

ALLEN COUNTY PUBLIC LIBRARY



Quarterly Managers Report
July - September 2022

Table of Contents

Aboite.....	3
Dupont.....	3
Georgetown.....	4
Grabill.....	6
Hessen Cassel.....	6
Little Turtle.....	8
Main.....	9
AFW, WELT, Maker Lab.....	10
ARS.....	11
Children's Services.....	13
Events.....	13
IT Services.....	14
Technical Services Team.....	16
Teens.....	17
Special Collections & Genealogy.....	18
Monroeville.....	20
New Haven.....	20
Pontiac.....	21
Shawnee.....	22
Tecumseh.....	22
Waynedale.....	23
Woodburn.....	24



ABOITE | Kris Lill, Branch Manager

Community Awareness & Engagement

In an effort to build relationships with local families and educators, Aboite branch senior librarian Sara Perisic has been collaborating with area schools; she has attended a middle school PTA meeting and is regularly sharing ACPL print publicity to SWAC school faculty. Aboite youth staff has continued collaborating with Children's Services to provide outreach storytimes at Eagle Marsh's Short Hikes for Short Legs; in addition, we have started to provide storytimes and Juvenile Deposit Collection book deliveries and pickups to two daycares in the Aboite area.

Culture of Collaboration, Leadership & Learning

Many staffing changes have been taking place at the Aboite branch. Harley McRoden was promoted to the new circulation specialist position; she spent a week training with circulation staff at the Main Library in August and has jumped right in to her new role, providing support for staff during the system-wide transition into less centralized circulation procedures. Claire Laisure was promoted to the position of teen librarian; in addition to working closely with senior librarian Sara Perisic at the branch, she has joined the Teen Training Cohort, building skills and knowledge alongside several other newly hired youth staff from around the ACPL system under the leadership of Aisha Hallman.

The quarter also saw the retirement of long-time branch assistant Joyce McCarty. Joyce was well-loved by both staff and patrons, with more than 20 years of service. She will be missed, but we look forward to seeing her often at the branch as a patron!

With promotions and retirements come position openings! We are very excited to welcome two new branch assistants to Aboite, under the leadership of assistant manager Ajay Johnson: Luis Baeza started in September, Lily Reindel (formerly of EVS) will start in October.

Library as Place

The Aboite team has continued to be creative in its use of our public space for programming as we await repairs of storm damage to the meeting room roof. Storytimes and other youth events have been relocated to an open area in the children's department; this move has allowed patrons who happen to be in the library the opportunity to observe these programs first-hand, often resulting in new registrations for the following week's events.

DUPONT | Erin Warzala, Branch Manager

Culture of Collaboration, Leadership & Learning

We had two new staff members join our team. Amber Hansen, who was previously at the Pontiac Branch, stepped on as our new assistant branch manager, and Sally Powell, who previously worked in the circulation department at Main Library, is our circulation specialist.

Dupont is also partnering with the Georgetown Branch to provide a new outreach service to the Ridgebrook Village Mobile Home Park. Children's Librarian, Christi Miller, presented our first storytime to this location on September 24.



GEORGETOWN | Stephan Platt, Branch Manager

Culture of Collaboration, Leadership & Learning

- **33rd Annual Conference on Youth: Moving Forward: Restoring Meaningful Engagement** attended by Karris Sims, Teen librarian and Michal Miller, children's librarian. Wednesday October 5th at the Allen County War Memorial Coliseum
- **Library School Candidate** - Teen Librarian Karris Sims was accepted into the Master of Library and Information Science Program at IUPUI. She will begin the program in 2023.
- **Internship Partnership** - ACPL will be partnering with the Indiana University of Social Work to bring a Master's level Social Work Intern to assist with planning activities and helping staff engage youth during the Georgetown afterschool hours during the Winter/Spring Semester of 2023. The intern, Sarah Corely, has a great deal of experience working with middle school youth.

Community Awareness & Engagement

- **Beacon Heights Outreach** – July – September. We've continued our outreach to the Beacon Heights community which is a partnership with Fort Wayne Housing Authority. Every other Wednesday a staff member will conduct an info session there and it is a great time for residents to get together and learn something new. Overall there were 5 visits with 44 in attendance. Topics included colored pencil techniques, chair yoga and zentangle adult coloring among other things.
- **Nevada Watercolor Society – Colored Pencil Group Exhibit.** The colored pencil group that meets here has exhibited works and a display highlighting this very cool Georgetown Library meetup that meets the 1st Wednesday of the month and is open to all who would like to come and share their project.

Innovative & Adaptable Content & Services

Afterschool at the Library Program – The Afterschool at the Library program has been a very successful effort. Designed by Karris Sims with input from ACPL management and admin and support provided by the Teen Department at the Main library and the Maker Lab at the Georgetown Library, it is now in the third month. In the first two months of the school semester we averaged 30 middle school students utilizing the program each day that school is in session. The students receive a structured time to do homework and get homework help, a time to just chill and a snack, and then a time for activities and outside presenters with activities. The activities can be as simple as a Mario Kart Challenge with the Branch Manager or a Cornhole challenge in the back area of the library. With a total of 34 sessions in August and September with over 1,000 students in attendance it has become readily apparent the need for service has outgrown the library space proper. However it is a well-loved program and the usual chatter on social media has changed from a “the library is such a mean place for those kids” to “yes, it is loud and crazy, but they are trying! They are doing the best they can. They care about these kids.”

Library as Place

- **Library Chairs Recovered** – 40 of the chairs used for public seating were recovered in a medium neutral blue color.





Black Hawk Middle School students are led by Kerstin Glaess, Part Time Makerspace guide, in an exercise in physics as they see who can design the greatest marshmallow catapult in the Afterschool Program.



School Care Team partnered with the library to present a session mental well-being for today's youth. This was held afterschool for all the attendees of the library's afterschool program.



Youth work together and collaborate with younger siblings on projects in the children's department



Residents of Beacon Heights enjoy a Library Sponsored Chair Yoga workshop led by Becky Neff in the community room of the Beacon Heights Apartments.



In the After School Program we decided to give out what we call "The G.O.A.T. Award". For those of you who may not know, G.O.A.T. is an acronym for "Greatest of All Time" and is a very popular saying amongst Pop Culture. Each month we will be awarding 3-4 students in the program with The G.O.A.T. Award for being the symbol of excellence amongst their peers. Karris Sims presents to you our first ever G.O.A.T. Award winners....

GRABILL | Rebecca Wolfe, Branch Manager

Community Awareness & Engagement

Several Grabill staff members (and director Susan Baier) walked in the Grabill Country Fair Parade, along with firefighters, cheerleaders, football players, and folks from many local businesses. They did a lot of waving and passed out tons of library swag. The parade is a big deal here in Grabill every year, and it offers a fun, retro image of small-town Indiana life. Assistant manager Dawn Stoops organized the effort.

Manager Rebecca Wolfe attended the ribbon-cutting ceremony for the downtown Grabill revitalization project, ribbon-cutting with the town council president, a state representative, and a county council member.

Manager Rebecca Wolfe attended the Autism Acceptance Walk at the Allen County Fairgrounds, staffing a table in the vendor fair and chatting with a couple hundred people about library services and programs.

Library as Place

As part of the Grabill Country Fair, the Grabill branch held a book sale, raising just over \$350 in three days. Assistant manager Dawn Stoops organized the sale.

Innovative & Adaptable Content & Services

Manager Rebecca Wolfe visited Easterseals (a facility for adults with intellectual and developmental disabilities) for several programs:

- A monthly modified “storytime” with literacy, music, and movement
- A Powerpoint presentation on what the library has to offer
- A visit (along with GRB librarian Susan Pratt) to give library cards to approximately 30 Easterseals clients

Culture of Collaboration, Leadership & Learning

Manager Rebecca Wolfe started a new collaboration with Maple Seed Farms, a facility for folks of all ages with intellectual and developmental disabilities. MSF will be visiting once a month for a modified “storytime,” with literacy, music, movement, and arts/crafts.

HESSEN CASSEL | Edith Helbert, Branch Manager

Community Awareness & Engagement

Every Saturday in June, July, and August, we offered a morning storytime for families. We planned the storytime in response to frequent requests from the public for children’s and family programming on weekends. Unfortunately, even though we offered 11 instances, we only had attendance at five of them, and never more than one family at a time. We did not build the audience we hoped for so we decided to hold off on planning more Saturday programs for now.

Culture of Collaboration, Leadership & Learning

The end of summer and beginning of fall brought some big changes to our branch. Our programming team, Jen and Molly, have gone through massive amounts of leftovers from past programs to evaluate them. Some items were broken out of the program kits and reorganized into easily identifiable parts, while others were offered up to librarians throughout the system for developing new programs and activities. We also accepted two boxes full of flannel board props for storytimes from another branch, and have started organizing these into highly visible hanging bags which branch staff will then add to the Program Accessories Database for ease of sharing across the system.



Innovative & Adaptable Content & Services

Craft Café is a new monthly offering for adults at the Hessen Cassel branch. In September we had a registered attendee who wasn't able to leave her home that day due to a chronic illness flare-up that prevented her from driving. We were able to offer her a virtual experience – I opened a Zoom meeting and sent her the address, and she was able to join us in chatting about crafts. She was grateful that we were able to bring the library to her since she wasn't able to join us in person.

Visitors to Hessen Cassel Branch were enchanted and amazed by the monarch butterflies we raised from eggs and released into the wild this fall. Staff were excited to share what we learned, and customers of all ages came directly to the butterfly enclosure each visit to see what changes had occurred since their last visit. It was truly magical to see the experiential learning taking place on both sides of the desk as we watched the cycle of life and discussed conservation of this endangered species. Several lucky customers even got to see the surprisingly quick transitions from caterpillar to pupa, and from pupa to butterfly.

We sent the entire butterfly enclosure home with a regular patron on the Saturday before Staff Day to care for the emerging critters, since we had to be away for two days at a critical stage in the cycle. When she brought the enclosure back on Tuesday, she was excited to tell us all about everything that had happened, and checked out several books about how to raise these monarch butterflies at home in future years!



Library as Place

With ACPL's changeover to the new GoPrint copy/printing system, we are taking the opportunity to move some equipment around within the branch to increase efficiency for our patrons. The catalog was moved early in the Covid pandemic to accommodate social distancing, but it is tucked away and hard for patrons to locate. The printers, copier, and print release station currently require a lot of walking back and forth, and we plan to move those into closer proximity to each other.



LITTLE TURTLE | Rachael King, Branch Manager

Community Awareness & Engagement

Kate attended a few special events in our community. In July, she was involved with Y On The Fly in conjunction with the summer YMCA program at Hamilton Park. It was a good collaboration program and the kids enjoyed playing bingo and creating crayon towers. She also attended a back-to-school event at Queen of Angels where she registered people for library cards, and told them about the library, programs, and the wonderful Tutor.com service that we offer. It was a big success. Kate is also working with the Children's Services department to bring Juvenile Depository Collection books to her biweekly visits to Matthew's House.

Culture of Collaboration, Leadership & Learning

Little Turtle saw some new and returning faces join the team this past quarter. Jenny was previously a part-time branch assistant and was rehired to become our branch assistant that focuses on circulation tasks. Ankeeta joined our team as a branch assistant. Braedon joined our team as our security liaison that we share with the Tecumseh Branch. The Little Turtle manager left ACPL which allowed us to try a pilot program with a Dual Branch Manager to supervise the Little Turtle and Shawnee Branch libraries.

Innovative & Adaptable Content & Services

Malcolm has been working closely with the Fort Wayne Housing Authority to offer computer and adult art classes for the residents of North Highlands Apartments. As word spreads, we hope to see an increase in participants. Everyone who has attended has appreciated the efforts of the library and the services that we've made available.

Library as Place

Malcolm and Gabe (along with Craig from Main and Alex from Collection Development) had their first Board Games and Brews event at Summit City Brewerks. It was very well attended and they look forward to each monthly event.

Our in-building programs are also back in full swing, popular options are First Steps in Music (partnered with the Fort Wayne Children's Choir) and an adult cooking program What's Cooking?



MAIN | Nathaniel Burnard, Manager Stacey Stamas, Manager Traci Ward, Manager

Culture of Collaboration, Leadership & Learning

This quarter brought significant change to the Main Library as the organizational restructuring presented at the August Board of Trustees meeting took full effect. Q3 saw the combination of the Art, Music, & Media department, Business, Science, and Technology department, Readers' Services department, and Main Branch Circulation department into two new departments, Adult Services and Information Services. The managers within the reorganized departments have been working with staff to look for opportunities to embrace their new roles. All of the elements involved in this transition have required significant collaboration between staff at all levels within Main Branch public services to effectively work with new reporting structures, scheduling practices, and program/outreach opportunities.

Library as Place

With the reorganization of the Main Branch service model, the need to staff the building as individual departments has changed. To reflect this new organizational structure and the need to more effectively utilize staff resources to be available at high demand service locations within the building, managers and staff within Main Branch public service departments are exploring new service options throughout the building. Specifically, within the Art, Music, and Media and Readers' Services locations, collections are being examined for relocation to increase collection visibility and explore new self-service options which may be utilized in other locations. Staff have been offering their feedback through the process, and their input has been invaluable as the physical space of the Main Branch begins to be looked at critically to meet the needs of the new organizational structure.

Innovative & Adaptable Content & Services

The most significant change in Main Branch service delivery has been the migration of staffing practice to a centralized model. Service desk staffing is transitioning to the newly created Information Services department, whose managers will coordinate staffing of all public service desks within the Main Branch Library. This coordinated scheduling will allow for more effective coverage of absences, programs, and large events, and will improve the communication network within the building to be more responsive and flexible. Additionally, Q3 saw the implementation of the new GoPrint public printing system. This was a tremendous lift for Main Branch staff to execute, due to the sheer number of printing stations used by the public throughout the building. In addition to having to learn a new product and process, staff had to coordinate within multiple departments to ensure a consistent experience for patrons. Staff were exceptional in this process in sharing knowledge through a variety of communication channels, which was a huge factor in making the implementation process successful.

Community Awareness & Engagement

Staff have been working within the new organizational structure to take advantage of program and outreach opportunities in new and exciting ways. One such example is an upcoming outreach program to the Charis House, which will feature children's, teens, and adult components delivered on a monthly basis to a valued community partner in the Main Library neighborhood. The managers of Adult, Teen, and Children's Services have worked with managers within the Youth Services department to develop a top to bottom model for service delivery featuring book groups, crafts, and storytimes that can be utilized by multiple staff to create similar programs and outreach opportunities in the future.

AFW, WELT & Maker Lab | Norm Compton, Manager

The 3rd quarter is typically the busiest time of the year for Access Fort Wayne, WELT and the Maker Lab at Main. The bulk of the Summer activities like Rock the Plaza, the Three Rivers Festival, and Taste of the Arts are included in this report.

The results through outreach are we made contact with over 10,000 people in this quarter. The quarter included the of making 462 Cable TV shows for Access, and 875 Radio shows for WELT.

AFW is a unique service of ACPL that often called on to multitask, covering and doing many things at different locations simultaneously.

For example, on a recent evening we had AFW Staff:

- Directing live coverage of the Fort Wayne City Council meeting from Citizens Square.
- Directing coverage of the NAACP Candidate Forum in the ACPL Theater.
- Holding an orientation for new TV producers.
- Providing a tour of the Maker Lab.
- Supervising the Dungeons and Dragons session in Meeting Room B.

In addition, we were running the other two Cable TV channels and WELT with automation. We also had WELT studios 1 & 2 being used to record different radio shows. This is a profile of a typical Tuesday.

Community Awareness & Engagement

As part of our commitment to engage the diversity of our community WELT played a major part for the 3RF International Village. John O'Rourke was instrumental in having WELT provide the MC services for the stage at the Village introducing all the entertainment. In addition, WELT was broadcasting live from the Village for 10 hours that weekend. WELT engaged over 7,000 people at the International Village, and we have been invited back for next year.

WELT worked our 2nd event this year with the non-profit, Amani Family Services. On September 15th we talked with 150 people about why they should tune into 95.7 FM. This is part of our strategy to recruit more diverse voices.


We enjoyed taking Science to the Streets, through the mobilizing of the Maker Lab at Freimann Square as part of Taste of the Arts. We set up early and talked with 870 people that day about ACPL and the Maker Labs. We handed out instructions and materials for making Slingshot Straw Rockets from household items.

Culture of Collaboration, Leadership & Learning

We recently renewed our partnership with WBOI, to bring the production of Meet the Music with Julia Meek to the AFW studios. This is our newest collaboration with WBOI. In the past AFW went to WBOI every Friday to record Mid-Day Matters. We have shared the audio files of the USF lectures series for WBOI to broadcast. We have entered into an agreement to allow WBOI to use our studios every Thursday to record local musicians, this collaboration benefits both organizations.

AFW is preparing to host a Four State Regional conference for the Alliance for Community Media. We have been preparing for this for three years. The conference plans were scrubbed due to Covid in 2020 and 2021. The conference titled "Third Time's a Charm" will be held Nov. 3rd & 4th in the meeting rooms at Main. Part of the conference will be the Philo Festival of Media Awards show that AFW has hosted and live-streamed in 2020, and 2021. This year we will host the Awards at Sweetwater. AFW programs have won five 2022 Philo Festival Media Awards and two are nominated for the 2022 Philo Excellence Awards.

In September working with Events, we covered the 2nd YWCA Diversity Dialogue of this year held at Main. This is live-streamed on the YWCA website by AFW and recorded for playback on our channels.



Innovative & Adaptable Content & Services

We have been supporting the Bill Blass Legacy Celebration, and have recorded two public events sharing those with the community and sending copies of the video files to Genealogy for the Bill Blass collection.

On September 12th, Maker Guide, Francisca Montenegro went to Huntington University to conduct a class for 25 students about 3D printing. We make this trip twice a year to help promote the Makers Lab to university students.

Library as Place

Rock the Plaza (RTP) typically draws hundreds of people to Downtown for the Summer concert series. Some of the largest crowds came in July and August. All together over 12,400 people attended one or more of the 13 concerts. RTP continues to entertain after the concerts with 44 episodes that were recorded being played back on our Cable channels and WELT.

In September we held a gathering of 35 TV producers and volunteers in Studio A. The event was hosted by AFW Educator, Eugene Gussenhoven. This gathering provided an opportunity to address issues and allow networking of local talent.



ARS| Georgan Johnson-Coffey, Branch Manager

Community Awareness & Engagement

- In the third quarter of 2022, the Audio Reading Service received \$800 in donations, for a total of \$3,874 in gifts so far this year.
- During the third quarter, ACPL received \$16,328 in added value from volunteer service, contributed by of 73 Audio Reading Service volunteers with 1,570 hours of service to our listeners. 11 individuals were auditioned, and 7 new volunteers came on board to read to our listeners.
- The Audio Reading Service staffed a booth at the Senior Information Fair, held at Turnstone on September 15, after a two-year hiatus. Assisted by ARS volunteer, Cass Falk, George connected with 191 individuals about our reading service. Library at Home and Genealogy also had booths at SIF.
- George also gave presentations to the Council on Senior Services, and to the Older Adult Program at Wellspring Interfaith Social Services. At the latter, there was a group of 11 Easterseals Arc clients, all of whom received radios.



Innovative & Adaptable Content & Services

- The Audio Reading Service was pleased to have an automatic door opener installed to better service those with disabilities. Within a few weeks of installation, a volunteer applicant, who utilizes a wheelchair, came for an interview and audition, and was able to easily gain access to the DiSalle building.



Library as Place

- Over the Labor Day weekend, we aired our most recent locally produced radio play, Profits Unlimited. This is one way that we engage volunteers on a deeper level, as well as tap into creative talents of staff during recording the drama and production work.
- We are very proud of the top-notch delivery and production of our programs. A number of other reading services around the country air our shows. This includes the service at the Nashville Public Library from where we recently received this feedback:
- We are so thankful to be able to air these quality, dependable programs from ARS. I don't know what we would do without you!" Ben Weddle, Lead Production Technician, Nashville Talking Library
- The Audio Reading Service welcomed Human Resource Specialist, Damon Thompson, and Director of Communications, Aja Michael-Keller out for visits and to get to know more about what we do.



Culture of Collaboration, Leadership & Learning

- The Audio Reading Service, Manager, George Johnson-Coffey, was elected to the Board of Directors for the International Association of Audio Information Services (IAAIS).
- Chad Butterbaugh continues contributing to the system's DEI Committee.
- As a part of her professional development, Production Assistant, Alyssa White, spent several hours learning about TV production at AFW.
- George gave a presentation about the Audio reading Service at the Library's New Hire Orientation.



CHILDREN'S SERVICES | Tiffany Bronzan, Manager

Culture of Collaboration, Leadership & Learning

In July, we welcomed a new Librarian to the Children Service's Department, Claudia Paulson.

In August, the department started regularly using a new software called LibStaffer, to staff the two service points in the department.

In September we welcomed two new staff members, a new Senior Librarian from Grabill, Dawn Stoops, and a new Librarian Rebecca Rollings from the Readers Services Department. Tiffany Bronzan continued her work on the Strat Team Committee. The entire staff attended Staff Day at the Mirro Center.

Kelsey Fickinger continues to work on the Reader's Advisory Committee.

Library as Place

The Grand Opening of the newly designed StoryScape happened on Friday, September 23. This newly designed space was made possible by a generous donation from the Library Foundation. The StoryScape is a child-led play area designed for children ages zero to seven. The space has opportunities for children to use early literacy skills such as reading, singing, writing, talking, and playing. There are two dramatic play areas that will change throughout the year. Currently, children can pretend to work at a post office and learn about dinosaurs in our Dino Lab. Also, children can play in our pretend kitchen which is filled with pots, pans, and lots of great play food.

Community Awareness & Engagement

Tiffany Bronzan presented Storytelling Resources to students studying Early Childhood at Fort Wayne Community Schools Career Academy in August.

At the end of September, the Children Service's department delivered books to daycares around the county as part of the Juvenile Delivery Collection (JDC).

Katie Brege presented storytime at the Little River Wetlands, as part of their Short Hikes for Short Legs series. Katie Brege and Sarah Buuck are presenting "Design-It" to the Park and Recreation Sites, Weisser and Jennings. They present process-based projects to students once a month.

EVENTS | Leanne Bure, Manager

	July	August	September
Events	71	92	90
Attendance	1357	1895	2064



Community Awareness & Engagement

On August 11th the DID threw a Sidewalk Carnival on the ACPL Plaza and CHI librarians participated in the fun. We were in full Rock The Plaza mode in July and August supplying audio for livestream purposes. On September 11th, over 215 patrons got their passports stamped during the Visit FW Be A Tourist in Your Own Hometown where patrons enjoyed tours of the Rolland Center. Super Shots was at MAIN to offer flu and COVID shots on September 30th. We displayed a Bill Blass sculpture during September by the talented Greg Mendez in conjunction with the Kate Rowold lecture. We welcomed the community to a Ribbon Cutting Celebration to highlight the renovated and reimagined StoryScape space on September 23rd.



Culture of Collaboration, Leadership & Learning

The Event Technicians attended an audio-visual class at the Sweetwater Academy as a Professional Development opportunity in September. We also supplied creative equipment solutions during ACPL Staff Day.

Library as Place

On September 17th, we held the Frida For All Kickoff in the Great Hall in collaboration with Emily Guerrero who obtained a grant from the IN Arts Commission. This Inclusive Hispanic Heritage event offered accessible and inclusive considerations through translators, art, and sensory activities and crafts.

IT SERVICES | Kevin Wells, Manager

During the third quarter 1060 tickets were assigned to IT Services between July 1, 2022 and September 30, 2022. Of that we closed 253 tickets on the same day. We end the third quarter with a 94.05% completion rate (tickets with a status of Closed or Resolved).

ACPL Mobile App Downloads: Total downloads for the period of June 1, 2022 through September 30.

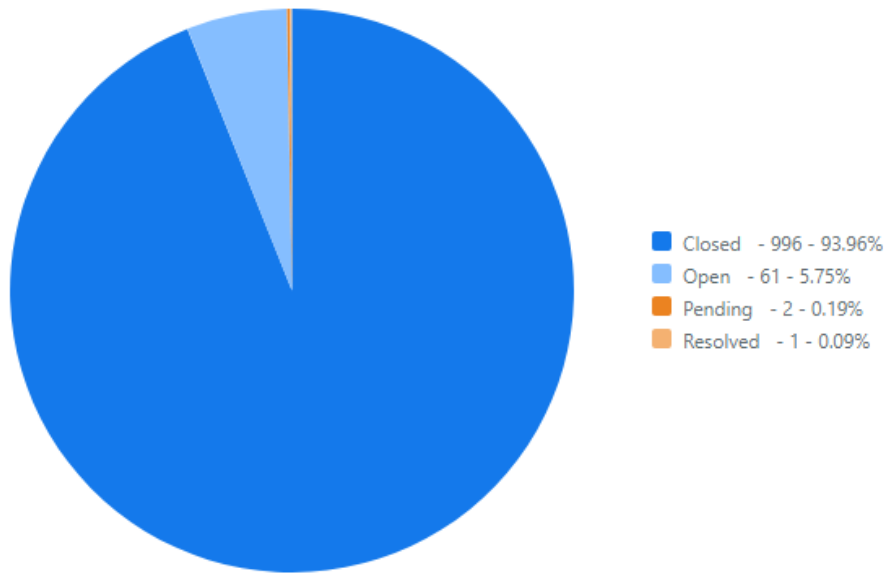
Apple iOS: 1948

Android: 2471

Information Technology Services' primary focus during the third quarter was Phase 1 of our printing system project. Phase 1 involved the replacement of our aging Ricoh copiers with the newer MFDs (copiers) from Konica Minolta. During Phase 1 we also replaced our public print payment system (Pay4Print) with GoPrint.



IT Services Tickets by Status



Unlike our previous print system where ITS staff had to support 4 servers (3 print servers and 1 account server), GoPrint reduces our backend footprint to just one server. Time will tell how well our patrons adapt to the new system. We expect we will have one or two more staff training sessions and we are in the process of cleaning up the punch list leftover from the initial copier and GoPrint deployment. Some outstanding issues are related to the payment card readers, including some accounts not being credited, and the inability of our staff copiers to support scanning to an uncompressed TIFF file for archival purposes. TIFF is supported but not uncompressed, which is the desired format for archiving.

Evolve Security is a cyber security service provider that also provides cyber security training. They offered us two complimentary Network Security Assessments. One of the cohort groups that conducted the Security Assessment was a class that included Amazon's IT staff. The assessment was eye-opening, yet at the same time we already had some indication as to how we would fare. The social media aspect of the assessment was a success. I attribute this to our KnowBe4 training and work performed by ITS staff to help keep our email system secure. Areas that require remediation have to do with running client computers and servers with outdated software (the old print system) or operating systems that are no longer supported. We need to update our DNS servers, adopt Multi-Factor Authentication, and we have a myriad of other items to address. We hope to have much of this completed by the end of this year.

We had several projects that were in a holding pattern due to supply chain issues. I can now report that many of the staff and public printers have been released by the manufacturer for shipping. All printers except those for Main Library will arrive in October and we hope to see the printers for Main Library arrive shortly after that. All Meraki Access Points have arrived and Tom Manning has taken the lead on this project, working with NSI to complete this highly-anticipated upgrade. The 60 desktops and 25 laptops for our 2022 computer refresh have shipped and that project is on course for completion by the end of the fourth quarter. I am also excited to announce we are moving our email system to Microsoft 365. You won't notice any change when using the Outlook desktop app, but we will have a new link to use for Web Access. This move also gives library staff access to a plethora of Microsoft's online products such as OneDrive, Microsoft Teams, and SharePoint, along with online versions of the desktop applications already installed on our computers. More details will follow in the fourth quarter.



This year we have a Software Engineer intern from Indiana Tech, Ian Gongwer, and he has a bright future ahead. We originally tasked Ian to update Jim Harpe's (former Software Engineer) documentation, which would prepare him to work on a Staff Dashboard project for Human Resources. By the end of week two of his internship, Ian was fixing reported problems with the Staff Dashboard and Datawarehouse. In the last month Ian has fixed several bugs related to the Staff Dashboard. They include:

- Fixed error when View Nominations button was pressed (Recognition of Strategic Excellence)
- Corrected Admin permissions to the backend of the Incident Report
- Cleaned up code related to the Audio Reading Service's Listener Database
- Identified and corrected a security flaw that previously allowed anyone to access wellness activities
- Worked with Daniel to correct data entry errors through changing data in the database

Ian is also collaborating and helping Daniel Stewart, our new full-time Software Engineer, as Daniel acclimates to our environment.

The end of the third quarter is also the end of a chapter for one of our team. With a heavy heart, we say goodbye to Tim Corey, who retires after 27 years of service. From our first online catalog, engineering the library's computer network, to the Datawarehouse, Tim has played a vital role in every piece of technology the library has researched, tested, and adopted during his 27 years of service. Tim has also served as a respected advisor and mentor to several IT Services managers. During my transition, he made my job a bit easier by slowly handing things off to me. He also had a knack for coming up with scenarios to consider when researching new services or products that most of us didn't think about or consider, saving us a lot of time and headaches during implementation. Tim will be greatly missed and all of us in IT Services are honored to have worked with Tim and benefitted from his wisdom, support, and friendship.

Fun fact: I believe it was 1997. Tim with a former library employee, Sean Casserly (ITS), wrote the code that enabled the public to access the catalog from our website. This was at a time when the only network computers we had were used for circulation.

Before leaving, Tim had an opportunity to work with the newest members of our team. Mike Taggart (Senior Network Specialist/Network Administrator), Megan Stoffer (Computer User Support Specialist), Daniel Stewart (Software Engineer), and Ian Gongwer (Software Engineer Intern). We have always had talented people in IT Services and I have to state, along with Tom Manning (Network Specialist), Sam Jimenez (Senior IT Technician), Maria Tostado (Network Technician), and Vanessa Sims (Network Technician) who is joining us toward the end of October, we have the IT Dream Team.

TECHNICAL SERVICES TEAM | Christine Diederich, Manager

Juvenile Holiday Collection

TSS helped to finish relabeling the last of the items for the children's holiday collection. Holidays throughout the year were grouped into seven collections, based on where they fall during the year. Within each of these seven collections, there are 15 groups, one for each branch and two for Children's, that will be sent out seasonally. By keeping out of season titles in Storage, there will be more space on shelves for other material. The last three sets, October (1,606 items), November (1,295 items) and December (6,035 items), were relabeled onsite at DiSalle during the past months. This way then entire department could work together to add new holiday labels and make sure the spine labels were in good shape. In addition to relabeling current material, we continue to add newly purchased books and movies ordered specifically for the holiday collections.



Braille Books

We have been working to catalog and process a large order of braille books of children and teen titles for Main. Most of these have required original cataloging. Brought about by a patron request, we have a fuller braille collection.

It's not only books

TSS handles a large amount of material outside of our traditional print collection. Just a few of the things we are currently working on include:

- Memory Care Kits created by Library at Home
- Additional circulating Hotspots
- Additional circulating laptops
- New holiday magazines for the holiday collection

TEENS SERVICES | Mari Hardacre, Manager

Culture of Collaboration, Leadership & Learning

Jennifer Gerardot of Teens and Alan Bengs of Access Fort Wayne offer Dungeons and Dragons (D&D) programming for teens at Main Library and are now averaging around 15 players each week.

D&D is a role-playing game that offers a valuable learning experience and the opportunity for teens to meet others who share their interests. A D&D campaign requires players to collaborate as adventurers and hone their creative problem-solving skills. Each member of the team brings their strengths to the group, be it map-reading, arithmetic, the ability to remember all the rules, or a wacky sense of humor. Everyone gets a chance to practice their communication skills and grow in confidence. D&D is also a lot of fun!

Gerardot and Bengs recently gave presentations at the gaming conventions GenCon and CinCityCon to share information and encouragement with other librarians and educators who want to start D&D groups at their libraries and schools.



SPECIAL COLLECTIONS & GENEALOGY |

Curt Witcher, Director

Engaging with library patrons through public programming continues to be a priority for Special Collections. The new school year provided opportunities to refresh legacy engagements as well as develop new ones. Some of the Genealogy Center school activities are listed below.

- On September 9th, Curt Witcher and Allison Singleton were invited to tour the Amp Lab at Electric Works. We spent time with three instructors brainstorming “problems” for the students to work on ranging from how to get more young people interested in family history to making history more interesting to students by making it personal. We also mused about how young people’s fresh perspectives and different approaches might solve some community challenges that have been confounding adults for years.
- On September 13th and 14th, ninety students from Wayne New Tech visited The Genealogy Center to work on their Ancestry Me projects. We sent introduction videos for the students to watch prior to their visit to orient them. In addition, we held Zoom sessions with each class on September 8th. Approximately forty-five students and four chaperones came each day for around three hours. We demonstrated how some of the genealogy databases work in the Discovery Center using the students’ questions as examples. They also received individualized assistance throughout their visit.
- On September 22nd and 23rd, 180 Freshmen from Columbia City High School visited the Genealogy Center to work on their National History Day (NHD) projects. Approximately ninety students and six chaperones came each day for about three hours. We introduced sources in the Discovery Center and provided them individualized assistance throughout the several hours they were here. This year’s NHD theme, “Frontiers in History,” is broad enough that the students were able to use resources from many Main Library departments and collections.

Other Genealogy Center programming activities include the following list of events.

- On August 16th, Allison Singleton participated in a panel presentation for the International Federation of Library Association’s Local History and Genealogy Section. The panel was titled: “Highlighting Experiences for Integrating Local History and Genealogy Materials with K-12 Students.” Allison’s portion was titled: “Making History Personal: Engaging Youth in Family History.” Fifty-seven librarians and library staff members from across the world attended this session.
- Sara Allen and Curt Witcher represented the Genealogy Center at the Jewish Temple’s Rifkin Campus Open House, supporting the Meet Your Mishpocha program of the Northeast Indiana Jewish Genealogy Society on September 11th. Sara provided a program on incorporating DNA search results into your family history research while Curt consulted with participants on best practices in scanning and preserving family documents and heirlooms.
- The Genealogy Center joined Audio Reading Service and Library at Home at this year’s Senior Information Fair held on September 15th at Turnstone. Materials Handling Unit personnel staffed the Genealogy Center table for five hours. More than 162 contacts were made, with many participants walking away with library literature and some fun souvenirs.
- Allison Singleton and Curt Witcher presented a motivational program, “The Power of Story,” to Lincoln Financial legal executives in Atlantic City, NJ on September 16th. In addition to the program, the networking opportunities during the day and at the dinner the previous evening were rich with connections. We believe we successfully planted seeds for future engagements.

In this past quarter, the Genealogy Center offered forty-three virtual programs attended by 5,361 individuals as well as seventeen in-person programs attended by 467 individuals.



In early August, the Genealogy Center began working with the Black Teacher Archive of the Harvard Graduate School of Education in an effort to gather content for their online portal for centralizing and preserving the legacy of Black educators prior to 1970. The Black Teacher Archive project was particularly interested in a title in our collection that appears to be the only complete edition known to exist, "Rising in the Sun: A History of the Georgia Teachers and Education Association, 1918-1966." We provided them with a digital copy of the work. Curt Witcher engaged in conversations with Micha Broadnax, project manager, around issues of sustainability and access. University-based, grant-funded projects struggle to survive beyond the grant period, and meaningful efforts and data are often lost. The Genealogy Center is motivated to leverage the collected digital resources for those in the family history community looking to find their stories.

On September 7th, the John McGivern's "Main Streets" filming crew spent a couple of hours filming in both the Genealogy Center and the Rolland Center. It was part of their several days of filming in Fort Wayne. Arranged by Visit Fort Wayne, this show highlights gems in towns that may not initially be thought of as great tourist destinations. The Fort Wayne show featuring two of ACPL's Special Collections areas will air sometime in late spring 2023, and likely during an evening prime time slot.

At their 2022 annual meeting on September 29th, the Allen County Bar Association recognized Access Fort Wayne and the Genealogy Center for our continued support of their "Lasting Lawyer Legacy Project." From when the first video appeared online several years ago through the first two weeks of September the seventy-six posted oral history videos have received 7,876 views.

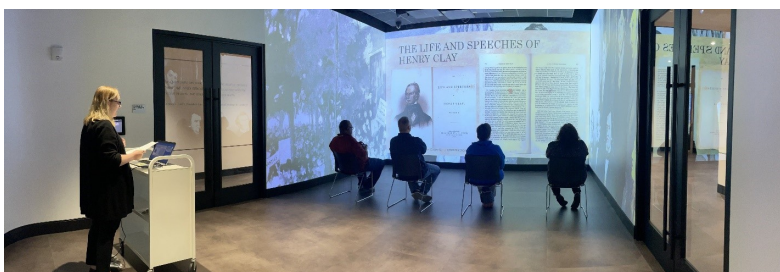
Rolland Center Activities

Programming in the form of tours also was prominently featured in the Rolland Center.

In the past quarter, twenty-six tours were given and 5,642 individuals visited the Center. The Lincoln librarians refreshed all three major physical exhibit cases in the Rolland Center in the middle of August. The new cases are themed Mary Todd Lincoln, Death of Lincoln, and Elections of 1860 & 1864. ABC 21-Alive filmed just before the new cases were officially open, creating a bit of buzz around that activity. A growing number of patrons who enjoy experiencing the Rolland Center appreciate all the new artifacts to discover.

During this quarter the Rolland Center benefitted from a promotional piece developed by Access Fort Wayne and aired on CBS WANE-15. That promotional piece on WANE, featuring Lincoln librarian Kayla Gustafson, netted a lot of interest in the community as numerous individuals coming into the Rolland Center indicated they were there because of it. The Center also benefitted from the hiring of our two new Rolland Center assistants this quarter, Taylor Andrews and Rory Givens. Taylor and Rory extend the coverage we are able to offer patrons, assisting them with the use of the technology as well as helping with the Rolland Center scavenger hunts our Lincoln librarians continue craft. The following are just a few of the remarks heard in the Rolland Center

1. A woman with her adult children learned about the assassination plot and said, "These are the kind of stories that make history come alive!"
2. "It's unbelievable that this is available at our library. You can actually learn something here. Nobody else has this collection!"
3. "This is outstanding. Ken Burns would be proud to visit here."



MONROEVILLE | Chris Wiljer, Branch Manager

Culture of Collaboration, Leadership & Learning

With the assistance of a staff member from the Little Turtle Branch, the Monroeville Branch is able to offer the popular “What’s Cooking” program. On September 15, the program focused on delicious salads. The program on October 15, will feature Mexican themed dishes such as Mexican cornbread casserole, cheese or meat enchiladas and slow cooker verde chicken tacos.

In September and October, we have special displays provided by the Daughters of the American Revolution and The Three Rivers Gem & Mineral Club. The D.A.R. set up a display for September which celebrated the Constitution and patriotism. The Gem and Mineral Club is showcasing a collection of fossils, geodes, septarian nodules, calcites and garnets among other interesting finds.

Innovative & Adaptable Content & Services

In September, the Monroeville Branch launched “Family Storytime” which replaced the “Pre-school Storytime,” which was suspended during the Pandemic. Our new storytime features a story, a song and a craft. It is wonderful to see children and parents returning to the Branch for storytime. The “Homesteading 101” program returned after a hiatus on September 29. The September program allowed patrons to make a Fall themed twig wreath with fake leaves, a cloth bow and other decorations of the season.

Library as Place

The staff of the Monroeville Branch are preparing for Halloween with a special scavenger hunt, Halloween book display and we will have treats on Halloween. Just a reminder that the Town of Monroeville will have trick or treating on October 30 and 31 with a costume parade on Halloween evening.

NEW HAVEN | Marie Kaufmann, Branch Manager

Community Awareness & Engagement

Once again, the New Haven Branch stationed a booth at the New Haven community event, Music, Market, and Munchies held at Schnelker Park. This event was held every Wednesday (weather permitting) during the month of July. While the branch was there we promoted different events coming up at the branch, youth cards going fine free, as well as handed out to-go programs and ACPL swag.

Library as Place

The New Haven Branch started off with a hit in July as 47 patrons in the community enjoyed a performance by Down to Earth Aerialist, Amanda Durnell. Amanda not only gave a great performance, but also taught attendees about the strength, science, and math that must come together to put on a successful show.



In August the New Haven Branch worked in conjunction with the Wabash Railroad Historical Society to help them host a couple events at the branch. The first event involved an interactive story time where children and their caregivers listened to train themed stories, as well as learned about trains in general and how they communicated to each other using Morse code. The second event they held was the Wabash Railroad Historical Society’s Annual Conference that was reserved for members only.



Currently the New Haven Branch hosts a program called Sit & Stitch. During this program patrons of all ages can come join us at the library to learn different tips and tricks about crocheting and knitting. They can even stop by to chat and stitch if they already have the necessary crocheting and knitting skills. During a session of Sit & Stitch this August one of the members brought in a spinning wheel to demonstrate how different fibers are spun into yarn.



PONTIAC | Deborah Meserve, Branch Manager

Culture of Collaboration, Leadership & Learning

Deborah worked a shift at the library's International Village table during 3 Rivers Festival.

Amy Szlapak was accepted into ILF's Management Co-Hort for this fall.

Innovative & Adaptable Content & Services

Deborah and Traci Ward attended "Lessons From the Field: Growing Your Business Services to Improve Your Local Economy" in Baltimore put on by the Urban Libraries Council which provided some great ideas to explore for ACPL.

Community Awareness & Engagement

Amy/Abby and Hannah/Mytia finished summer outreach to Weisser Park Community and McMillen Park Community Centers, respectively.

Deborah attended the grand opening of Powell Park.

Library as Place

- Benchmark has started coming back to the PON branch to give clients a field trip in the community.
- Deborah represented the library at Bank on Your Business Seminar at NIIC, sharing with attendees the library's business resources and bringing our grant laptops for them to use.
- Deborah (along with Tonya Frandle and Mayra Presley) represented the library at the Amani Welcome Week kick-off event. They talked to 85 people about services like Mango Languages and Tutor.com.
- Deborah was at FWHA's Harvest Fest and chatted with 28 participants about library programs and Tutor.com.



SHAWNEE | Rachael King, Branch Manager

Community Awareness & Engagement

I attended the ribbon cutting for Powell Park alongside the Pontiac Branch manager. Gabi attended an inaugural event for the Levan Scott Academy. On Saturday, September 10th, we supported the neighborhood cleanup by staining the playground fence. Afterward, there was a block party where Gabi represented the library and told all attendees about the great programs that the library can offer the community.

Culture of Collaboration, Leadership & Learning

Shawnee had a few staffing changes during this last quarter. Tonya Frandle, the previous branch manager, received a promotion to Branch Services Manager in the Main Library. Shawnee was also selected as a location to pilot test a new variation of branch manager, the Dual Branch Manager, so the Little Turtle Branch and the Shawnee Branch now share a manager.

Branch Assistant Gabi Jauregui received a promotion to Youth Specialist and has happily dived into the new position. She will be enthusiastically participating in the new Children's Cohort led by Teresa Walls. This also means that Shawnee now has two youth specialists to serve our community.

Library as Place

We are also fortunate to have a 1st grade class from Lutheran South Unity School visit our branch regularly in order to check out books and explore our collection.

TECUMSEH | Deb Noggle, Branch Manager

Community Awareness & Engagement

Outreach

Tecumseh Branch Manager, Deb Noggle, attends monthly North East Allen County Partnership meetings. This quarter, Tecumseh staff members Deb Noggle and Monique Myers, provided assistance to seniors at "Device Advice" programs at Beacon Heights, North Highlands, Brooklyn Manor, and Tall Oaks which are all low-income senior housing apartment buildings. This is a partnership with the Fort Wayne Housing Authority (FWHA). Our library staff was able to provide one-on-one assistance to residents needing instruction that were given tablets and smartphones through a government program.

Tecumseh Staff members Monique Myers and Laurie Walls attended Family Literacy Night at Northcrest Elementary where they promoted the library and registered families for library cards on-site.

In-Person Programming

- Weekly Toddler Storytime
- Weekly Family Storytime
- Weekly Teen Program
- Monthly Adult How-To Studio

Culture of Collaboration, Leadership & Learning

Tecumseh Branch welcomed two new staff members: In the new Circulation Specialist position is Toddeh Manoukian, and our new Security Officer, Braedon Scherschel. Current staff member Monique Myers accepted our Youth Focus Librarian position, and our former teen librarian, Christine Castaldi was named Assistant Branch Manager.

Tecumseh staff attended and enjoyed a wonderful Staff Development Day in September at the Parkview Mirro Center!



Innovative & Adaptable Content & Services

New Printing System – Tecumseh received a new copier and new equipment for our public printing system, GoPrint. With this new software, we will be able to further help library patrons with their printing needs, which were limited before. Now patrons will be able to print using Bluetooth technology directly from their smartphones, tablets, or other devices. Laptop users have a simpler method to use when sending print jobs through our WiFi service. In-house computer users will notice that things have changed, but are simplified for ease of use. One big, much-requested improvement is that patrons can now use a debit or credit card to add money to their library card for print use. This new system is a wonderful service to the community!

Streamlined Library Card Registration Process – No longer does it take 10 minutes to get a library card! The new streamlined process is paperless and takes under five minutes to complete. Patrons seem pleased with the quick process and are often pleasantly surprised that they get the actual library card right at the desk, instead of waiting for it in the mail. And, of course, they love being able to choose from three fun library card designs.

Library as Place

Summer Learning Program – 2022 has been the first time in a few years where we had a traditional Summer Learning Program with reading incentives, in-person programs, take-home programs, daily activities, weekly visits from Team Read, special performers, and more. Our attendance numbers for everything were down this year but it was truly wonderful to see summer and our patrons return.

Free Lunch Program – 2022 was also the summer that we continued to offer free lunches to ages 1-18 in our meeting room. Providing lunch is not only a source of pride for us but also a way to attract kids to participate in our literacy-based afternoon activities.



WAYNE DALE | Amanda Vance, Branch Manager

Community Awareness & Engagement

Throughout the past few months, the Waynedale Improvement Team has come together to find new ways to promote the community. The library staff has been able to participate in many of these activities. The staff wrote the Scavenger Hunt questions for the Shop Waynedale event in August. We also were available as a collection point for the contest entries of the scavenger hunt and business bingo games for this event. On October 1, Waynedale brought back the fall festival as a new event called Treats and Trails. Our staff participated in this event through the planning committee process, volunteering on event day, and having science activities for families at the event. The event saw an estimated 400 people and the science activity tents, including the ACPL Lifecycle of a Monarch activity, were a huge success.



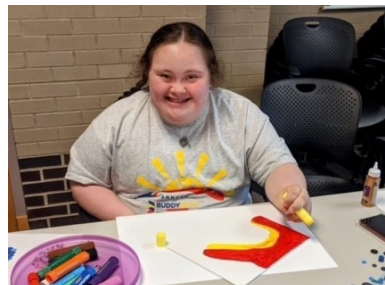
As with every season, the Waynedale staff loves to bring the joy and fun back into the branch too, with our beautiful, ever changing tree by Charlotte and Charkiera Smith and our other branch decorations



WOODBURN | Paige Shook, Branch Manager

Innovative & Adaptable Content & Services

Woodburn had some successful programs in July for the end of the Summer Learning Program! 8 teens made their own tiny terrariums out of jars they filled with sand, dirt, rocks, moss, gemstones, and more! Our statement tote bags program was also a huge success, with 11 people using their creativity to decorate their own canvas totes. One family who attended now uses their tote bags to carry all the library materials they check out each week! Woodburn Branch worked with the Dupont Branch and other branches in the system to offer All Abilities Club at are locations. September was our first program and we are excited to see this program grow in attendance.



Library as Place

In the month of September pirates invaded the Woodburn Branch! The community enjoyed taking photos in our pirate ship photo booth. They also got to walk the plank and join in on a pirate themed storytime with Pirate Paige.



In September, Woodburn did some rearranging of the collection to better serve our patrons. First, we rearranged our board games to allow our puzzle collection to have space next to them, making it easier for patrons to find these two collections right next to each other! This also allowed us to create a display for board games that features popular games, staff picks, a featured title, and information about all of Woodburn's board games. It also gave us the opportunity to share information about ACPL's Library of Things collection housed at the Little Turtle branch! This move also allowed us to relocate our music CD collection to the shelving unit that used to hold puzzles. Using small plastic bins allowed us to organize the CDs by genre and make them easier to look through. The new location has already seen patrons checking out our music collection, some for the first time!

