

**LIBRARY DIRECTOR
TERI DUGAN
FEBRUARY 2025**

- Early February our 59 year-old elevator in Kalispell quit working. After being alerted by staff, I troubleshooted the issue. Being unsuccessful in getting the elevator working, I called our OTIS service line. We posted out of order signage and used our small dumbwaiter book lift to receive and move our books of crates. A technician arrived the next day and diagnosed the issue to be a worn-out starter. The technician was able to find and salvage a used starter from an old elevator, as parts for our system are no longer in existence. This job took the tech 7 hours. The cost will be \$4250. OTIS strongly proposes modernizing our existing elevator with a new solid-state starter, as they cannot guarantee parts into the future. The part is quoted at \$7,800. This is substantially cheaper than an entirely new elevator which is estimated at \$125K.
- The emergency lighting and illuminated exit signs in Kalispell are no longer in safe, working condition. The aged system showed signs of brittle wiring, leaking batteries and failure to work. Some of our illuminated exit signs did not have battery back up as required. I approved the replacement of 11 emergency lights, 6 exit signs and 4 battery replacements. This is estimated to cost about \$2,200 which includes the labor of about 10 hours.
- Our main fire panel in Kalispell has been receiving signals from the system when each device has been tested, however there are gaps when no signals have been received. Due to the unreliability and the age of the fire panel (also 59 years old), replacement is recommended. The intermittent signals are likely contributed to the age and condition of the very old panel. The panel replacement is quoted at \$4,000, which includes labor.
- On February 18th, it was discovered that our boiler in Kalispell was failing to ignite. After troubleshooting the problem, Tony called Temp Right/Comfort Systems technicians to a service call. The technician discovered the failure of the boiler ignitor, flame sensor and heat exchanger gaskets. The parts have been ordered and will be replaced when they arrive. The estimated cost is \$1,117.
- During this cold snap, we were keenly aware of the 9 wall heat units that are no longer producing warm air in the library at our Kalispell location. A few years ago, Johnson Controls said the failure was due to water coil valve actuators. This part was failing on all of these units. After years of trying to source for the part, we had all but given up on having the units work again. Our new HVAC maintenance service provider, Temp Right/Comfort Systems has been successful in finding the original manufacturer for the part and is having them made for us. While we missed the warm air this year, I am confident that by next year, our units will be in working order. The estimated cost to repair these units is \$3,000, which includes labor. We are very happy with our new service providers and the service they are providing.
- We currently have 3 ongoing minor leaks that we are controlling in the HVAC system piping. We have buckets under the drips and they are manageable at this point. One drip is coming from the third floor, school district area. We have notified the school district of this. These lesser emergency facility issues are ongoing and we will address them when the more critical facility issues are dealt with. The time spent troubleshooting, contacting service providers and managing damage, has really added up this year for our Public Services Librarian, Custodian and myself.

TRAFFIC COUNTS- JAN 2025

Kalispell- 10,520

Columbia Falls- 4,757

Bigfork- 2,028

TRAFFIC COUNTS- JAN 2024

Kalispell- 12,201

Columbia Falls- 4,125

Bigfork- 1,441

SYSTEMS ADMINISTRATOR
SAM CROMPTON
FEBRUARY 2025

Configured and implemented wireless splash-page displaying a library WiFi acceptable use policy. This makes wireless use consistent with desktop computer use which has always had an AUP prior to gaining library network access.

Rebuilt 20-minute public computer stations 1 & 2 in Kalispell as a result of boot-up problems. These boot issues seem to be a result of a conflict in Deep Freeze security software, the problem rarely if ever occurs on staff computers, without Deep Freeze. The process of repairing the computers typically only takes the computer out of production for 48 hours and the cost is negligible.

During routine testing of catalog computers all links to Novelist were unexpectedly blocked. Ebsco had changed their automatic logon process, so whitelisted sites on the Kiosk configured catalog stations needed to be updated to allow connections to Novelist pages.

Our managed print service we have with HP delivered a \$4,500 savings for the library during calendar year 2024 vs purchasing toner ourselves. This program with HP also provides free parts and labor for repairs, saving the library \$500 repair cost to the Columbia Falls black & white printer late last year. We also save staff time not having to monitor toner levels & order replacements at the correct intervals. The agreement was implemented with HP several years ago and it's been a stand-out success saving the library money each year.

COMMUNICATIONS AND OUTREACH LIBRARIAN LUNE AXELSEN FEBRUARY 2025

The past month has been largely dedicated to rolling out our new logo. I've successfully updated branding across multiple platforms including Facebook, Instagram, Google Business pages, the website, Mailchimp and online calendars. I've designed new library cards and name badges for staff and library board, which are in the process of being ordered. There are still more areas to update but we have checked off many items that needed to get done.

Last month we hosted our 2nd Poet in our Montana Poet Series, Lowell Jaeger, in the Bigfork Community Room. I created a Facebook Event page, posted on Instagram, spoke about it on the radio, and sent out a press release about this event. The room was packed once again and participants were highly engaged. We're gearing up to promote our third and final poet of the series, Melissa Kwasny, the author of seven books of poetry and a collection of essays on the poetic image, on March 14th.

I've also been busy continuing to get the word out about our ongoing programs for kids and teens. We've had great participation at storytimes, Wednesday Workshop, and our teen programming is picking back up. Promoting our recurring events is a constant job and we do our best to keep on top of it. Our new hire, Halie, is doing a great job assisting with social posts, messaging in Bigfork, and constructing our print and online calendars. I'm thrilled to have her on my team.

Social Media Snap Shot

Our following on both Facebook and Instagram continue to grow. Our post reach and engagement are down this month compared to last month due to a viral History Friday post the prior month. That being said, our numbers are still good and we're reaching a broad audience. Our IG story reach is much higher this month because we've been focusing on posting more content consistently, which seems to be paying off.

Social Media Stats:

- **Facebook:**
 - 280 New Followers this period (4% increase in the last 28 days)
- **Facebook Post Reach:**
 - 179,590 accounts reached this period (26% decrease in the last 28 days)
- **Instagram Followers:**
 - 36 new followers this period (2% increase in the last 28 days)
- **Instagram Story Reach:**
 - 3490 accounts reached this period (55% increase in the last 28 days)
- **Website Pageviews:**
 - 17,514 views this period (4% increase in the last 30 days)

COLLECTION SERVICES LIBRARIAN
KAT WILSON
 FEBRUARY 2025

January 2025 Circulation Statistics

	January 2025	January 2024	January 2023	January 2022
Juvenile	17773	16322	17500	16177
Young Adult	1107	1102	936	907
Adult	13540	13447	13309	13972
Overdrive ebooks	4687	5203	4919	4738
Overdrive audiobooks	7826	7446	6610	5966
Overdrive magazines	1757	1626	543	428
Total	46690	45146	43817	42188
ILLs Borrowed	73	71	50	58
ILLs Loaned	33	49	47	49
Outgoing Partners Crates	334	337	296	290
Incoming Partners Crates	339	370	331	291

**TEEN LIBRARIAN
STARR WHITE
FEBRUARY 2025**

JANUARY'S ACHIEVEMENTS:

Here is a recap of our attendance:

Scene (All locations): 25

Switch Days (All locations): TBD (waiting on Bigfork's statistics)

Gem Wall (Bigfork; Kalispell): 275

LVL-UP (Kalispell): 3

Challenge Accepted (Kalispell): 6

Columbia Falls Junior High School Outreach: 8

FEBRUARY:

Outreach

Teen Team started a lunchtime outreach program at Columbia Falls Junior High, which will officially function as a school club. The club takes place in an extra classroom during lunch, providing Columbia Falls Junior High students with opportunities for creativity, discovery, and connection. Eight excited teens attended our first club meeting on February 7.

Welcome Madison Palmer

We are thrilled to introduce Madison Palmer, our newest Library Advisor and Teen Team member! She joined the library on February 10, and we're absolutely excited to have her on board.

Teen Tubs

All three Teen Zones now offer Teen Tubs, though we still need to fill a few of the tubs at Bigfork. So far, Legos and magnetic My World cubes have been the favorite additions.

Rebranding Library of Things

We paused the Library of Things initiative until the new logo was finalized. Now it's time to start transitioning Science Connect, Gaming Connect, and Tech Connect to the all-encompassing "Library of Things" (LoT). This approach provides a dynamic way to access a diverse range of resources beyond traditional books. We also plan to increase marketing efforts and improve the visibility of LoT in our catalog.

Teen Spring Bookmark Contest

We are excited to announce our 3rd annual Teen Spring Bookmark Contest! With the theme "Dragons/Fantasy," participants are encouraged to submit their designs between March 10 and April 19. Winners will be announced shortly after the voting period, which runs from April 23 to April 30. The Teen Team takes great pride in providing this creative outlet for artistic expression and eagerly awaits this year's submissions.

**CHILDREN'S LIBRARIAN
BECCA JOHNSON
FEBRUARY 2025**

CHILDREN'S DEPARTMENT UPDATES

We are thrilled to host pop bottle biographies again this year! These fantastic projects made by 3rd graders from Elrod Elementary are fun for everyone to see.



EARLY LITERACY STORYTIMES (0-5 YEARS)

Cold, snowy weather doesn't keep our preschool and toddler crowd home! They are here every week ready to read, sing and play!

JANUARY ATTENDANCE STATS

Kalispell: 344(11 programs)

Columbia Falls: 240 (12 programs)

Bigfork: 133(8 programs)

SCHOOL AGE WEDNESDAY WORKSHOPS/CLASS VISITS (6-10 YEARS)

Our Wednesday Workshops were missing our normal crowd in Kalispell without early dismissals for School District 5. We definitely see a much larger crowd when school lets out early but regardless we always have something fun for school age kids every week on Wednesday afternoon. The crowd in Columbia Falls has been gaining traction all year and Liza and Kylin report consistent attendees who are very enthusiastic!

JANUARY ATTENDANCE STATS

Kalispell: 105 (4 workshops, 1 class visit)

Columbia Falls: 80 (3 workshops)

Bigfork: 31 (3 workshops)

SPECIAL PROGRAMS

Sensory Play Saturday continues to be very popular in Kalispell! We are excited to give it a try in Bigfork once a month beginning in March.

SENSORY PLAY SATURDAY – JANUARY

68 children and 53 adults

OUTREACH

The number of children in the Flathead Valley that receive a book in the mail from Dolly Parton's Imagination Library continues to grow. FCL serves as the partner affiliate for this program so every month we approve registrations, update addresses and answer questions. So many parents and grandparents tell me how grateful they are for this program!

DOLLY PARTON'S IMAGINATION LIBRARY

Children registered in the Flathead Valley – 2,461

PUBLIC SERVICES LIBRARIAN
TONY EDMUNDSON
FEBRUARY 2025

On Friday, January 31, the Public Services team toured the Samaritan House in Kalispell. We were impressed by the efficient process and well-ordered routines established by their staff. The information provided during the tour helps us better understand and speak to this valuable service in the community. Our next Public Services meeting will focus on local history resources.

Incidents are solidly down from previous year's numbers. This is a small snapshot, but a welcome trend.

2023

Jan-23	54
Feb-23	39

2024

Jan-24	32
Feb-24	29

2025

Jan-25	10
Feb-25	3

COLUMBIA FALLS BRANCH MANAGER
LIZ CAMARILLO
FEBRUARY 2025

Josh Braach, our library safety representative, has been signing up staff for CPR/First Aid certification classes. We now have two certified YS team members in Columbia Falls! Liza got certified last November and Kylin in January. They were grateful to be given the choice. When you work with children you can never be too prepared. I also plan to get certified soon.

Sam dealt with some needed repairs here this month. He set up a desktop computer in our staff area, to replace our laptop. It wasn't working but Sam got it fixed, so it can be of value somewhere else. Staff here prefer the new set up. He also replaced one of our Teen computers. Everything else seems to be working well. Thank you, Sam!

After last year's pause, Teri, Deidre, and Lune decided that we would adapt adult programming to what works best at each branch. Based on space and community preferences, it was decided that Columbia Falls will run monthly, week-long Zones. Zones are an excellent way to inspire creativity and curiosity. They also motivate patrons to check out materials related to what they have just explored or created. We will be launching Zones in March, starting with a table where patrons can build their own egg carton herb starter. Zones will be tailored to different themes every month.

Land to Hand's Free the Seeds Fair is on Saturday, March 1st. Deidre and I will be running a booth and sharing information on library resources with the public. Kylin will also be running a story hour with interactive play.

Our staff window decal replacements are in progress. I'm scraping off the old logo from the front door and will try to remove the current decal off the three staff windows. On that note, Lune and Josh have been collaborating on a new design for our maps section sign. I really like the choice they're going with. I think patrons will too.

I went on the tour of the Samaritan House with the Public Services team. It was an informative and eye-opening experience and gave valuable insight into the operations of their facility.

**BIGFORK BRANCH MANAGER
ADULT PROGRAMMING LIBRARIAN
DEIDRE MCMULLIN
FEBRUARY 2025**

We've been told that once you open a new library building your door count and circulation will balloon, and then stay at the higher levels. I've been curious if our numbers would drop with winter weather hitting us hard, but they actually seem to have increased.

Our two Youth Services Library Advisors have been working hard at expanding our attendance for the Wednesday Workshop program for elementary aged children, and it seems that the word is getting out that Wednesday afternoons are a great day to come to the library with your family. We have likely been near capacity for the amount of people our spaces can comfortably accommodate. We have all been strategizing how to best use the space we have, and make sure that all different ages feel welcome and are able to get their needs met.

Our Community Room has hosted three book clubs just in February, as well as an all-day staff retreat for the county Community Health staff. A comfortable and attractive meeting space has been so appreciated by the county and the community.

During the month of February we offer "Blind Date with a Book", which is a book wrapped in brown paper with only a brief description of what the book is about. People love to have a little surprise to take home, and it continues to be quite popular. Book Bingo continues and we have been giving out tote bags as prizes. On March 1st myself and Liz will attend the Free the Seeds event as part of outreach. We will be bringing a special Gardeners' Bingo which will bring attention to our collections that support. We will also be offering a special Storytime at the event.