



# ALLEN COUNTY PUBLIC LIBRARY

Quarterly Managers Report

*January - March 2022*



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## ABOITE | Kris Lill, Branch Manager

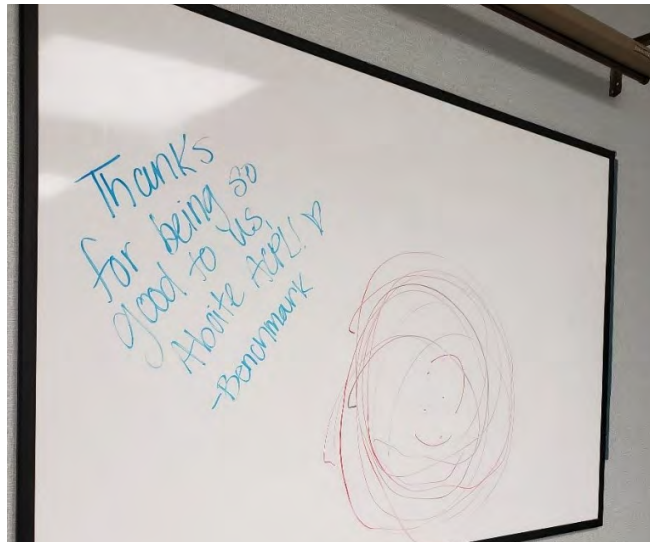
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### Culture of Collaboration, Leadership & Learning

Assistant manager Ajay Johnson has been working this quarter on building up our corps of volunteers and working with staff to come up with regular tasks that would help the overall workflow of the branch. Each volunteer now has assigned duties that match their skill-set, that they have been trained on, and that they can just jump in and do when they arrive at the branch. Tasks include pulling books from a printed list for holds, shelving holds and “quick shelves” items such as DVDs and new materials, stickering materials for the Friends Book Sale, and straightening items in the stacks. This has definitely made a difference in the workload for staff, and also has given the volunteers a sense of empowerment and comfort. We appreciate our volunteers!

### Community Awareness & Engagement

Aboite saw a steady increase in community groups making use of our meeting room and study room space. Neighborhood associations, book clubs, scout troops, tutors, counselors, crafters, homeschoolers, and social service organizations are just a few of the many groups who utilize our space – and appreciate it! We recently received a note of thanks from Benchmark Services, one of our regular visitors, on our meeting room whiteboard, illustrated with artwork by one of their clients. Creating and building relationships with members of the community is a priority.



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## DUPONT | Rebecca Wolfe, Branch Manager

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### Community Awareness & Engagement

Senior Librarian Christi Miller continues her partnership with Cedar Canyon Elementary School, visiting twice monthly to do storytime with pre-K students with disabilities.





## Innovative and Adaptable Content and Services

Branch manager Rebecca Wolfe offered the first All Abilities Club for adults with intellectual and developmental disabilities. This monthly program will feature arts, crafts, games, literacy, and music/movement. March's program was on painting. The participants listened to a story and then created tape resist stained glass paintings. We had 17 participants, along with a number of staff/caregivers. It was a great success!

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## GEORGETOWN | Stephen Platt, Branch Manager

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### Innovative & Adaptable Content & Services

Georgetown Library hosted Creative Canvas, an instructor led painting program that features popular step by step acrylic painting of popular subjects. During our December program we were joined by 10 students of all different ages who painted a "love gnome" Pictured below Kerstin Glaess, Maker space guide demonstrates painting techniques during this in person program.

### Community Awareness & Engagement

**Fort Wayne Housing Authority and Allen County Public Official Partnership – Ongoing**

- This offsite collaboration between ACPL and FWHA intends to satisfy an immediate need for technology literacy among residents of the Fort Wayne Housing Authority to improve the quality of life of these Fort Wayne residents. Through this partnership, FWHA residents are receiving the tools and training they need to establish a digital springboard for life-long learning, discovery, and community connectivity which is currently unmet until now. Branches involved are GEO, SHW, TEC and LTL. And now WAY and HSC. FWHA Residents have received smart phones and tablets through the Broadband Infrastructure Bill. This bill provided money to the FCC to provide people of low income and other groups such as veterans with access to a discounted devices and broadband internet. These came in the form of an Android Tablet or a Smart Phone. And many residents 50+ in FWHA properties had received them, but did not know how to use them. There was no one available to train them. And so the library has filled the gap by sending library staff to the community rooms in the properties to meet with the residents to show them how to use the technology. Many residents are in their 60's – 80's The properties involved are Beacon Heights, North Highlands and now Tall and Whispering Oaks.



- **Program Goals**

- **Short Term Goals**

1. Understand the Basic Operations of the Tablet – Such as how to turn it on, connect to WIFI signals, use the internet, and know where to go to download apps.
2. Obtain an Email Address and Use Email.
3. Download the ZOOM app and understand the basic workings of ZOOM so they can connect with others.

- **Long Term Goals**

1. FWHA will acquire more tablets from their donor as they can show that they have successfully trained their residents on how to use the tablets and the tablets are needed and being used.
2. Interested FWHA residents would be trained by library staff as Volunteer Liaisons to help their building neighbors with follow-up questions they may have on the use and troubleshooting of tablets in between Training Workshops.
3. ACPL would partner with FWHA to promote or host ZOOM workshops to residents on a variety of subjects including health, book clubs, genealogy, cooking, etc.

- **Summary of Stats:** Between Beacon Heights and N. Highlands locations we had 27 in person visits and held 151 individual tablet help sessions for the residents of both communities. These are sessions where we actually sat down with residents and taught them something useful on their tablets. Between January 19th and March 4th. Notable things included teaching how to text for the first time, download library apps to use movies and books, apply for jobs, and much more.
- **Winning Wednesdays Info Series, Beacon Heights Apartments:** the collaboration for the winning Wednesdays events between FWHA and PFW and ACPL at Beacon Heights has been working well. There were 6 events about various healthy living topics. The library has been running the audio visual at Beacon Heights so that the presenter from PFW, Kidane Sarko can visit in person. The facilities all do not have public WIFI available and so the library supplies it. These are Virtual Zoom / in person Hybrid programs. We would like to use these as a model for future collaborative events at FWHA locations. ACPL hosted a pancake breakfast for the residents on the morning of Wednesday the 9th of March. The topic that day was “Food and Mood”



Mom and daughter do some crafting during Family Fun Night at GEO.



Giant Candyland went up at GEO as part of National Library week.



Teens gather at GEO to observe the phases of the moon with telescope images provided by the Fort Wayne Astronomical Society.



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## GRABILL | Dawn Stoops, Assistant Branch Manager

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### Culture of Collaboration, Leadership & Learning

The 3-D printed scavenger hunt we borrowed from Children's Services in January went over really well. We also borrowed lots of items from the Pontiac Branch, Tecumseh Branch, and Children's Services for our Life Size Candy Land event in February which was a huge help to our staff here!

### Other News

At the end of the first quarter, Grabill's manager, Mindy Patterson, was selected to lead the Kendallville Public Library as their next Executive Director. This fantastic news brought about a flurry of activity as she tied up loose ends at the branch and we prepared to survive without her as the library worked to fill the manager position. We're very proud of Mindy and wish her all the best!

### Community Awareness & Engagement

Dawn dropped off fliers for Tutor.com to Harlan Christian Youth Center and got a tour of their facility in January.

Our partnership with Metea County Park is growing as we had more than 70 people attend 'Family Storytime with a Nature Theme' at the park this first quarter. In addition to the Metea County Park collaboration, Grabill staff engaged with more than 360 children at other local outreach storytimes.

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## HESSEN CASSEL | Edith Helbert, Branch Manager

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### Culture of Collaboration, Leadership & Learning

Our assistant manager, Alicia Walker, attended the Public Library Association's conference in Portland, Oregon in March. While there, she networked with public librarians from all around the country, and spent several days of continuing education, learning all about best practices and new ideas in the library world, and visiting vendor showcases of innovative products. PLA 2020 was the last major library conference to happen in person before the pandemic, and returning for PLA 2022 as one of the first major in-person conferences felt like a symbol of hope.

### Library as Place

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

### Innovative & Adaptable Content & Services

During the first quarter, Hessen Cassel staff spent dozens of hours planning and implementing a strategic return to programs for our community. Hessen Cassel staff developed 5 programs which will be presented at various agencies for a wide variety of ages during the summer months. In addition to planning for future programs, we joined Dupont and Grabill branches in offering the All Abilities Club, a monthly program for adults with intellectual and developmental disabilities. It has long been our dream to offer programming for this demographic, and it attracted a full class at the first session in March.

Programs for children and teens have not attracted much attendance yet but we are hopeful that this summer we will see families return to activities.



## Community Awareness & Engagement

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

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

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## LITTLE TURTLE | Carla Bauman, Branch Manager

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### Culture of Collaboration, Leadership and Learning

The “What’s Cooking” program was popular at Little Turtle pre-pandemic and staff were happy for the opportunity to take the program on the road to Monroeville and Woodburn branches. Staff were invigorated by the opportunity to resume in-house programming across the ACPL.

### Innovative & Adaptable Content & Services

Matthew’s House receives bi-weekly visits from Little Turtle staff who share special story times and crafts. This quarter, those visits were made even more fun because staff will also deliver a Juvenile Deposit Collection of books previously delivered solely by Children’s Services staff from Main.

### Community Awareness & Engagement

A partnership that began between the Georgetown branch and Fort Wayne Housing Authority brought tech training to our neighbors at North Highlands apartment community. Residents who received free tablets also received coaching from librarians, including Little Turtle staff, on how use popular apps such as Zoom.

Little Turtle was one of the locations that hosted in-person assistance for City of Fort Wayne Emergency Rental Assistance.

### Library as Place



Words with Patrons welcomes teens back to Little Turtle (left).

Little Turtle Staff as imagined by Malcolm Rodgers, for National Library Week (right).

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## MONROEVILLE | Chris Wiljer, Branch Manager

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

With the assistance of the Woodburn Branch Manager, we re-configured the shelving for our reference and display materials. By shifting the reference materials to the genealogy section, we were able to expand our space for the DVD collection, Blu-Ray collection and video games.

### **Library as Place**

With assistance from our patrons, Staff have decorated the Branch for Spring. Cutouts of baskets and eggs hang from the splash guards at the circulation desk. Staff and patron have colored the paper eggs with a variety of bright colors.

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

We are now offering some new and old on-going programs. In the new category, we are now offering “What’s Cooking” with a special presenter from the Little Turtle Branch. Participants learn to create a number of healthy and delicious dishes including the easy baked onion, mushroom tart and apple juice braised brussels sprouts with bacon. In the old category, we have the return of our popular Scrapbooking 101 program. In this program, participants apply basic scrapbooking skills and techniques to a thematic layout that is provide at each session. All the supplies are provided, and participants can bring photographs to incorporate into the layout.

## **Community Awareness & Engagement**

On Monday, March 21, the Monroeville Branch manager was invited to St. Rose of Lima Catholic School in order to participate as a judge for their annual Science Fair. The Branch Manager was part of a panel consisting of three members from the local community. Students presented their projects to the panel of judges over the course of a day. The Kindergarten class did not want to be left out of the event so they collectively explained their classroom science project which was “what goes in the potty.” Other topics presented by students included Refracting Light, Growing Mold, Eggshell Geodes, Food Storage and Dancing Robots. The students were well prepared and very knowledgeable about their various topics.

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## NEW HAVEN | Rachael King, Branch Manager

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

The City of New Haven runs a citizen’s academy every year. The Citizen’s Academy is an interactive forum for citizens to learn first-hand how the City of New Haven is structured and managed. Residents will also learn the City’s relationship with Allen County and other public agencies; what services and programs are available through various city agencies; how to access needed services; and how to apply this knowledge by serving as an information resource for neighborhoods, non-profit groups and local businesses in New Haven.

The Academy format brings together elected and appointed officials with Academy participants in an informal setting where participants learn through presentations and information sharing. There’s a real benefit to this program. Some participants now serve on various boards and commissions and some participants have been elected to City Council.

This year, we sent Sheila (children’s librarian) to learn about these services. She has provided the staff with a brief recap after each session and it has been very eye-opening for the New Haven team.





## **Community Awareness & Engagement**

I was able to present at the Citizen's Academy for an hour on February 7th, attendees learned about the myriad of services, collections, and programs that the library offers. Those present had wonderful things to say about what they knew about the library and were excited to learn about the things that they didn't know.

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## **PONTIAC | Deborah Meserve, Branch Manager**

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

Deborah Meserve was able to spend a week working with Lisa at PON to get acquainted with the branch, the staff, and many regular customers before Lisa's last day.

## **Community Awareness & Engagement**

Staff hosted a lovely farewell party for Lisa Worrell. Many patrons and community colleagues with whom she built relationships over her 15 years at ACPL stopped by to wish her well.

### **Library as Place**

Giant Candyland was a fun, passive event to engage customers as they came in since we had to cancel regular programming during January and February.

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## SHAWNEE | Tonya Frandle, Branch Manager

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

In February, Assistant Branch Manager Linette Miller began engagement in an American Sign Language for libraries course through the American Library Association. She has already found ways to implement her training through interactions with the public who have expressed appreciation that the library is putting effort into this training.

With the return of in-person programming in March, Youth Services Specialist Scott Mertz has communicated on a regular basis to local area schools about available programs for teens and tweens.

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

On January 3, the Shawnee Branch became the first location to offer circulating laptops for in-house use. Six laptops are available for checkout to card holders 12 and older for use anywhere within the building. The laptops have been utilized primarily in meeting rooms for quiet study with one patron checking out a device for the conducting of a Zoom interview.

On March 28, Branch Manager Tonya Frandle helped launch the initial meeting of the ACPL Reader's Advisory Group. A cross-collaborative effort across the system, the hope for this group is to assist with the curation of ACPL website book carousel content, work with marketing to create book lists, and an eventual creation of a section on the website wherein patrons can submit requests for curated lists of recommended books.

### **Community Awareness & Engagement**

On March 31, Assistant Branch Manager Linette Miller conducted outreach to around 400 children at Abbett Elementary. In addition to reminding them about all the great things the Library has available to them, she encouraged students to visit the Library during Spring Break for books, movies, and games.

### **Library as Place**

The Shawnee Branch was happy to restore its space as we moved computers back to their pre-Covid locations. The movement of the computers has allowed for increased seating and much needed outlet access. Patrons immediately took advantage of the increased access and no longer have to compete for a singular outlet space. In addition, at the end of March Shawnee reopened its Children's Computer Lab. This will allow for children to collaborate on their games together in their own space without fear of disturbing others.



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# TECUMSEH | Deb Noggle, Branch Manager

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## Culture of Collaboration, Leadership and Learning

Select members of the Tecumseh staff attended EveryLibrary Community Engagement Staff Training with John Chrastka in January.

## Innovative & Adaptable Content & Services

-AARP Tax Help – Tecumseh Branch hosts the AARP Tax Help program in our meeting room from February 1 to April 14. We are proud that we can offer this service to the public twice a week, on Wednesdays and Thursdays from 10:00 to 2:00. v

-Curbside Pickup – We continued providing Curbside Pickup of library materials in the West Parking Lot for customers from 10am–12pm, and 3pm–6pm, although the number of curbside deliveries has really waned. Most days we don't have any calls for curbside service.

-Covid-19 Vaccine Information– Staff are knowledgeable about where to find the most current information on vaccine distribution, and can assist customers with where to call and how to schedule appointments to receive a Covid-19 vaccination.

## Community Awareness & Engagement

- Tecumseh Branch Manager Deb Noggle attended and presented at the North East Allen County Partnership meetings in January, February and March.
- In February and March, Tecumseh staff members Deb Noggle and Monique Myers provided assistance to seniors at “Device Advice” programs at Beacon Heights, and North Highlands, low income senior housing apartment buildings. This is a partnership with the Fort Wayne Housing Authority. Residents are given tablets and smartphones through a government program, but many do not know how to operate these devices, and library staff have this knowledge to share through one on one instruction.
- Tecumseh Staff members Jen FitzSimons and Chris Castaldi attended Family Literacy Night at Brentwood Elementary, where they promoted the library and registered families for library cards on site.
- Jen FitzSimons hosted a library visit at Tecumseh Branch for families of kindergartners and first graders from Forest Park Elementary School.

### Virtual Programming

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

### Bedtime Storytime

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

### In-Person Programming

- Storytimes return
- Life-size Candy Land – Tecumseh Branch has been transformed into a wonderland of swirly sweets! This self-directed program is designed for individual children or families to do while remaining safely socially distanced. This program started over holiday school break and ran through January.
  - GIANT Game Board – the whole branch is the gameboard, with Velcro colored circles winding in a path around the branch, much like the quintessential Candy Land game board. Participants are given a white baker's bag with a stack of colored circles inside, and make their way down the path by blindly pulling a color out of the bag.
  - Candy Stations – Along the path are stopping points, with delectable names that are craft stations for the players. They are:
    - Gingerbread Junction: Make a craft foam Gingerbread ornament, Queen Frostine's Ice Skating Pond: Make a shiny snowflake, Peppermint Forest: Braid a red and white peppermint bracelet, No Scream Ice Cream Tattoos: Put on a removable Ice Cream Cone tattoo, Lolly's Gumball Guess: Guess how many gumballs are in the jar, King Candy-Grams: Write a sweet message to a friend and attach a lollipop






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## WAYNE DALE | Amanda Vance, Branch Manager

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### Culture of Collaboration, Leadership and Learning

Amanda and Carrie, Waynedale's manager and assistant manager, took a course in Beginning Sign Language through the American Library Association. We are excited to be able to better serve our Deaf community.

### Community Awareness & Engagement

In February, we celebrated Black History month with beautiful displays done by Charlotte and Kiera Smith. As programming was still paused during this month, we also turned a program on Black Artists: Past and Present into a gallery exhibit in our entry way.



## Innovative & Adaptable Content & Services

In March, a self-checkout station was moved to the children's area of the branch. We hope that this will be helpful for families to be able to check out materials while kids play and to have more space as kids check out materials on their own!

### Library as Place

In person programming is back! We've been very excited to bring back Family Storytime, Open Gaming for Teens, Craft Café, and Talk It Up Book Club for adults. We have missed everyone so much and we're glad to be back!

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



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## WOODBURN | Paige Shook, Branch Manager

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### Community Awareness & Engagement

Before 2022, our Family Storytime was populated with children from the local daycare, Abbi's Fireflies Daycare. Due to social distancing and transportation issues, the daycare is now unable to attend our in-person storytime. So now, for the first time ever, we are taking storytime to them! In January of 2022, Abbi's Fireflies Daycare started having weekly storytime visits that include stories, songs, and crafts. We are very excited for this opportunity to expand our public services and bring the library to our community. The kids look forward to our visit as much as we enjoy going!

In March, the library was invited back to the 4th grade class at Woodburn Lutheran School to assist them with their research projects. We went over basic research techniques and taught the students how to identify credible sources. The students also learned about different library databases and used the World Book Encyclopedia database to conduct their research projects.

We also had the opportunity to visit Woodlan Jr/Sr High School in March, where we met with 200 junior high students to talk to them about all the library has to offer. We shared information about getting library cards and highlighted the new Fine Free for Minors program. We also highlighted our online resources, including Tutor.com, and our puzzle and board game collections, as well as our monthly teen Craft Club program.



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# AFW | Norm Compton, Manager

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## Culture of Collaboration, Leadership & Learning

AFW regularly is collaborating with the Events staff to live stream events.

On January 26th we live streamed HealthVisions, an ACPL partnered event to debut a documentary followed by a panel discussion about food shortages in Allen Co.: <http://cranium.acpl.lib.in.us/CablecastPublicSite/show/26363?channel=1>

In February it was the YWCA's Diversity Dialog: <http://cranium.acpl.lib.in.us/CablecastPublicSite/show/26317?channel=1>

In March it was ACPL's Women's History program: <http://cranium.acpl.lib.in.us/CablecastPublicSite/show/26535?channel=1>

## Community Awareness & Engagement

-The Maker Lab team toured TekVenture on Jan. 27th, and then TekVenture toured ACPL's Labs in February. Stephen from GEO and is working to renew the pre-COVID partnership that ACPL and TekVenture have had in the past. The two institutions dove tail to serve area Makers at different levels, but there is common ground to benefit both.

-In February for Black History Month AFW played 71 additional TV shows focused on Black History on Access 1 & 2.

-On Friday, March 11th, WELT joined community radio stations across the nation as we came together in a simultaneous broadcast of John Lennon's timeless song of unity, hope and peace, "Give Peace a Chance." This collective transmission served to unite community radio listeners from coast to coast in a unified demonstration of support to those around the world who are affected by war, reminding all of us that we can collectively amplify support for peace across the globe. This was simulcast live on AFW channel. Here is the link to the video: <http://cranium.acpl.lib.in.us/CablecastPublicSite/show/26456?channel=4>

## Innovative & Adaptable Content & Services

-We have made 17 TV shows for ACPL this quarter. We recorded six Board of Trustees meetings, with three of those focused on the Facilities Master Plan. We flexed to the needs of the Trustees on January 5th. Less than an hour before the meeting was to start, we were told to accommodate the addition of an ASL interpreter. We set another camera and added that to the live stream on YouTube. <https://www.youtube.com/watch?v=dg58hOuyPUk>

-We are currently teamed up with Children's to document the renovations of the Early Learning Center. We have a camera recording time laps footage showing the progress of the remodeling.

-We worked with Kara of Marketing to updated the AFW web page with current text and pictures to make sure it accurately conveys the TV side of AFW. We have committed to updates for the Maker Lab and WELT pages as well.

## Library as Place

In person events and workshops started up again at ACPL. In March the Maker Lab held 4 workshops that were attended by 27 people. On March 14th we celebrated the 6th Anniversary of WELT with an Open House, with 30 people attended in attendance.

Work for the 2022 Rock the Plaza season is well underway, We have four sponsors locked in. We are still booking bands, and the full 13-week schedule will come out in May. Meetings with Security, and Events to review Home Land Security policies and emergency procedures are progressing. This is a the Summer Job that starts in November, and will bring a full season of free, family friendly, live music to downtown Fort Wayne.

**Access Fort Wayne (AFW) has worked hard to put a strong quarter together to start 2022.**

**We have made 391 new TV and 565 new Radio shows this quarter, plus 45 workshop and training sessions.**



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# ARS | Georgean Johnson-Coffey, Manager

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## Culture of Collaboration, Leadership & Learning

The Audio Reading Service worked with Kim Bolan and Kevin Morse, Director of Disability Initiatives at Greater Fort Wayne, Inc. (and Audio Reading Service volunteer), to conduct an ADA Assessment of our department, control room and studios. This assessment became the model for the entire ACPL system.

## Community Awareness & Engagement

Audio Reading Service Manager, George Johnson-Coffey, was the guest of Terra Brantley, 89.1 WBOL's President and General Manager, during the station's on-air campaign in March, sharing all about the Audio Reading Service with WBOL's Listeners.

During the first quarter, \$15,500 in added value was contributed to ACPL through the services of 86 Audio Reading Service volunteers with 1,490 hours of reading to our listeners.

## Library as Place

Listeners and family members occasionally come to the Audio Reading Service Studios to pick-up or return radios. Most often, radios are retuned just after the death of a listener. It is a time when staff become comforters in tune to a family member's deep grief. This occurred in March when, Benrd brought us his late wife's radio. With great emotion he said, "Thank you. Sharon really enjoyed her radio." It was poignant, and reminded us that we are a part of listener's seasons of life, as well as those of their families.

The Audio Reading Service received \$2,134 in gifts during the first quarter which included \$434 from Psi Iota Xi - Theta Theta Chapter to cover the monthly cost to lease the 89.1 HD-3 Channel for our radio broadcast.

The Audio Reading Service was featured in the ACPL Marketing department's Behind the Scenes series. Not only did we received six Comments, 91 Likes and Loves, and 14 Shares, we gained one new volunteer who applied to be a reader after seeing the post on Social Media!



Allen County Public Library

February 24 · 🌐



👁️ Behind the Scenes: From Fort Wayne news to national publications, one thing remains constant: Allen County Public Library's Audio Reading Service strives to make news and information available for an extended audience for free, daily. Specially designed for and directed to people who have visual, physical, learning or language challenges to reading traditional printed materials due to blindness, low vision, language barrier or physical condition, the dedicated Audio Reading...  
[See more](#)



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# EVENTS | Leanne Bure, Manager

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Month	Events	Attendance
January	71	2282
February	74	1528
March	119	1991

## January Highlights

- Indiana Music Education Assoc. returned with 877 students rehearsing in our spaces
- Food Exodus Documentary (filmed in FW) was streamed during Midwest Visions program
- Winterval - Live ice sculpting of ice cream cone to complement the Candyland theme in CHI

## February Highlights

- WEDDING CEREMONY held in library theater – MAGICAL!!
- City of FW Emergency Assistance Rental program utilized our space to assist community need

## March Highlights

- YWCA Empowering Women live stream – program used for ACPL Niche Academy Staff Training
- Wellness Without Borders Presents Panel of Latin Professionals at the library





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

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### Innovative and Adaptable Content and Services

A gallery exhibit featuring the photographs of Edward S. Curtis took place at the Garrett Museum of Art in Garrett, Indiana starting on January 14, 2022. Stacey Stamas, Manager of the Art, Music & Media Department attended the opening reception to gather information about this exhibit. The Allen County Public Library boasts a rare collection of Edward S. Curtis', "The North American Indian" photography books. This 20-volume set is one of only 500 sets printed @ 1906. An exhibit such as this, would really highlight the ACPL set of books. As of now, the owner of the exhibit, Kirk Rudy, has been contacted and a contract drawn up. We plan to run the exhibit from October-December 2023. Stay tuned for more news of this stunning exhibit coming to the Allen County Public Library. Also, on this trip, 3 copies of the newest publication by Edward S. Curtis', "Unpublished Alaska", were acquired for the Allen County Public Library collection.

The Jeffrey R. Krull Gallery hosted an exhibit by artist, Gwen Gutwein, from January 10 to February 26. It was called "Heritage Barns of Indiana". In conjunction with the exhibit, a video of the show was uploaded to the Jeffrey R. Krull Gallery web page at <https://www.acpl.lib.in.us/explore/jeffrey-r-krull-gallery>. An interview with Gwen Gutwein was also uploaded to the web page. Thanks to Kurt Roembke of Access Fort Wayne for all of his work with these two projects.

The Farmland Jazz Band was scheduled to present a live show in the theater as part of our Music at the Library series on Sunday, February 6. Unfortunately, a Code Red was issued and the performance became a virtual performance only. The show was live-streamed by Access Fort Wayne via YouTube. We had 25 attendees.

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## CHILDREN'S SERVICES | Tiffany Bronzan, Manager

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### Culture of Collaboration, Leadership & Learning

Tiffany Bronzan continued to work on the Library as Place strategic plan in January 2022.

We welcomed a new Children's Assistant to the department in early March. Elizabeth Barlow came from Audio Reader Services and we are happy to have her.

Sarah Buuck continued to work on the Monthly Program Committee.

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

Tiffany Bronzan and Kelsey Fickinger attended the Public Library Association (PLA) in Portland, Oregon in March. Some of the sessions they attended focused on Diversity, Equity and Inclusion and Intellectual Freedom.

### Community Awareness & Engagement

At the end of January, the Children Service's department delivery books to the daycares around the county as part of the Juvenile Delivery Collection.

Angie Feters and Katie Brege created a community partnership with Little River Wetlands. Katie attended their Short Hikes for Short Legs event in March and presented a storytime to the children.

The Children's Services Department hosted a booth at the Baby Expo at the Coliseum on February 26, 2022. We spoke to over 300 attendees and signed up over 20 people for new library cards.

Along with the Teen Services department, Tiffany Bronzan visited the Jennings Community Center and shared a book and project with the children.



## Library as a Place

Candyland, designed by the librarians in the Children Service's Department, was such a big hit, that we decided to continue it through the month of January.

At the end of January, the Duplo Lego Wall was installed on the outside wall of the Art Room. It is a big hit; we see many children playing and building throughout the day.

In the month of March, with the help of Facilities and MSS, the Children Service's department re-arranged the picture books to flow better. With this change we were able to move the board books so they are all in one area versus along a long wall, making the collection more accessible to patrons.

In April construction started for the new Early Learning Center. Construction will continue into May and we plan on opening the new Early Learning Center this summer.



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**MSS | Keri Favory, Manager**

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## Culture of Collaboration, Leadership & Learning

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

## Library as Place

In 2022 starting in March MSS has started to inventory the collection of the upper floors here at Main Library. This will be the first time that this has taken place with our new platform Wise. Currently REA as well as Chi have been done. MSS is currently working on the BST collection. As a general background this will be only the second time that the inventory of the collection has been done in the history of ACPL.



Another project that the Manager and Assistant Manager took part in was the furniture inventory of Main Library. This was an accounting of furniture that was not being utilized by other staff. Then was sent out and if any staff needed these items for the workrooms or other areas within the library it was them sent to their locations. This was assigned to us via Kim Bolan.

After nearly a year with staffing shortages within the department we now only have one opening within the department. My supervisors continue to train new shelvers that work at the branches as well as the MSS department.

The SLP/BRE items are now coming in and the MSS staff are processing these items to be utilized this summer.

The following is a chart of how many boxes we sent to Better World Books:

<h1>BWB</h1>					
MONTH	MAIN	ABT	DPT	GEO	TOTAL BOXES
January	640			24	664
February	240	38		24	302
March	240				240
April	80				80
<b>Grand Total</b>	<b>1200</b>	<b>38</b>	<b>48</b>	<b>0</b>	<b>1286</b>
<b>Legend</b>	Items shipped via UPS				

This is a chart of information of what MSS accomplished over the past 3 months in shelving the collection at Main Library:

Month	# of carts loaded	Total # of items loaded	Total # of miss-shelved	Total # of items shelved	Average trip time from loaded to shelf	Shelf rate how long to shelve each cart	How long it takes to shelve each item
January	680	39,292	822	40,114	14:26:39	0:27:30	0:00:31
February	605	38,936	1,149	40,085	14:39:22	0:32:00	0:00:31
March	798	48,537	1,025	49,562	12:14:08	0:26:46	0:00:30
<b>GRAND TOTAL</b>	<b>2,083</b>	<b>126,765</b>	<b>2,996</b>	<b>129,761</b>	<b>14:26:39</b>	<b>0:27:30</b>	<b>0:00:31</b>



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## SPECIAL COLLECTIONS & GENEALOGY | Curt Witcher, Director

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On January 10, 2022, the Rolland Center for Lincoln Research was officially open to the public. The response has been amazing, and amazingly positive. A few recent examples are included below:

- A young family of five visited the Rolland Center. The three children immediately took to the Lincoln Time and Place engagement feature and shortly after that, to the collection kiosks. The mother, a second-grade teacher who was just beaming, said “I need to bring my kids (students) here!” As the father was leaving, he articulated, “This is really impressive—I am almost in awe.”
- One couple told our Lincoln librarian that the Rolland Center is “very impressive, looks modern, and is inviting...”
- Another visitor to the Center proclaimed, “The way you marry the technology with the artifacts brings the history to life in a whole new way!”

And pictures are truly worth thousands of words. The two below are from the most recent weeks.



The Rolland Center is such an engaging space for so many individuals. And it just keeps getting better as more and more people discover and explore the space. Since its opening in early January, the Rolland Center has welcomed slightly more than 3,700 individuals. Before the Center, experiencing the Lincoln Financial Foundation Collection by-appointment-only touched far fewer lives.

In early April, a sculpture crafted by a local businessman and community leader, Will Clark, the last acquisition of the former Lincoln Museum, was unveiled in the Rolland Center as the first item on indefinite loan from the Indiana Museum, the entity that curates the three-dimensional items from the former museum collection.

In the first quarter of 2022, the Genealogy Center continued its robust offerings of virtual programs. These educational programs were offered by a variety of Genealogy Center team members as well as outside experts. 7,880 individuals attended 52 programs over the three-month period. Genealogy Center staff collaborated in staffing a virtual booth at the international RootsTech 2022 Conference sponsored by FamilySearch. Well over a million individuals from across the globe attended that event virtually.



The Genealogy Center has partnered with Vivid-Pix to install two scanning stations for patrons to use in preserving and sharing their family photographs and documents. The scans are the latest in intelligent image capture and come with photo restoration software. This partnership was embraced in part because of the groundbreaking work being done in the eldercare field on photo reminiscence therapy. We are also partnering with the ACPL Library at Home team to make eldercare facilities aware of this engagement opportunity.



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## COLLECTION DEVELOPMENT TEAM

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### **Innovative and Adaptable Content and Services**

The Floating Puzzle Collection went live and is now circulating. We have more than 200 puzzles in the new collection, and they are available at all of our locations. Puzzles check out for seven days, may be renewed and can be placed on hold.

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## IT SERVICES | Kevin Wells, Manager

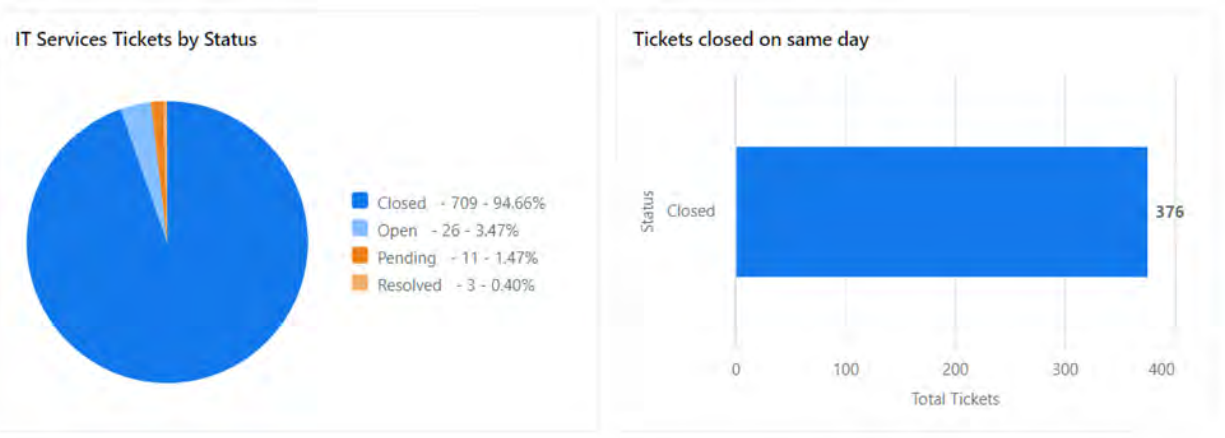
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During the first quarter of 2022 the IT Services department handled 749 support tickets and 376 of those tickets were closed on the same day.

Tom Manning worked with NSI to complete the VMWare server upgrade. Tom and Samuel Jimenez set the up the Hublets (<https://gethublet.com/portfolio/libraries/>) that will soon be available for patrons to use at Children's Services and the Georgetown Branch. The new printing system project is currently ahead of schedule. I'd also like to report the Board of Library Trustees approved the WiFi Network Upgrade proposal submitted by NSI. Work on that should begin around June/July time frame.

We started researching vendors for Network Penetration Testing and hope to have a vendor selected by the end of the second quarter. Along with Penetration Testing we want to include Security Awareness training for staff. Most of the cases reported in the news related to Ransomware attacks and other network security breaches were initiated through email. For this we have chosen the services offered by KnowBe4. With help from Mayra Presley in Human Resources we hope to have this training up and running by the end of April.





## USER EXPERIENCE | Mike Ashby, Manager

The first quarter of 2022 saw several projects be completed by the Circulation department. The staff continue to work on various database cleanup projects that help ensure our materials are cataloged and easily found by users. We have also started helping with the processing of ILLs to help with that workflow and ease the burden on other staff. The Circulation Supervisors have also reworked the training provided to new hires to be more comprehensive and in-depth. The new and improved training will begin in May. Staff also focused on Emotional Intelligence training as a team to help with understanding ourselves and others. Mike Ashby, User Experience Manager, was able to attend the Public Libraries of America (PLA) Conference in Portland where he was able to attend several sessions on various topics and interact with librarians from across the country.

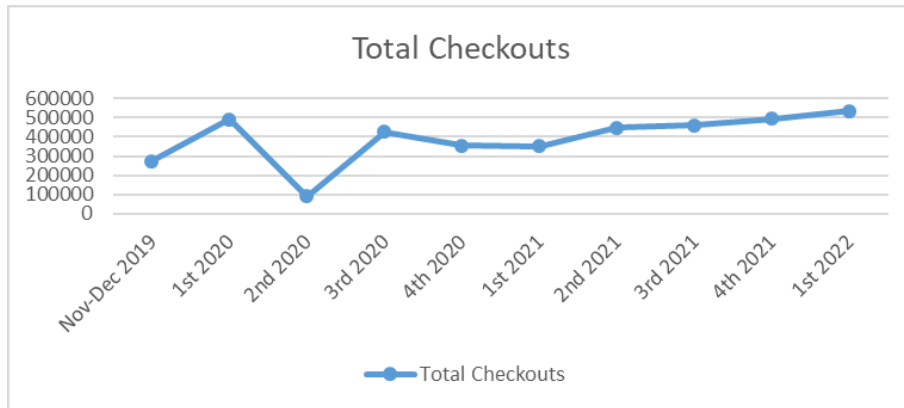
The Circulation department has been enjoying the return to normalcy with more in person traffic and a leveling off of phone traffic. The staff that operate the call center took 7,485 separate calls in the first quarter of 2022 which is a 1.71% increase over the previous quarter. When compared to the first quarter of 2021, there was a 34.2% decrease in call volume which is largely due to the open status of the library in January of 2021 pointing to the fact that we are handling more traffic in person now that our locations are open to the public. These calls are in addition to the 393 calls taken for Curbside assistance. The system saw a 11.96% increase in registration activities totaling 5,729 registration interactions in the first quarter.

Registration	4th 2021	1st 2022	Percent Change
Total Registrations	5,117	5,729	11.96%
In-branch New User	1,894	2,121	11.99%
In-branch Change	1,017	1,105	8.65%
In-branch Reregistration	1,359	1,414	4.05%
Online New Registrations	847	1,089	28.57%



The below table and graph indicate that we have seen an increase in our checkout counts (checkouts only, renewal numbers not included). Our total checkout transactions for the first quarter across the system was 533,603.

Checkout Transactions	4th 2021	1st 2022	Percent Change
System Wide Total	495,862	533,603	7.61%
System Wide Self-Check	351,801	370,804	5.4%
System Wide at Desk	49,854	62,768	25.9%
Main Total	94,207	100,031	6.18%
Main Self-Check	75,444	79,294	5.1%
Main at Desk	18,763	20,737	10.52%



Our use of Curbside across the system has remained steady with light variations in volume from month to month. We continue to have those that love the service but we have definitely seen a decrease in its use from when it was first introduced. This coupled with our increase in checkouts points to more individuals in our buildings to find and checkout material themselves.

