

ALLEN COUNTY PUBLIC LIBRARY



Quarterly Managers Report
April - June 2022

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ABOITE | Kris Lill, Branch Manager

Community Awareness & Engagement

April and May are traditionally times when the library gears up for the annual Summer Learning Program – also known as SPARK. We were especially happy to visit so many schools in person to spread the word with students and school staff about the many opportunities for fun and learning at the library. More than 3,600 students at 11 different schools in southwest Allen County were visited by Aboite librarians to get excited about summer learning. And we also actively encouraged everyone who visited the branch to participate in the JumpSPARK program, both in the library and at home.

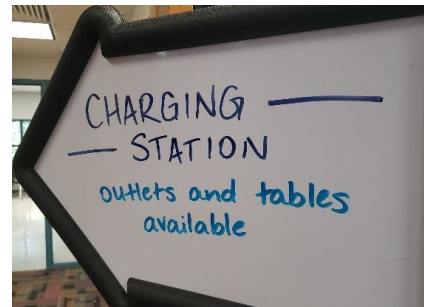
As we transitioned into June, the flurry of activity at the Aboite branch increased. It appeared that the community was ready to come back to the library and they did indeed hear about Summer SPARK, as we were inundated with patrons of all ages to check out books, attend programs and start tracking their reading progress and collect prizes. Worth noting is that statistics back this up; our “door count numbers” (the number of people entering the library each day) have crept close to pre-Covid levels! See the following door counts for June 2019, 2021, and 2022 (in 2020 we were closed to the public due to the Covid-19 pandemic).

	2019	2021	2022
June 1-7	8,439	4,757	7,034
June 8-15	9,073	5,872	8,671
June 16- 23	7,958	5,439	8,209
June 24 - 30	7,689	4,788	6,443

Library as Place

In the aftermath of the derecho that moved through southwest Allen County on the night of June 13, the Aboite branch became an oasis for many people looking for a cool place to connect to wifi and to charge their electronic devices, as many homes and businesses in the area were without electricity for several days. Staff created signs so patrons could easily find electrical outlets and arranged chairs and tables comfortably around them.

Unfortunately, falling trees did damage the roof and structural beams over the meeting room, resulting in a recommendation to close the meeting room to both staff and the public until repairs could be made. As a result, some library programs had to be cancelled and the meeting room is unavailable for groups at this time. Some children’s programs have been “relocated” to the children’s area, which has proved to be quite successful! We are also continuing to offer teen programs in the side yard under canopy tents when weather permits. Many thanks to the Marketing and Events teams for providing us with tents!



DUPONT | Rebecca Wolfe, Branch Manager

Culture of Collaboration, Leadership & Learning

This quarter was all about system-wide teamwork as the Dupont Branch saw some staffing changes. Our former manager, Rebecca Wolfe, transferred to the Grabill Branch, and assistant branch manager, Erin Warzala, was promoted to branch manager in early June. During the month before Erin's promotion, Art Music and Media's assistant manager, Erin Smith, stepped in as acting branch manager. We were so grateful to have Erin S. on hand to help ease the transition!

In addition to Erin's help, we also had several other staff members from other parts of the system lend a helping hand this quarter, including: Reader's Services' Anna Kallemeyn, Woodburn's Adrienne Bogard, and Georgetown's Katie Busche.

Community Awareness & Engagement

June and July saw some outstanding outreach events for our location. In June, branch assistant, Allison Wright, was able to help out at Arab Fest at Headwaters Park. And in July, branch manager, Erin Warzala, partnered with GEO's Stephen Platt, Teen's Mari Hardacre, and our new Director of Community Partnerships and Programs, Beth Boatright, at a community event that was held at Ridgebrook Village Mobile Home Park. We saw close to 200 people at this event and were able to distribute free books that we received through the Book Rich Environment grant.

Innovative & Adaptable Content & Services

The SPARK summer learning program is back and in full swing! Dupont saw a dramatic increase in the number of people who came in during the month of June. Not only are people returning to our branch, but they're also signing up for library cards! During the beginning of June, the Dupont branch was averaging about 40 library card apps per day! Our circulation has also increased as patrons leave our building with armfuls of books. One young patron was overheard telling his grown-up, "I have my pile of books, and I'm ready for the weekend!" as they headed out of the door.

GEORGETOWN | Stephen Platt, Branch Manager

Culture of Collaboration, Leadership & Learning

The school care team visited the staff of the Georgetown Library and gave two interactive information sessions on youth and coping skills. The first session dealt with understanding and dealing with compassion fatigue for those servicing youth and the second session helped staff to gain an understanding of Adverse Childhood Experiences in youth and how they can affect brain development and behavior.

Innovative & Adaptable Content & Services

HUBLETS - A new service from Envisionware. Hublets are Android tablets on a locked docking station that can be borrowed by all ages and used in the library. They feature popular apps for digital content and are currently being pioneered at the Georgetown Library and the Main Library Children's Department.

MAKER LAB AND SUMMER PROGRAMS FOR ALL AGES - Some special summer programs were offered as part of Summer Learning at the Georgetown Library. These included creative book dioramas, decorative canvas bags, an aerialist, painting workshops, and a variety of hands on activities such as making catapults using marshmallows and flying kites made from a single piece of 8 ½ x 11 piece of paper.



Community Awareness & Engagement

DEVICE ADVICE – Device Advice with Fort Wayne Housing Authority continued through the second quarter. Device Advice is a program where library staff and Fort Wayne Housing Authority Representatives visit FWHA communities and set up a table whereby residents can be assisted with their Affordable Connectivity and Lifeline devices. Staff from Georgetown, Pontiac, Little Turtle, Shawnee, Tecumseh, Waynedale and Hessen Cassel made 15 two- hour visits and had 55 individualized help sessions. The communities visited included Tall Oaks, Whispering Oaks, and Southside Senior Villas.

SPECIAL PROGRAMS WITH FWHA - 14 special topic sessions were hosted at Beacon Heights, Tall Oaks and North Highlands FHWA communities featuring staff from Georgetown, Tecumseh, Main Library, Pontiac and Little Turtle. Some featured information lectures in conjunction with PFW on health topics such as healthy eating and living and finance and an introduction to ACPL’s Audio Reading Service. Other programs were hands on programs such as a drum circle, trivia bingo, a paint-a-long, sewing how to among others.

EVENTS FEATURING FWHA RESIDENTS AND PARTNERS – On June 23rd ACPL was invited to host a table at the FWHA family reunion at the McCormick Resource Center. The Children’s department supplied free BRE books for all ages and staff from Pontiac and Georgetown were able to distribute a large quantity of free books to families, including all ages, babies, teens, and adults. On July 02, ACPL attended a Saturday community BBQ at Ridgebrook Trailer Park. Along with representatives from FWHA and Abundant Life Church, the library distributed more than 10 boxes of free BRE books around 175 residents who visited the library table.

Library as Place

A NEW OUTDOOR TRASH RECEPTACLE – we received a new outdoor trash receptacle from our facilities department. The old one was made of plastic and the lid was not kind to people’s fingers!



GRABILL | Dawn Stoops, Assistant Branch Manager

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!

Community Awareness & Engagement

Manager Rebecca Wolfe helped staff a booth at the DisABILITIES Expo at the Allen County Coliseum. Rebecca and Georgan Johnson-Coffey from Audio Reading Service talked to a couple hundred people about ACPL's offerings.

Dawn Stoops visited several local schools in May, speaking to about two thousand students about SPARK Summer Learning.

Innovative & Adaptable Content & Services

Grabill staff continue to go out into the community and meet families where they are for storytimes. Senior Librarian Dawn Stoops and Youth Services Specialist Michaela Cottrell are doing weekly storytimes in local parks this summer. Dawn also does a popular storytime in collaboration with staff at Metea Park. Senior Librarian Emily Marshall does regular storytimes at a local coffee house. Attendance totaled 255 for the month of June.

HESSEN CASSEL | Edith Helbert, Branch Manager

Culture of Collaboration, Leadership & Learning

In May, our assistant manager accepted a promotion to become the assistant manager at Georgetown branch. Upon review of the position with HR and PSL leadership, and recognizing the needs of our micro-community, we decided to fill the opening with a Senior Librarian focused on Children's programs and outreach. After an extensive search, we hired Jen FitzSimons away from the Tecumseh branch, and she transferred to our location in late June.

Innovative & Adaptable Content & Services

Here at Hessen Cassel branch, we regularly use a front-facing monitor at the desk, so that our patrons can easily follow along as we search the catalog or identify web resources with them. We've found it to be very helpful in communicating when customers are hard of hearing, or in cases of a language barrier. In the coming months, we will begin to pilot the use of silicone keyboards, allowing customers to input info from their side of the desk. We anticipate that this will allow them more privacy when choosing a new password or PIN for library accounts, as well as allowing for two-way communication with those customers who have low English skills.

ACPL partnered with Overdose Lifeline to install Opioid Rescue kits at several branches, including Hessen Cassel. Since the installation of our box in April, 10 doses of lifesaving medication have been distributed in our community.



Community Awareness & Engagement

With our return to programming, Hessen Cassel staff planned an ambitious schedule of events for summer. We offered 74 activities during the month of June, including free lunch every weekday, self-guided puzzles and scavenger hunts, and Family Storytime every Saturday. 258 total attendees - adults, teens, unattended children, and families - attended exciting, enriching activities throughout the month of June.

In addition to activities on our property, we worked with Stephen Platt of Georgetown branch to assist at partner events with the Fort Wayne Housing Authority, offering expertise with phones, tablets, and other devices to low-income senior residents of Southside Senior Villas and Tall Oaks Apartments.

Library as Place

With the waning of the pandemic, we arranged for our vending machines to be returned to service. Customers have expressed that they are grateful to be able to enjoy a snack or cup of coffee again.

We worked with the Strategic Plan Group to identify locations on our grounds for future placement of a bench and picnic table. The bench will have solar panels which will allow customers to recharge their devices, while the picnic table will have cutaways to allow for wheelchair access.



LITTLE TURTLE | Carla Bauman, Branch Manager

Community Awareness & Engagement

Little Turtle is one of the library locations where free Naloxone is available 24 hours a day. In April a NaloxBox, courtesy of Overdose Lifeline of Indiana, was mounted to the outside east wall of the building. The box is designed to hold five doses of Naloxone, the lifesaving medicine that can reverse the effects of an opioid overdose. Doses are available to people who use opioids or their friends and family. Since April, 80 doses have been taken. Overdose Lifeline also supplies the doses of Naloxone.

Culture of Collaboration, Leadership & Learning

Staff at the Little Turtle branch worked with Purdue Extension Educator to offer weekly classes on a variety of life skills subjects to residents of North Highlands apartments. That connection with Fort Wayne Housing Authority and Purdue Extension was made possible by the work of Stephen at Georgetown branch.

Library as Place

A popular offering from the pre-COVID era was finally brought back to the delight of patrons of all ages- in-house boardgames! These are boardgames that are available for groups to use during their visit to Little Turtle. No library card is needed, so everyone can enjoy regardless of card status.



MONROEVILLE | Chris Wiljer, Branch Manager

Culture of Collaboration, Leadership & Learning

The Monroeville Branch continues to work closely with the Woodburn Branch. During June, the Woodburn Branch closed for a few days due to a water line break so staff from WDB were re-located to MON. The Wizard of Oz puppet show that was scheduled for WDB on June 23 was also re-located to the MON Branch; 41 patrons attended that event despite the unexpected change in venue.

Innovative & Adaptable Content & Services

As the Summer Learning Program progresses through June and July, we are seeing a return to presenter programs after a two-year hiatus during the Pandemic. Some of these programs included the "Fun Time Magic Show with Daniel Lusk," "What's the Matter with Science Central," and "Down to Earth Aerials with Amanda Durnell." In addition, a number of box programs were provided that were presented by MON staff members. Attendance was high with many of our attendees visiting from outside the community which was very exciting to see.

Library as Place

Since we expanded our hours last year, we have added two positions - a branch assistant and a youth services assistant. In order to make more room for our staff, our Childrens' Computer Room was converted to office space. Maintenance staff removed countertops, repaired the drywall and painted the room. Two used desks and other office furniture were acquired from the ACPL Warehouse facility. MON staff were very appreciative to have more work space in our building.

NEW HAVEN | Rachael King, Branch Manager

Community Awareness & Engagement

On Friday, April 29th, we were invited to have a booth at the New Haven-Adams Township Parks and Recreation Summer Kickoff. From 11-6, members of the community streamed in and out of the Community Center to learn about the wonderful activities that would be held in and around New Haven this summer. We made sure to also tell those who stopped at our table about fine forgiveness for youth cards and JumpSPARK which kicked off just 2 days later.

The library was also invited to meet with Philip Roth of American Structurepoint Inc on Wednesday, April 25th. The City of New Haven is currently working on their next Comprehensive Plan and this section was to focus on education stakeholders in the community. In attendance was the East Allen County Schools superintendent, the Chancellor of Ivy Tech, the Vice Chancellor of IUFW, and the Principal of New Haven High School. We had a wonderful discussion about the needs of our community, what services we provide, how we overlap, and what the city can do to help move New Haven forward.

Finally, on June 29th, Sheila represented ACPL at Kids Night Out. This very well attended event was at Schnelker Park in New Haven and featured a Kid's Market that had over 25 vendors that were local children selling art, crafts, food, and goods that they create.



PONTIAC | Deborah Meserve, Branch Manager

Culture of Collaboration, Leadership & Learning

- May: Deborah met with Habitat for Humanity to discuss how the library can support them. They said the library could help with the educational piece of their program through financial literacy and what-it-means-to-be-a-homeowner classes and possibly volunteer hours in the community.
- June: Deborah worked with Stephen to try a different way of training new staff by having GEO's new Branch Assistant report to PON her first week for basic training on Wise, copiers, etc.

Innovative & Adaptable Content & Services

- May: Deborah was invited to work with Nate Burnard and Traci Ward on the Community Navigator Pilot Program



Community Awareness & Engagement

- April: Deborah & Tonya started working with FWHA and Stephen to host Device Advice at Tall Oaks Apartments and Southside Villas.
- June: Staff have been going to McMillen Park (Hannah) and Weisser Park (Amy & Abby) Community Centers to do crafts weekly with the kids during their summer camps, along with FWHA's McCormick Resource Center (Amy).

Library as Place

- June: Deborah hosted the first monthly visit by residents of Genesis House at Pontiac. During their library time, residents got library cards and decorated their own journals. One person took the time to write a story.
- June: Deborah and Stephen from GEO hosted a table at the FWHA's Family Reunion Event where we gave out BRE books, chatted about Summer Learning and made new connections.
- June: Down to Earth Aerials was a hit with 30 PON patrons.



SHAWNEE | Tonya Frandle, Branch Manager

Community Awareness & Engagement

The Assistant Branch Manager Linette Miller and Youth Services Specialist Scott Mertz embarked on several outreach visits in April and May to local areas schools in order to promote the library and the upcoming Summer Learning Program. Together, they were able to reach nearly 1,000 students.

Branch Manager Tonya Frandle and Assistant Branch Manager Linette Miller participated in the Harrison Hill Elementary End of the School Year Carnival on May 6. The pair were able to speak to nearly 100 parents and students about the JumpSpark and Spark programs.

As part of a partnership with Fort Wayne Housing Authority, Branch Manager Tonya Frandle joined staff from multiple branch locations in participating in technology outreach visits to area apartments. These visits not only help residents with their phone and tablet devices but also allow for the promotion of library services and programming.

Culture of Collaboration, Leadership & Learning

During the month of May, the Shawnee Branch was lucky to welcome a graduating senior from Canterbury High School as a visiting volunteer intern. As the branch was gearing up for Summer Learning, her time here was greatly appreciated as she pulled books for evaluation and picklist, shelf read, and helped with program preparation.





Library as Place

The entire branch staff celebrated the long-awaited completion of the shelf inventory process. The process began in October and we are happy to report that the collection is in much better shape as a result of the scanning and watchful eyes of the branch assistants.

Branch Assistant Gabi Jauregui added some cheer to the outside space at the Shawnee Branch and captured the spirit of the Summer Learning Program with the creation of a colorful chalk art piece that has “sparked” joy for all those that saw it.

TECUMSEH | Deb Noggle, Branch Manager

Community Awareness & Engagement

- **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.



WAYNE DALE | Amanda Vance, Branch Manager

Culture of Collaboration, Leadership & Learning

In April, Amanda Vance attended the National Antiracist Book Festival done virtually through Boston University and Ibram X. Kendi. Mr. Kendi, along with many other authors from various genres discussed their work, as well as the concept of antiracism and the confusion about this terminology. Other authors included Nicole Hannah Jones, Nic Stone, and Ashley C. Ford. Fiction and non-fiction centering on the BIPOC experience were represented across genres such as children, teens, and memoir.

Liz Hinks joined the Waynedale Branch staff in June. We are very happy to welcome Liz as she gets training on all things in the coming months.

Innovative & Adaptable Content & Services

The branch has recently shifted our collection in order to put all of our gaming options in one place. The video games, board games, and puzzles are now kept together in a gaming section. We hope that this will bring more attention to all of the gaming options that the library offers.

Community Awareness & Engagement

A new committee has been formed by various community members in Waynedale to discuss how to go forward with community events after the pandemic. Amanda is a part of this committee and is working to find great ways that the library can participate in and support these initiatives.

Library as Place

We are so happy to be back in full swing this summer for the SPARK program. The building is filled with people and laughter as we are back to in person free lunches and snack, programs, and the prizes! We've had such wonderful programs so far, such as the aerialist (who taught us all about physics WHILE being upside down), Indiana Wild's animals, and the magic of Daniel Lusk, among others. The fun will continue through July.



WOODBURN | Paige Shook, Branch Manager

Culture of Collaboration, Leadership & Learning

June was a month of adventure for the Woodburn Branch. To start off, we had the Summer Learning Program and in-person programs back in abundance! To celebrate, branch shelver Helena Emehiser used her artistic talents to decorate the branch for the Oceans of Possibilities!

The shelves also needed some ocean fun, so the very talented branch assistant Esther Funk spruced up the shelves with some fun googly-eyed ocean creatures.

Then, Woodburn was closed June 13-23 because of water issues. Woodburn staff took this opportunity to work at other locations and assist those who had staff shortages. Woodburn staff also took a day and visited 9 of the 14 branches, many for the first time! Staff took a number of ideas back to Woodburn with them, such as tilted DVD shelves for easier browsing (thanks New Haven) and checklists for Scholastic's Branches series (thanks Hessen Cassel).



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.



Innovative & Adaptable Content & Services

Woodburn now has a Paws to Read therapy dog! We have enjoyed children practicing their reading with our trained and certified therapy dog, Dixie! Dixie is our branch's new best friend – she always brings a smile when she comes in for Paws to Read!

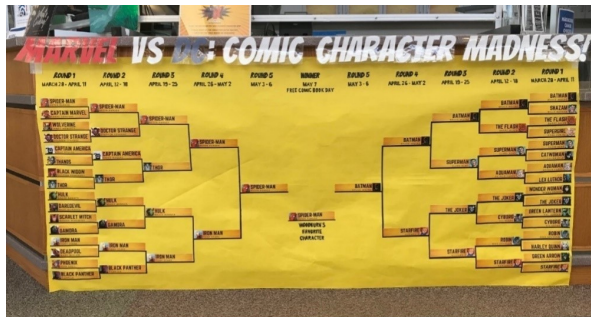


Library as Place

Woodburn celebrated Free Comic Book Day on Saturday May 7. The day was a success, with coloring pages, CubeeCrafts, stickers, and, of course, free comics for patrons to take home. Leading up to Free Comic Book Day, throughout April and May, we hosted a voting bracket competition to determine Woodburn's favorite comic book character from DC and Marvel comics. Patrons voted each week for their favorite characters, culminating in the unveiling of the winner on Free Comic Book Day. After many votes, Spider-Man was crowned Woodburn's Favorite Comic Character!

In June, Woodburn presented our version of Sensory Sea. We added a few sensory stations that included scooping up pom poms, hunting for hidden sea shells in cornmeal, and hunting for gold coins and gems in a treasure chest filled with flour, among other things! The children could use their hands, shovels, sifters, and spoons. We had a fun time trying different things and using our senses!

Woodburn also held a Tiny Art Show in June, where teens created their own tiny masterpieces on 3x3 easels. Afterwards, we created a Tiny Art Gallery to display all of the artwork. It's been livening up our indoor book return ever since!



AFW | Norm Compton, Manager

Culture of Collaboration, Leadership & Learning

In April we attended LGBTQ+ training to broaden our understanding.

The intern Luke Vance that has been with us since January wrapped up his time. Due in part to our guidance and connections Luke stepped from AFW to working for WANE TV in May.

In May we presented our Annual Report to the City reflecting 2021 activities.

Community Awareness & Engagement

In April WELT helped promote Record Store Day with live broadcasts. We engaged 150 people at the record store and many more over the air.

In May we celebrated the Cherry Blossom Festival in the Maker Lab engaging 100 people with the technology available at the library. In June we had the Maker Lab at the Fort Wayne Air Show as part of the STEM camp where we talked with over 1,100 people. We celebrated Juneteenth where WELT was involved in a block party and AFW covered the Juneteenth parade. We were out to International Refugee Day working with Amani to celebrate the diversity that is Fort Wayne and Allen County.

Innovative & Adaptable Content & Services

We have perfected the hybrid meeting coverage mixing zoom with Youtube and Facebook. We do these many times each week for the City, County and ACPL and our local producers. That was pivotal in April when we covered three ACPL BOT meetings, an Author Visit, two concerts and two lectures. In June with the start of Rock the Plaza we have live streamed those concerts as well. Access Fort Wayne is a leader in innovation, working new ways to live stream our media services out to the internet.

Library as Place

In the 2nd Quarter we have seen increased tours and use of our facilities. In May we provided eight tours to 159 people. Our Reservations for multi-media use continue to grow. peaking in June.

Rock the Plaza is attracting hundreds of people to the library for our Summer Concert Series.



ARS | Georgean Johnson-Coffey, Manager

Culture of Collaboration, Leadership & Learning

- The Audio Reading Service, Manager, George Johnson-Coffey, attended the International Association of Audio Information Services (IAAIS) national conference in Des Moines in June. She also gave a presentation on “Attracting and Retaining Volunteers.” All attendees received a small commemorative, radio created from parts and materials from 1970s vintage radios used by many reading services in the early days.
- Chad Butterbaugh continues contributing to the system’s DEI Committee.
- In May, we welcomed Alyssa White as our new Production Assistant.



Library as Place

- George was part of the planning committee for ACPL’s June Family Picnic at DiSalle.
- After a two-year COVID hiatus, the Audio Reading Service held its in-person Volunteer Recognition Luncheon on June 17 at the Mirro Center. We are grateful that this wonderful event is underwritten by Parkview, and hosted by Dena Jacquay, a volunteer reader, and the Chief Administrative Officer for Parkview Health.

Community Awareness & Engagement

- In the second quarter of 2022, the Audio Reading Service received \$760 in donations, for a total of \$3,074 in gifts so far this year.
- During the second quarter, ACPL received \$16,676 in added value from volunteer service contributed by of 89 Audio Reading Service volunteers with 1,603 hours of service to our listeners.
- The disABILITIES Expo was a major event for the Audio Reading Service. We ran PSA for the event. We were also were a sponsor with ads in the Expo booklet, and promo materials for the Audio Reading Service and Library at Home in attendee bags. George and Grabill Branch Manager, Rebecca Wolfe staffed the booth. We shared about ACPL services with 190 individuals.
- George collaborated with The Volunteer Center’s I CAN Volunteer Team to have the group prepare promo materials for the 1,500 disABILITIES attendee bags. I CAN is a group-based volunteer opportunities program for individuals of all ages with developmental and intellectual disabilities. (Photo used with permission.)
- George was part of Georgetown and Manager, Stephen Platt’s outreach to Fort Wayne Department of Housing endeavors by giving a presentation about the Audio Reading Service at Beacon Heights Apartments in May.
- Back again after COVID was VisionWalk on June 11. A Fort Wayne “celebrity” visited with George at the Audio Reading Service Booth!



Innovative & Adaptable Content & Services

- A major operational change occurred on June 25 when our radio receiver signal changed from WBOI's 89.1 HD3 to the HD2. Terra Brantley, WBOI's President and General Manager, gave us plenty of advance notice. We were able to notify radio listeners by direct mail, broadcast announcements, and our web presence. It was a very smooth transition for our listeners. **WBOI 89.1 HD3 -> HD2**

LIBRARY AT HOME | Peg Heinze & Jon Frincke, Outreach Specialists

Culture of Collaboration, Leadership & Learning

This quarter, Library at Home partnered with Cathy Lambert and Craig Bailey to develop a "Gift of Greetings" program. Teens crafted cards with encouraging messages for seniors, and our Library at Home staff had the privilege of delivering the cards throughout our community. Our patrons have expressed gratitude, surprise, and joy! Many of our senior neighbors are experiencing isolation and additional stress; these cards have been an especially welcome way to connect and feel remembered.



Innovative & Adaptable Content & Services

The LaH van has been refurbished to better serve our community. New additions include an upgraded lift, shelving, and specialized book carts. With these enhancements, we can provide dozens of additional titles for patrons to browse when we visit their residential communities. The upgrades also make loading, stocking, and transporting our materials simpler and safer. We're also able to adapt and innovate more easily; we're now able to add enhanced services such as lending CD players along with our audiobook collection. All of these resources are easy to organize and retrieve on-the-go using our new equipment.



Community Awareness & Engagement

The LaH team is exploring new programs, resources, and services for both people living with dementia and other memory issues as well as their caregivers. We are planning two new projects in collaboration with our partners at Aging and In-Home Services. We hope to pilot an in-person enrichment program sometime this fall. We are also developing memory kits to provide sensory-rich materials that equip and inspire connection, interaction, support, and reminiscence between caregivers and their loved ones.



EVENTS | Leanne Bure, Manager

Month	Events	Attendance
April	119	2523
May	101	13,591
June	100	3062

April Highlights

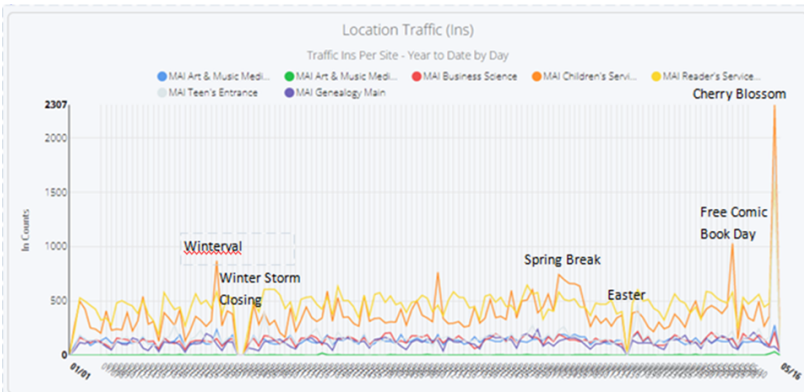
- AARP Tax Aid used the ACPL (branches & staff) to schedule and process tax returns. 1947 total patrons served with 697 processed at Main.
- We welcomed Ashley C Ford, on her Indiana Humanities Author tour, to a full crowd in the Theater. Terra Brantley moderated as she read excerpts from her book, Somebody's Daughter.
- OmniSource hosted Trash 2 Treasure in Great Hall where kids displayed recycled projects.

May Highlights

- The 15th Annual Cherry Blossom Festival brought record-breaking attendance to the library with over **11,000** patrons. Attendees experienced ancient Japanese cultural traditions including samurai, origami, martial arts, Taiko drumming and the art of Kendama. Japan food cuisine such as Boba teas, Harumkai, sushi, mochi ice cream, and matcha pound were available. Kids and families enjoyed crafts, anime drawing contests, karaoke, and shopping in the market place for genuine kimonos.
- Our Theater held the inaugural Miss Virginia Day honoring Virginia Schrantz. She spent decades at Elmhurst coordinating food drives. Her Food Pantry survives on Hanna St to serve our community.

June Highlights

- The Mexican Consulate was onsite to aid in document services for **622** patrons. Language Services Network (LSN) was onsite to aid in translation efforts and support our Hispanic community in the library.
- The Theater hosted three private piano recitals along with one large dance recital.



MSS | Keri Favory, Manager

Culture of Collaboration, Leadership & Learning

Jane Chronister and Keri Favory went to ABT branch to assist with ideas on reconfiguring the backroom to make it more efficient for the staff for the workflow. This included discussions about moving the processing of the BWB items to a better area so that when a pickup is being made by UPS it is easier for everyone. Additional items were discussed in the public area as well about moving/shifting areas so it would flow better.

Jane Chronister went out to DPT branch to discuss ideas on moving items in the backroom to assist with workflow. A follow up meeting to get more in-depth about this will be happening soon.

Library as Place

# carts per department							
MONTH	AMM	BST	CHI	REA	STO	TEEN	G.T.
January	36.5	54.5	213	245	100	31	680
February	30	41	219	191	93	31	605
March	43.5	61.5	292	248	114	39	798
April	47.5	64.5	294	251	121	39	817
May	48	64	291	249	118	34	804
June	58.5	82.5	368	286	103	50	948
Grand Total	264	368	1,677	1,470	649	224	4,652

PAGING STATS 2022				
MONTH	total requests	Total Items	time/per request (Minutes)	time/per item (Minutes)
Jan	320	649	9.6	7.3
Feb	334	526	9.9	7.1
Mar	396	652	8.8	6.5
Apr	368	620	11.4	7.6
May	305	474	11.1	7.9
Jun	333	663	9.5	7.4
Grand Total	2,056	3,584	9.75	7.35

TRIP TIME FROM LOADED CART TO COMPLETION							
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
April	817	48,447	956	49,403	12:30:47	0:26:00	0:00:33
May	804	44,996	1,158	46,154	11:27:57	0:27:17	0:00:32
June	948	50,448	1,392	51,840	10:31:24	0:28:50	0:00:35
GRAND TOTAL	4,652	270,656	6,502	277,158	12:22:27	0:27:24	0:00:32

SPECIAL COLLECTIONS & GENEALOGY | Curt Witcher, Director

The ACPL and Special Collections continue to enjoy a great relationship with Visit Fort Wayne (VFW) and benefit from their work and expertise. They channel numerous potential patrons to us for family history consultations through their genealogy portal. www.visitfortwayne.com/plan/trip-ideas/genealogy On April 30, 2022 VFW hosted the Midwest Travel Journalists conference and arranged for all of those conference attendees to have special tours of both the Genealogy Center and the Rolland Center. Our Lincoln librarians gave four tours highlighting this new Main Library destination. Participants were clearly excited to see and hear about the Rolland Center, and they have included descriptions of it in more than a half dozen articles penned since the tours that have appeared in publications from Iowa to Ohio.

About one third of the travel journalists chose to spend two hours Saturday afternoon, April 30th, touring the Genealogy Center and learning first-hand how to engage in finding one's family stories. The Genealogy team researched and compiled twenty-two family histories for a majority of those travel journalists who shared their information ahead of time and provided us with a question to answer. They were amazed at what could be found using the resources and expertise of the Genealogy Center. There were heartfelt smiles and some tears with that amazement, and again more articles have appeared in various midwestern travel journals specific to Genealogy. Three images of the event are below.



At the beginning of April, the Genealogy Center partnered with the Indiana Genealogical Society in supporting their annual conference which was held virtually again this year. We provided content and Zoom support for the hundreds of participants who enjoyed presentations on both April 1 & 2, 2022. Some of the information shared included updates on the collections and services of ACPL's Genealogy Center.

The Genealogy Center enjoyed its first "post" pandemic large bus-group of genealogists on June 18, 2022. This group came from Indianapolis—fifty-six members of the Indiana African American Genealogy Group spent the Saturday with us. There were personal consultations that ran through the day, and material use across the entire collection was significant. Our efforts to provide top-shelf service and ensure that everyone left at the end of the day at least a little further in their research were complemented by assistance from a couple of members of the African American Genealogical Society of Fort Wayne.

In addition, members of the Indiana African American Genealogy Group brought many hundreds of funeral memorial programs for our team to scan and post online with their previous contributions. More than four hundred have been posted online to date, with at least that many more to scan and post. www.genealogycenter.info/search_iaaggmemorials.php These service-inspired partnerships continue to contribute to one of the largest online collections of African American memorials and homegoing programs in the country.

In addition to regular reference and information services, the Genealogy Center had one of its busiest quarters ever with individual, personalized consultations. We delivered 1,456 consultations of more than thirty minutes each. The positive patron impact is noticeable, and creates tremendously complimentary social media posts like the one below with some of the related comments. We like "Disney World for genealogists!"

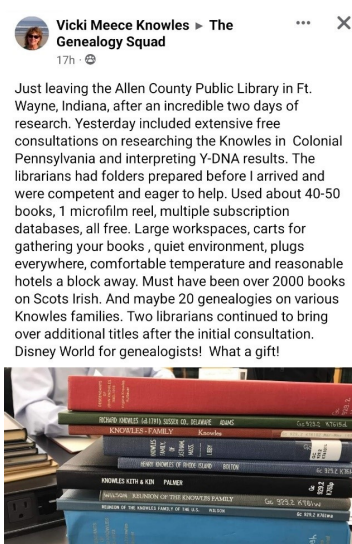
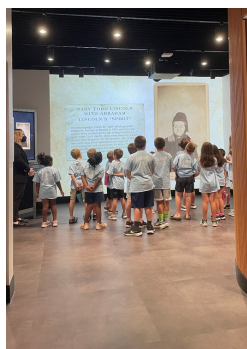


Public programming continues to be a priority for the Genealogy Center in serving our patrons well. This quarter we presented forty-eight virtual programs that received 7,052 live views. We are also returning to in-person programming. Genealogy Center librarians along with the library's executive director staffed a booth at the 2022 German Fest in Headwaters Park. It was good exposure for the library and provided us with some early marketing for the 2023 International German Genealogy Conference to be held in Fort Wayne during next year's German Fest.

The Rolland Center for Lincoln Research organized a new physical display and two new virtual displays in honor of this year's Juneteenth Celebration. Working with the library's marketing team, we were fortunate to participate in four live interviews about these Juneteenth displays with WANE-15 on the nationally celebrated holiday. That kind of positive media exposure contributed to an increased number of patrons coming to see those pieces for the entire next week following Juneteenth.

The Rolland Center continues to engage and excite library patrons. More than six thousand patrons (6108) visited the Rolland Center in the second quarter of this year. Just a few of the observations and comments are shared below.

- A married couple explored for thirty minutes and commented, "I love how well this is done, the tech and the hard, physical pieces... This is the future of history." "This needs to be here, it's such a great place." "Fantastic job, we will be back."
- "This is truly incredible. I am so glad to have this in our community." The mom of four went on to spend an hour and a half in the Rolland Center learning about Lincoln's life and legacy.
- Two teenage girls were comparing the Union Generals on "hotness" and ranking them in order. (General George Thomas won, by the way.)



Vicki Meece Knowles - The Genealogy Squad
17h

Just leaving the Allen County Public Library in Ft. Wayne, Indiana, after an incredible two days of research. Yesterday included extensive free consultations on researching the Knowles in Colonial Pennsylvania and interpreting Y-DNA results. The librarians had folders prepared before I arrived and were competent and eager to help. Used about 40-50 books, 1 microfilm reel, multiple subscription databases, all free. Large workspaces, carts for gathering your books, quiet environment, plugs everywhere, comfortable temperature and reasonable hotels a block away. Must have been over 2000 books on Scots Irish. And maybe 20 genealogies on various Knowles families. Two librarians continued to bring over additional titles after the initial consultation. Disney World for genealogists! What a gift!

Debbie Turley Schmidt
I lived in Fort Wayne for over 25 years in used this library regularly! Great staff and resources!
3d Like Reply 4

Margie Kuch Weaver
Best library!! My husband and I went before the pandemic. I went into research mode and my husband started talking to the librarians. He talked about his great grandfather and a son of his who disappeared after WWI. Within minutes, the librarian had pulled up newspaper articles about the son's mysterious death in California and a series of articles about his great grandfather, who had run for mayor of Fort Wayne. My husband had never seen a picture of his great grandfather and no one had ever talked about the mayoral race. Those librarians rocked my hubbies world that day!!
2d Like Reply 4

Vicki Meece Knowles Margie Kuch Weaver Grea...
Michele Bender
I actually live in Fort Wayne currently but am a native Michigander and I can tell you it is by far one of the best genealogy libraries in this part of the Midwest!

COLLECTION DEVELOPMENT TEAM

Culture of Collaboration, Leadership & Learning

Alex Sarkissian was invited to be on a panel sponsored by Midwest Tapes during the American Library Association annual conference. Unfortunately, his flight was canceled, and he was unable to attend. He did get to spend seven hours at the airport in Atlanta, Georgia though.

Sara Joiner attended the initial meeting of the Data Fort Wayne Stakeholders meeting that the city is organizing. Data Fort Wayne would allow businesses and organizations throughout the City of Fort Wayne to utilize data in ways to tell their stories to potential funding agencies.

Innovative & Adaptable Content & Services

Alex Sarkissian participated in a demo of ePass software that would allow the library to circulate passes to museums and other participating sites.

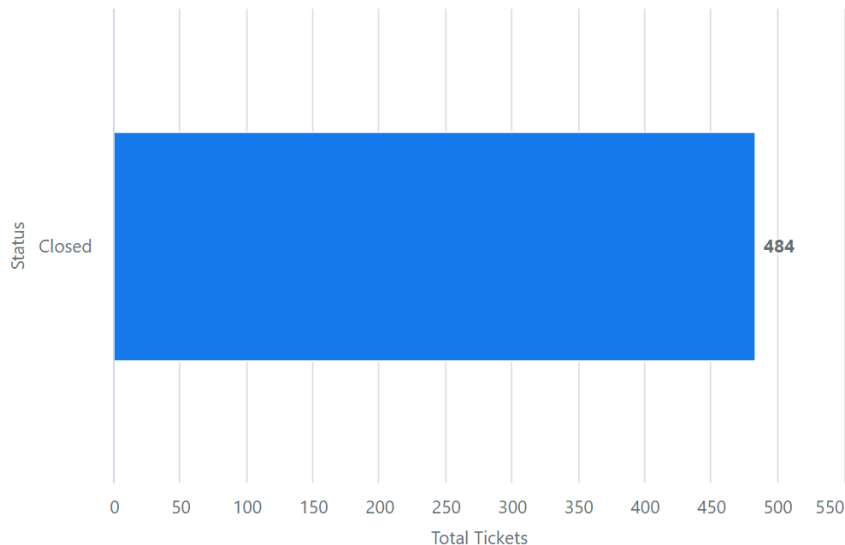
Library as Place

Sara Joiner continues to work on organizing children's holiday books and sending them to branches for display.

IT SERVICES | Kevin Wells, Manager

During the second quarter 816 tickets were assigned to IT Services between April 1, 2022 and June 31, 2022. Of that we closed 484 tickets on the same day.

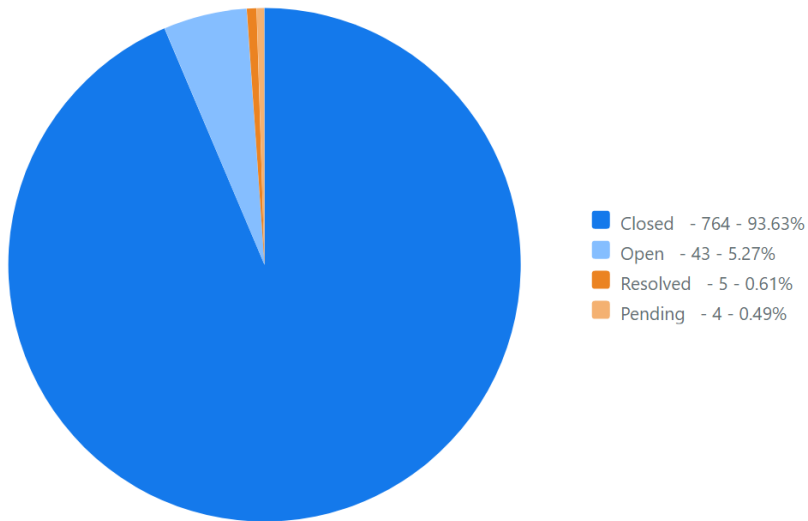
Tickets closed on same day



We end this period with a 94.24% completion rate. Tickets with a status of Closed or Resolved.



IT Services Tickets by Status



As of June 7th, we adopted new phone hours for the Help Desk.

8am – 6pm Monday through Friday
9am – 6pm Saturday

During these hours staff can call the IT Services Help Desk at 5700 to request support. In addition to this, staff can use our self-service portal, ACPL Support, at <https://acpl.freshservice.com>, or email support@acpl.lib.in.us, anytime of day to open a trouble ticket. Sunday and evening staff are asked to report service outages to the Emergency Manager In Charge. The Emergency Manager In Charge will assess the situation and contact Kevin Wells or Tim Corey for further action.

We recently started reviewing our internal policies and procedures and this quarter we updated our Software Installation Procedure and added a Hardware Request Procedure. Both procedures have been uploaded to the Staff Dashboard. To sum them up, we have added a list of approved software and hardware to the ACPL Support Service Catalog. These items are available to staff without a manager's approval. All other software or hardware requests must be submitted by the branch or department manager via ACPL Support.

Despite supply chain issues progress is being made with the GoPrint printing system. We've set the week of July 25th to deploy the new system at the Dupont branch. This will give us an opportunity to monitor how the new system will work in a production environment and make any adjustments before a system-wide rollout. We would like to thank Erin Warzala and the Dupont staff for allowing us to use their branch for this trial run. More information on the new system is expected between now and July 25th.

We also welcomed two new Network Technicians to the team: Matt Wheeler and Nathaniel Stuck. They are each customer-focused and honed their network support skills while serving in the United States Air Force and Marine Corps, respectively. Our Main Library staff already know Nate as he recently transferred to IT Services from Security Services. They are already proving themselves to be valuable assets to the team.

We close the quarter saddened and excited for our Software Engineer James Harpe. He has accepted a position with another organization and his last day is Friday July 22. Jim is the developer behind our popular and successful ACPL Mobile App. He also designed the storage retrieval system used at Main Library along with a plethora of Web Apps and Services that are centrally located on the Staff Dashboard. We wish Jim and his family all the best as they embark on this new journey.



TECHNICAL SERVICES TEAM | Christine Diederich, Manager

Public Services Meeting at DiSalle

Our building was given the opportunity to host the May Public Services meeting. This was a great chance for managers and assistant managers from around the system to visit our building and learn about the different departments. There were newer hires who had never been to our building as well as managers who hadn't had a chance to recently visit DiSalle. We were able to give them a tour through Technical Services, to show them our space, what we do and put faces to the names of people they've dealt with. Managers could ask questions about our workflow and discover who within the department takes care of each step through the acquisitions and cataloging process. This was a great way to give a crash course about Technical Services.

Media Kits

We frequently work with branches and departments on special projects. Recently we've been working with the Children's Department at Main to reprocess their media kits. Media kits are a book with an accompanying audio reading of the book on disc. Traditionally, these have been put in a hanging plastic bag and displayed on a spinner rack. In order to free up some space in their department, we were asked to take these out of the bags and put the disc in a clear pocket inside the book. We worked together to create a schedule and timeline for the project and were able to get a large number of these changed.

CHILDREN'S SERVICES | Tiffany Bronzan, Manager

Culture of Collaboration, Leadership & Learning

Tiffany Bronzan continued to work on the StratPlan team. In addition, Tiffany worked on the "Idea Board" subcommittee. Sarah Buuck continued to work on the Monthly Events Team. Kelsey Fickinger continued to work on the Reader's Advisory Committee.

The Children Service's Staff participated in the Center for Non-Violence Training about creating safe spaces for the LGBTQ+ community in April and May.

Community Awareness & Engagement

The librarians of the Children Service's Department participated in several outreach opportunities during the second quarter. During the months of April and May librarians visited two afterschool Parks and Recreation sites, Jennings and Weisser Park. The librarians read books and led the children through an activity. During the month of April librarians went to 50 daycare and childcare facilities to deliver books and storytimes through the Juvenile Delivery Collection. Teresa Walls visited 8 different elementary schools to promote the library and the SPARK Summer Learning Program. Kelsey Fickinger and Tiffany Bronzan hosted a kid's craft and storytime at the Arab Fest at the beginning of June. Katie Brege presented storytime at Eagle Marsh at their Short Hikes for Short Legs series. During the month of June, Angie Fetters, Sarah Buuck and Leanne Gribik visited two Parks and Recreation sites, Weisser Park and Cooper Centers, weekly, to lead the children in Design It, a STEM process-based programs.



Library as Place

On Friday, June 17, the doors to the StoryScope officially opened to the public. The library received a generous grant from the Library Foundation to remodel and redesign the StoryScope (formally known as the Early Learning Center). During the month of June, we are using this time as a soft opening to gather insight and information on how the community will use to space so we can continue to improve the room before the grand opening. The librarians have received a lot of anecdotal feedback that the space is wonderful for children and families to play and learn together.



USER EXPERIENCE | Mike Ashby, Manager

Second quarter 2022 continues to bring a sense of normalcy to the Circulation department as our in-person interactions, especially registrations, continue to grow closer to our pre-pandemic levels. We had a 34.4% increase system-wide in the number of registration interactions compared to the first quarter with much of this coinciding with Summer Learning activities in June. The department is also focused on improving and updating processes. The Circulation Supervisors have implemented the new training format and feel that it has had positive effects on new staff as they are onboarded.

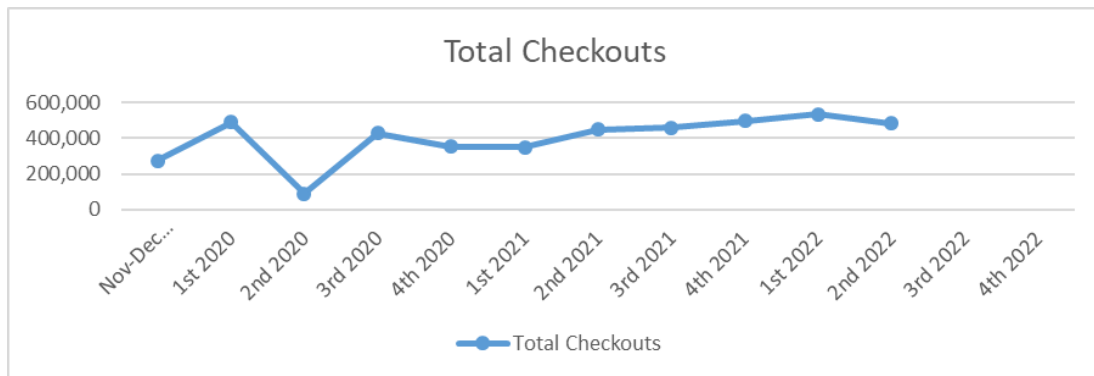
The staff that operate the call center took 7,215 separate calls in the second quarter of 2022 which is a slight decrease when compared to the previous quarter. These calls are in addition to the 202 calls taken for Curbside assistance.



Registration	4th 2021	1st 2022	2nd 2022	Percent Change
Total Registrations	5,117	5,729	7,694	34.3%
In-branch New User	1,894	2,121	3,332	57.1%
In-branch Change	1,017	1,105	1,274	15.29%
In-branch Reregistration	1,359	1,414	2,014	42.43%
Online New Registrations	847	1,089	1,074	-1.38%

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	2nd 2022	Percent Change
System Wide Total	495,862	533,603	484,506	-9.2%
System Wide Self- Check	351,801	370,804	424,589	14.5%
System Wide at Desk	49,854	62,768	59,917	-4.54%
Main Total	94,207	100,031	109,276	9.24%
Main Self- Check	75,444	79,294	90,902	14.64%
Main at Desk	18,763	20,737	18,374	-11.4%



Our use of Curbside across the system continues to drop in volume from month to month with June having the lowest number of curbside transactions since it was introduced two years ago. We continue to have those that love the service but we continue to see a decrease in its use.

