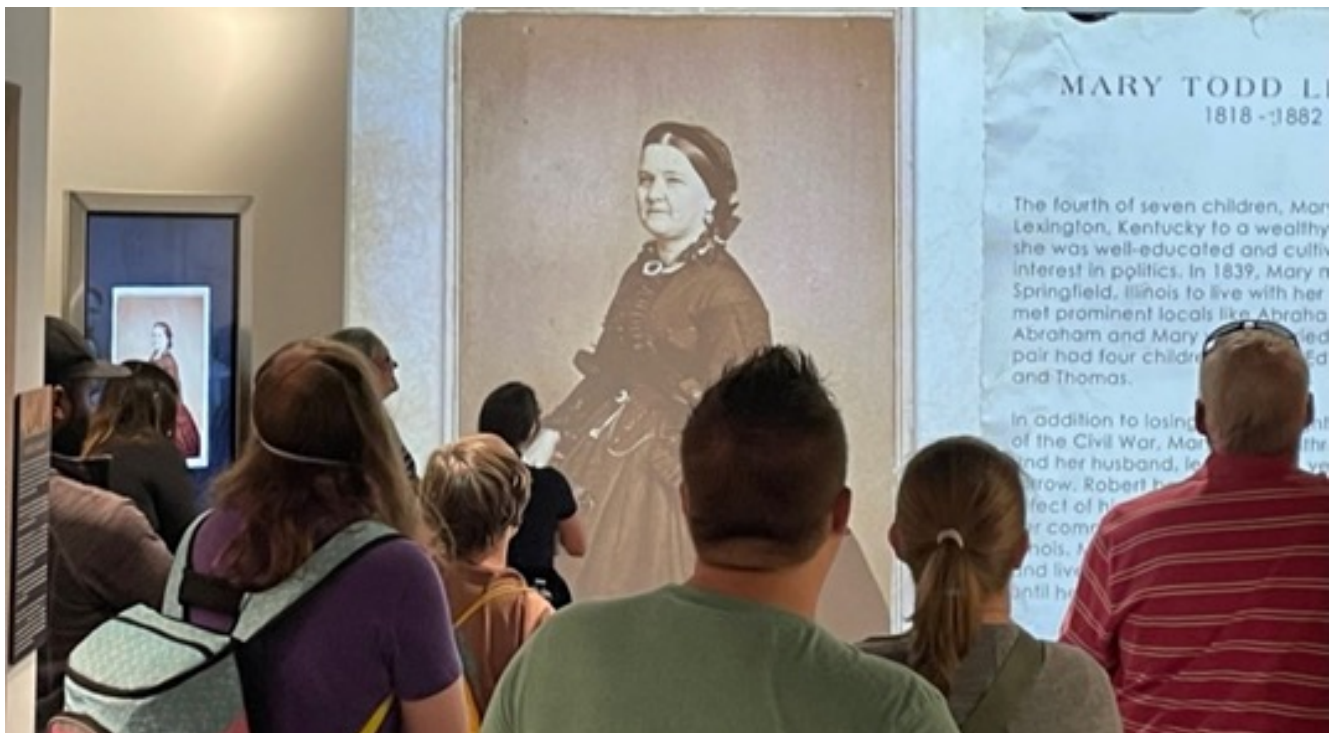


Special Collections

For the first time since the pandemic, the Midwest African American Genealogy Institute was back in Fort Wayne at the Allen County Public Library for their annual research institute. From the evening of July 8th through the closing hours of July 11th, researchers from across the country joined experts in African American genealogical research both in-person and virtually. Unlike regular family history conference, institutes provide intensive investigation into the challenges of particular types of research. Holding such institutes at the ACPL leverages the tremendous assets of the Genealogy Center, both collections and staff. It was a most engaging and energizing week with many resources being used and consultations given.

The Genealogy Center was also pleased to serve the Indiana African American Genealogy Group for a day of research in early August and the African American Genealogical Society of Cleveland for three days of research, networking, and learning in mid-August. The Center's very hands-on approach to family history problem solving was well embraced. Many of the groups' participants left with answers, more resources and places to explore, and seriously looking forward to their next trip back to the ACPL

In collaboration with Library at Home, Genealogy Center librarian Logan Knight presented a program on beginning family history for the residents of Lutheran Life Villages-Piper Trail in early September. It was well-received by both the staff and residents, with the Piper Trail activity director expressing a strong interest in future events including coordinating a visit to the Genealogy Center for residents. Then mid-September the Genealogy Center hosted our second AARP Family History Day. AARP encouraged local members to find their families' stories. Participants enjoyed tours of the Center, discussions on how to best get started or start again, and some tips on using our online resources. There was so much enthusiasm that the ninety-minute sessions almost did not seem long enough.



Special Collections

Connecting Community

The Main Library and the Rolland Center participated with many other local venues in the 2024 “Be a Tourist in Your Own Hometown” event on Sunday, September 8th. Working with great staff from Adult Services and Events, three hundred passports were stamped in the Great Hall, 130 for children and 170 for adults. 205 individuals came into the Rolland Center for Lincoln Research with 56 of those participating in one of the guided tours of the Center that were offered all afternoon. Rolland Center staff answered 31 reference questions about Lincoln and his times in addition to 62 other informational questions about the Rolland Center space.

September 19, 2024 the Genealogy Center joined two other library departments in participating at the 2024 Senior Information Fair (SIF) hosted by Turnstone. Nearly 125 Family History Month brochures were distributed to very interested attendees. The Genealogy Center clerk and a couple of librarians enjoyed talking about the offerings of the Center—books, databases, and expert staff. Both SIF workers and volunteers as well as the event attendees enjoyed sharing family stories, their particular forays into tracing specific family lines, and all the family documents they had gathered over the years. Many questions were answered, invitations given to explore the Center in person, and even some offers of unique family and local history materials were accepted.

Visit Fort Wayne and the front-desk managers of our downtown hotel properties reached out to the Genealogy Center for a tour so they could better inform their guests how they might enjoy the Center. A great discussion followed the in-depth tour.

Allison Singleton took the lead on working with Visit Fort Wayne to develop rack cards that front-desk hotel staff could give to their guests who are on a layover, caught between meetings and events with some free time, wanting something different to do in Fort Wayne, etc. Front and back images of the rack card are below.

The image shows two sides of a rack card. The front side (left) has a dark blue background with white text and three speech bubbles. The back side (right) has a white background with a map of downtown Fort Wayne and text.

You've got questions.

Where was my great-grandmother born?

Who lived in my house before me?

How can I see my dad's yearbook?

We've got answers.

The Genealogy Center at the Allen County Public Library

Do you have an hour? Stop into the Genealogy Center to find answers to questions like these and more with the help of free, on-staff genealogists.

VisitFortWayne.com/Genealogy

VisitFortWayne.com

Find your roots and discover your family's story at the Genealogy Center, located in the heart of downtown Fort Wayne!

The Genealogy Center at the Allen County Public Library

Fort Wayne is home to one of the largest public genealogy collections in the world, offering you materials and guidance from professional genealogists for free! Stop by to see what the Genealogy Center is all about and find answers to your own questions. Our genealogists are eager to help you find YOUR story.

900 Library Plaza, Fort Wayne, IN 46802
(260) 421-1225 | Genealogy@ACPL.info
GenealogyCenter.org

Allison Singleton was invited to join Fort Wayne's Sister Cities Committee. She accepted that invitation and is already assisting members of the committee who are preparing to travel to our sister city in Taizhou, China.

The finished product of the filming that was done in the Rolland Center in May by PBS-39 Fort Wayne debuted on Friday, September 27, 2024. This work continues to fulfill our quest to get more eyes on the collection and entice more individuals from our community and beyond to enjoy the incomparable collection and knowledgeable staff.

Technical Services

Christine Diedrich, Technical Services Manager

Celebrating Reading and Learning

Summer is a quieter time for our department, which offers us an opportunity to evaluate cataloging procedures. As we continue to work on updating call numbers for the World Language collection to include a three-letter language code, we were able to create a written guide for how we will work with this material moving forward. We are still in the process of working with this collection, to date we have already made changes to well over a thousand print and non-print items.

Leading Through Innovation

After more than thirty years with ACPL, our TSS troubleshooter, Mary Bearman retired. Mary worked with every branch and department within the system to make sure that records were accurate in the catalog and that items in the collection were properly labeled. We often joked that Mary has probably touched every item the collection at least once. We appreciate her dedication and the work she put into the library.

Creating a Culture of Belonging

Over the last month we have assisted in moving the Library of Things collection from Little Turtle to Main. The move to Main will make the collection more centrally located so that items are easier to move through the system and are more accessible for our patrons. All items within the collection were sent to TSS so that they could be relabeled and have their contents checked. Broken items were replaced, and we were able to add missing instructions to several of the items in the collection. Because most of these items have a hold list and are rarely on shelf, this offered a chance to refresh the collection to make sure patrons find all the expected pieces when they check one of these items out.

Youth Services

Jacki Fulwood, Youth Services Manager

Celebrating Reading and Learning

ACPL Summer SPARK wrapped up in July with 17,035 registrants (+16% from 2023, and a higher total than SPARK 2019). Youth patrons received 15,285 books to keep through SPARK participation.

Team Read 2024 had 3,644 total reading sessions with children in settings which included Fort Wayne Parks and Recreation sites, the Boys and Girls Club, and library branches. They gave out 3,644 books, making the ACPL total of books-in-hands for youth 18,929.

The Children's Programmer Cohort transitioned into a training program in children's services for new youth programmers due to a high number of new staff in youth-facing positions.

Creating a Culture of Belonging

Youth Services led training in Community Building Practices at three pilot locations: GEO, HSC, and PON. These locations began using CBP communication tools and alternatives to suspension for qualifying behavioral incidents in August.

Connecting Community

LINK sites served 13,356 lunches (up 29% from 2023) and 3,640 snacks (up 23% from 2023) this summer through an ACPL partnership with FWCS, underscoring the Library's role in supporting patrons during this tough economic time.

Through our new partnership with Blessings in a Backpack, the same sites also distributed over 4,400 bags of weekend food to children.



Allen County Public Library

900 Library Plaza, Fort Wayne, IN 46802
(260) 421-1200 • acpl.info