

LIBRARY DIRECTOR
TERI DUGAN
SEPTEMBER 2025

The Bigfork branch celebrated its one-year anniversary, and we are thrilled with how the space is being used by the community. Patrons continue to enjoy the expanded services such as the meeting room, and open program spaces. The collection is circulating strongly and the outdoor space is often enjoyed by visitors. With the addition of the newly paved parking lot, we're confident that the overall experience for our patrons will remain positive and worthwhile.

The library leadership team recently met with Honore Bray, a library consultant, to discuss our future space needs and planning. It was a productive conversation, and we were glad to have two board members and a member of the public join us for the discussion. Honore is currently preparing a report and presentation, which she will share with the library board in the near future.

I attended the State Library Fall Workshops this year, held in Great Falls. It was a great opportunity to connect with trustees and directors from across Montana and take part in valuable leadership training. I especially enjoyed the keynote speaker, Mazi Robinson. Some of the key topics covered included time management, setting boundaries, having effective performance conversations, and using storytelling as a powerful communication tool.

On September 15th, I joined a meeting led by Tracy Cook, lead consultant for the Montana State Library. Along with about a dozen other library directors across the state, we began forming a group focused on building stronger relationships with local government officials. Our goal is to explore ways libraries can better communicate their value and role within the community. We plan to meet monthly via Zoom to share ideas and strategies that can help local governments better understand and support public libraries.

We have completed our hiring process for the Teen Services Librarian. I am pleased to announce that Jackie Carll has accepted the position of Teen Services Librarian. Jackie brings great experience and enthusiasm to this role, and we're excited to see her continue supporting our teen community in new and meaningful ways.

We continue to take care of Kalispell facility issues as they arise. Most recently, we needed to replace some fixtures and plumbing in both public and staff restrooms. Leaky urinals and toilets, as well as worn out valves and fixtures have needed attention recently. While we truly do love our historic library building, we do find challenges related to the age and condition of the structure.

Each month, the county safety committee focuses on a safety topic. A big thank you to Josh Braach, our Library Safety Officer for attending these important county meetings, and then bringing the instruction back to the library. This month we learned about the Lock out/Tag out procedure.

TRAFFIC COUNTS- AUG 2025

Kalispell- 11,702

Columbia Falls- 4,719

Bigfork- 2,128

TRAFFIC COUNTS- AUG 2024

Kalispell- 12,558

Columbia Falls- 5,254

Bigfork- 3,091

SYSTEMS ADMINISTRATOR
SAM CROMPTON
SEPTEMBER 2025

Updated the credit card terminals in Kalispell & Columbia Falls. This involved coordinating with Envisionware tech support for shipment and specific configuration work. The first install in Kalispell was troublesome for Envisionware and took a couple days to resolve. The second in CFalls utilized their learnings and took only an hour or so to complete. The benefits of the new terminal hardware include improved security and the ability to offer 'tap-to-pay.' Our yearly contract allowed the library to upgrade this hardware and receive support at no additional cost.

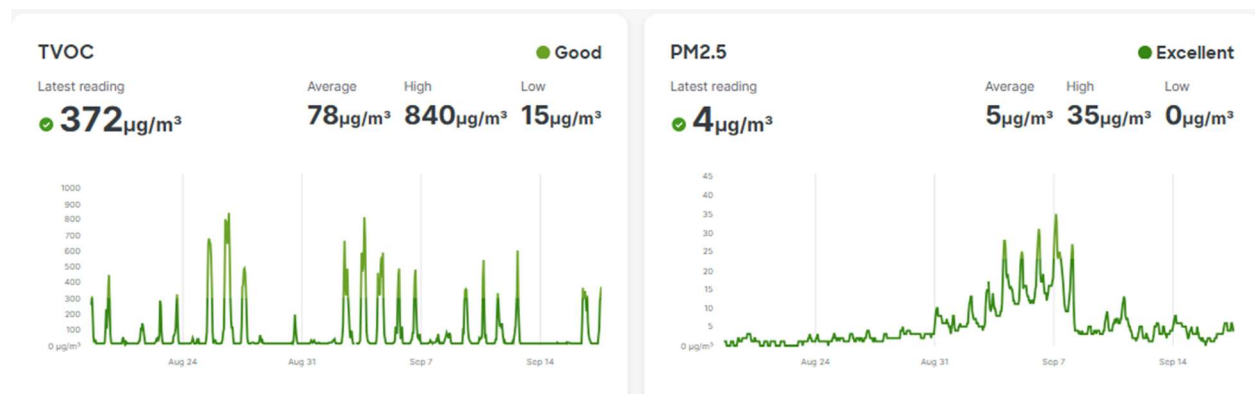
The MSL inquired about our supply of State purchased hotspots that were no longer in circulation by FCL. I'd previously set aside all their devices and was able to return to them all that we had, about 30 units. Other partner libraries are using them to continue and expand their hotspot service.

In early September, Kalispell staff began experiencing intermittent internet outages, some lasting only a few minutes, while others persisted much longer. Initial troubleshooting pointed to faulty Spectrum hardware as the likely cause. After submitting a support ticket, Spectrum responded promptly and confirmed through testing that their equipment was likely malfunctioning. While intermittent issues can be difficult to resolve when systems are functioning normally, the situation improved significantly after Spectrum replaced their customer premise hardware. Since then, the internet service has consistently delivered speeds of 180 Mb/s.

Upgraded an existing surveillance camera in Bigfork from 120° wide-angle to a 360° fisheye model. This keeps all existing coverage areas but also provides expanded coverage into the teen and public computing spaces, along with better coverage of the community room entrance and some of the community room itself. The replaced camera will be redeployed in Kalispell.

The past few weeks saw air quality in the library somewhat degraded during recent smoky periods but remained within the good to excellent category.

- TVOC organic compounds include a variety of chemicals such as paints, aerosol sprays, cleaning solutions, pesticides and vape chemicals. Safest below 1000 $\mu\text{g}/\text{m}^3$
- PM2.5 is particulate matter in the air from fires, automobiles, smokestacks, etc.. Safest below 41 $\mu\text{g}/\text{m}^3$



COMMUNICATIONS LIBRARIAN LUNE AXELSEN SEPTEMBER 2025

The pivot from summer programming to fall programming has been a big one. This past month as the children's department took a break from programming, adult programming started to ramp up. Our roster of adult programming this fall is impressive, and it's been no small task to get the word out about these life-changing classes and events. Of course, the Communications team is up for the challenge. We have been busy updating online calendars, print materials, the library website, and social media. And I sent out a press release announcing all fall programming. The advertising is working and we've already filled two classes in our new Creative Aging series for adults 55 and older.

Meanwhile, kids and teens programs are back and we've wasted no time promoting new fall programs for youth. We've designed flyers, updated online and print calendars, and posted each event to social media. Our programming this season may be some of our best offerings yet! We're all very excited about the free educational opportunities we are providing the community.

I've also been preparing for two new part-time library advisors that I will supervise that will assist with Communications tasks. We've filled one position, and we're are looking to fill another. The hiring and training process can be challenging and time consuming, but it will be worth it.

Fall art exhibits are up and we are excited to offer two Artist Meet and Greet receptions by Jane Emmert and Jonathan Marquis this fall. There's a lot going on!

Social Media Snap Shot

This month our followers continue to increase on Facebook and Instagram. We saw minor decreases in our post, reels, and stories reach because we have been focusing on promoting our programs and not posting as many photos and videos as we did during the summer. That number will increase this fall as new programming resumes.

Social Media Stats:

- **Facebook:**
 - 165 New Followers this period (2% increase in the last 28 days)
- **Facebook Views:**
 - 55K page views this period (27% increase in the last 28 days)
- **Instagram Followers:**
 - 18 new followers this period (.08% increase in the last 28 days)
- **Instagram Views:**
 - 29K accounts views this period (3% decrease in the last 28 days)
- **Website Pageviews:**
 - 21,787 pageviews this period (.06% decrease in the last 28 days)
- **Website top 5 viewed pages:**
 - **Teens**
 - **Kids**
 - **Adults**
 - **Request an Item**
 - **Locations & Hours**

REBECCA JOHNSON
CHILDREN'S LIBRARIAN
SEPTEMBER 2025

CHILDREN'S DEPARTMENT UPDATES

School has started and the Youth Services team is back to providing weekly early literacy programs for babies, toddlers and preschoolers. Wednesday Workshop for school age kids is also offered every week at all locations. Families are getting back into their school routine and YS staff enjoys being a part of young children's week. They look forward to seeing us and visiting the library. The YS team strives to provide engaging experiences for children through stories, interactive activities, welcoming play spaces and thoughtful reader's advisory. Through all of these things though, we are also building relationships with our youngest patrons.

Two weeks into September programs we are seeing regular attendees from last spring and summer but also meeting so many new families. The number of children attending early literacy programs is often lower in September but so far it seems we are already hitting our typical average.

All locations will be offering a Sensory Play Saturday program this year. We hope this will allow working parents the opportunity to meet up with other families and discover the many resources the library has to offer. Kalispell's first Sensory Play Saturday had 55 children exploring a sandy treasure tub, playdough and loading small blocks into toy dump trucks.

SCHOOL GROUP VISITS

We have already had some field trip visits this school year! Saint Matthews Middle School (6-8th grade) and Hedges first graders will visit monthly and bi-monthly. St. Matt's teacher Lisa Melnick is excited to bring the middle school students to the library so they can enjoy a larger collection of reading materials.

OUTREACH

Dolly Parton's Imagination Library continues to see growth in the Flathead Valley and throughout the state. With the support of the Treasure State Foundation and MT First Lady Susan Gianforte, this program is available state wide. A celebration of this achievement was held in Bozeman on August 27th. Flathead County Library is the local partner affiliate serving Flathead County so Rhonda Hawkins and I were able to attend this fun event. We are happy to promote and manage this great program so that families may benefit and have children's books available in their homes.

KAT WILSON
COLLECTION SERVICES LIBRARIAN
 SEPTEMBER 2025

August 2025 Circulation Statistics

	August 2025	August 2024	August 2023	August 2022
Juvenile	18165	19090	18853	19129
Young Adult	1273	1554	1434	1194
Adult	12218	13478	14221	14257
Overdrive ebooks	4309	4555	4609	4515
Overdrive audiobooks	8200	7539	6995	6665
Overdrive magazines	2222	1130	469	516
Total	46387	47346	46581	46276
ILLs Borrowed	48	65	64	58
ILLs Loaned	44	28	37	51
Outgoing Partners Crates	311	314	291	257
Incoming Partners Crates	293	286	298	311

Lakeside and Marion FY26 Circulation Statistics

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Lakeside	140	166										
Marion	N/A*	N/A*										

*Marion closed first week of June through August.

PUBLIC SERVICES LIBRARIAN
TONY EDMUNDSON
SEPTEMBER 2025

Security

Incident numbers remain lower than previous years. If the current trend continues, we will see less than half in 2025 what we saw in 2024. Calls to law enforcement have primarily been for issuance of trespass or violation of trespass, along with some welfare checks. As always, we have much appreciation for our security guards with Alert and our professionals with the Kalispell Police Department.

2024	
Jan-24	32
Feb-24	29
Mar-24	19
Apr-24	16
May-24	16
Jun-24	25
Jul-24	11
Aug-24	20
Sep-24	10
Oct-24	9
Nov-24	16
Dec-24	18
	221

2025	
Jan-25	10
Feb-25	8
Mar-25	13
Apr-25	5
May-25	4
Jun-25	6
Jul-25	12
Aug-25	10
Sep-25	6
Oct-25	
Nov-25	
Dec-25	
	74

COLUMBIA FALLS BRANCH MANAGER
LIZ CAMARILLO
SEPTEMBER 2025

Our story time break is over now, and our new story time hours appear to be catching on. Both Kylin and Liza mentioned they haven't received any concern about the change. In addition, Sensory Saturday appears to have gone well. We are excited to see how it continues to develop.

Lisa's new social media series, Montana Mondays, is attracting great attention. We are pleased to see our community showing strong interest in Montana's history! Lisa has also been diligently training Kristy, our new materials handler, on how to process and shelve materials. Kristy is doing great, and we are happily looking forward to working with her.

Sam has been figuring out how and where to set up our security camera. He has since found the best location and hired Digital Communications System to help run the wiring system, and plans to come in during closed hours to mount and install the camera.

The Make One, Take One Zone was a big hit and wrapped up our Art Bingo program nicely. We're now distributing Bird Bingo cards, which has patrons very interested. I am also looking forward to September's zone activity; Tea Towel Stenciling! As well as the screening of Doug Follett—Glacier's Poet documentary, which will be shown on the evening of Tuesday, September 23rd. We hope for a great turn out.

On September 15, Spectrum experienced an internet outage in the Columbia Falls area, which halted our daily operations. We had issues with WorkFlows functioning offline, and our self-check-out kiosks were down. The value of our services to the public was incredibly noted! Particularly in printing and computer usage. The outage also offered valuable insight into the areas of improvement during these kinds of setbacks, which are currently being addressed. Our leadership team was incredibly supportive, and I'm grateful for their attentiveness and encouragement, even when there was little that could be done. It really got us through the day! Thank you!

**BIGFORK BRANCH MANAGER
ADULT SERVICES LIBRARIAN
SEPTEMBER 2025**

The Bigfork parking lot is complete and looks amazing. We had a big rainstorm in the time since it was finished, and just after I'm told that there weren't any puddles at all on the pavement, and that all the water was running into the ditches as intended. This will make our winter parking so much easier. We appreciate the public's patience with the unexpected three-day closure this resulted in. Bigfork staff used the closure to spiff up our collection and plan for programs.

Our first Creative Aging class began this week. The Daily Interlake came in to take photos and hopefully run on a story on this new programming for older adults fifty-five years and older. Our second class will be taught by Jenna Justice and will be held at the Kalispell Senior Center Art Classroom. This class, like the first, filled up before we even started promoting the event. I'm excited that we seem to be filling a need in the community for lifelong learning and free activities for making friends and building community. The third class will again be held in Bigfork, and the teaching artist Megan Canning will show students a variety of embroidery stitches to add to their embroidery toolbox. The funding from the Library Foundation is making this programming possible, and I'm hoping we can continue to find ways to fund Creative Aging Classes. I'm also open to ideas from the community for subjects they would like to learn more about.

We have two musical events planned this month. The first will be a full concert in the Bigfork Library on October 15th after the library has closed. I think our space will be amazing for listening to music and I'm looking forward to hearing the baroque instruments. The following day will be while the library is open in Kalispell, so the vibe will be a little more casual and more of a demonstration.