

LIBRARY DIRECTOR
TERI DUGAN
MAY 2026

I moved forward with ordering a “No Overnight Parking” sign for the Bigfork Library property following a suggestion from Trustee Ingram. The approach was reviewed and approved by Bethany Lutheran Church, with whom we share the parking lot, as well as by the County Attorney. This proactive step will help manage use of the newly paved lot and establish clear expectations as we move into the busy summer season.

The Library Foundation–funded Smart Lockers project continues to advance. Recent work has focused on planning, coordination, and communication with the Evergreen School District. Current efforts include developing a project timeline and drafting a Memorandum of Understanding (MOU) between the library and the district. A draft MOU will be presented to the Library Board next month for review and approval, and a preliminary project timeline is included in this report. Updates will continue as project details and timelines are finalized.

Over the past several months, we have partnered with Diana Damron to strengthen organizational culture by defining clear core values and shared expectations for how library staff work together. This collaborative process has included broad staff and leadership input and has resulted in a refined set of values centered on respect, excellence, and communication. This work will continue at our All Staff Training Day on June 1 at the Northwest Montana History Museum.

Pre-design work with LSW Architects continues as we move closer to securing the mall property. Beginning with the Storyform Discovery session in February, we established a shared vision for a future Kalispell library. Since then, we have held three design meetings and an activity session to further develop concepts. The next phase will focus on space planning, as well as exterior and interior design options. Once parcel dimensions are finalized, we will move into this next stage. This work is supported by a generous grant from LSW in recognition of their 70th anniversary.

We are also working with BrandRaise on a campaign readiness study. Following our initial meeting, a plan was established to guide the work ahead. Brianna and Kelly from BrandRaise will be in Kalispell in July to formally launch the study. In preparation, I am assembling background information to provide a clear understanding of our history, services, and community. The study will assess community support for a new library in Kalispell and evaluate the feasibility of a successful countywide bond election.

TRAFFIC COUNTS- APRIL 2026
Kalispell- 11,236
Columbia Falls- 4,454
Bigfork- 1,952

TRAFFIC COUNTS- APRIL 2025
Kalispell- 11,438
Columbia Falls- 4,747
Bigfork- 2,088

SYSTEMS ADMINISTRATOR
SAM CROMPTON
MAY 2026

With domain services stable and redundant, planning has begun for the next phase of the server modernization: migrating all existing file shares from the Windows Server 2019 system to the new 2025 server. This migration will be performed using Microsoft's Storage Migration Service to ensure a structured, low-impact transfer that preserves share permissions, NTFS ACLs, and user access continuity. Once file services have been fully migrated and validated on the 2025 platform, the 2019 server will remain in service solely as a redundant domain controller.

Time was spent troubleshooting an unexpected change in the Deep Freeze configuration on public computers, which prevented the Acceptable Use Policy from displaying, disabled automatic restarts after the designated idle period and failed to recognize an administrative password. The manufacturer conducted several days of investigation and continues to evaluate the root cause. They were able to confirm the issue and provide a functional workaround, ensuring all public workstations remain protected and fully operational, though some manual intervention is currently required.

Replaced the out-of-support wireless access point in the Kalispell Meeting Room. The previous device delivered exceptional reliability for patrons for more than 14 years, but its support period ended in March 2024, meaning continued performance during library meetings was no longer guaranteed. After install and configuration of the new access point, immediate connectivity issues were identified, limiting network throughput to 100 Mbit—a speed suitable for the early 2000s, but not for current library needs. The manufacturer confirmed the issue the same day and authorized an advance replacement. Cisco Meraki continues to demonstrate strong value and very responsive support. All testing and installation was completed in a single business day, resulting in no impact to patrons or staff.

Our Managed Print Service with HP continues to deliver strong operational and financial value to the library. During Q1, the program generated **\$3,200 in direct savings**, primarily due to reduced expenditures on toner, the elimination of toner-related logistics, and coverage for a printer replacement under the service agreement. HP technicians completed **three onsite service visits** attempting to resolve issues with a malfunctioning printer, but were unsuccessful, so they replaced the printer.

The second-floor public laptop was rebuilt after it unexpectedly entered BitLocker encryption mode, rendering the hard drive inaccessible without the associated recovery key. Because the library maintains access to Microsoft licensing at no additional cost, the device was fully rebuilt and reconfigured within a few hours with no financial impact. The incident appears to have occurred from a Windows update rather than user activity. System settings have since been adjusted to reduce the likelihood of this uncommon issue recurring.

**COLLECTION SERVICES LIBRARIAN
KAT WILSON**

MAY

April 2026 Circulation Statistics

	April 2026	April 2025	April 2024	April 2023
Juvenile	16604	17261	16533	15122
Young Adult	1002	1351	1107	890
Adult	11263	12740	12693	12150
Overdrive ebooks	4064	4392	4535	4589
Overdrive audiobooks	8327	7814	7498	6694
Overdrive magazines	2271	1910	1059	507
Total	43531	45468	43425	39952
ILLs Borrowed	75	79	55	46
ILLs Loaned	41	38	43	32
Outgoing Partners Crates	268	302	333	291
Incoming Partners Crates	277	306	348	285

Lakeside and Marion FY26 Circulation Statistics

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Lakeside	140	166	133	128	123	114	219	152	186	234		
Marion	N/A*	N/A*	4	9	7	4	8	3	20	8		

*Marion closed first week of June through August.

COMMUNICATIONS LIBRARIAN
LUNE AXELSEN
MAY 2026

We are just about ready for summer here at the library. Both the kids and teens Summer Reading gameboards have been completed and sent off to the printer. New this year are bingo boards for both kids and teens that feature reading challenges and hands-on activities. When kids and teens get a bingo, they will receive a special Summer Experience sticker. All last month I worked on all components of the gameboard package, including the stickers, and I'm sure they will be a hit.

The Communications team has been busy with a bingo board for the adults too! The theme of this board is America 250, celebrating the 250th anniversary of the United States. On the back of the board is a detailed list of summer events for adults that center around the America 250 theme. My new Communications Assistant Morgan helped layout the board. We are working on a sticker for the prize and should be ready to send it to the printer by the end of next week.

As usual, my team and I have been making sure to promote all programming on our regular channels like online event calendars, email newsletter, social media posts, radio interviews, posters, and our print calendars and flyers. I have updated our Summer Experience webpage and we are feeling ready for summer!

Social Media Snap Shot

Follower growth is steady on both Facebook and Instagram this month. Facebook interactions and engagement are up hugely this month due to a couple popular History Friday posts. Instagram Reels reach has also seen a rise due to the consistent videos I have been posting about library programs.

Social Media Stats:

- **Facebook:**
 - 100 New Followers this period (1% increase in the last 28 days)
- **Facebook Interactions:**
 - 2.6K interactions this period (24% increase in the last 28 days)
- **Facebook Engagement:**
 - 30K accounts engaged this period (280% increase in the last 28 days)
- **Facebook Reach:**
 - 356K accounts reached this period (214% increase in the last 28 days)
- **Instagram Followers:**
 - 13 new followers this period (.5% increase in the last 28 days)
- **Instagram Reels Reach:**
 - 2215 accounts reached this period (77% increase in the last 28 days)
- **Website Pageviews:**
 - 21,000 pageviews this period (5% decrease in the last 30 days)
- **Website Users:**
 - 8.6K users this period (17% increase in the last 30 days)
- **Website top 5 viewed pages in the last 28 days:**
 - **Teens**
 - **Kids**
 - **Photo Gallery**
 - **Locations and Hours**

PUBLIC SERVICES LIBRARIAN
TONY EDMUNDSON
MAY 2026

As reported in February of this year, library staff can now act as Certifying Authorities in the patron application process for Montana Talking Books, a service for our blind and print disabled patrons. The feedback from those signed up has been that the service is wonderful. Since promotion of the service started, we are receiving one or two calls a week. The application process takes about 10 minutes, and then services are turned over to the Montana and Utah State Libraries. It has been an efficient process on our end and impactful for our patrons.

Work progresses on our various facility issues in Kalispell.

- Our boiler pump is being serviced by Temp Right, and as additional parts are needed it is currently off. Fortunately, the weather is warming, so we should be comfortable while waiting for those repairs.
- School District 5 Maintenance staff have begun repairs from water damaged areas from our leak this last March. Professional cleaning and contract work (being handled and paid for by School District 5) is being scheduled. Once areas are ready, we will begin painting, moving materials back in place, and moving on. This issue has considerably strained our storage spaces, and much appreciation goes to staff in helping find solutions and remaining flexible as we continue to relocate desks and materials.

Volunteers have been putting in effort to weed our landscaping and planting flowers in the front beds. Much work remains to be done, and we will be seeking additional help from volunteers to make our outside spaces as lovely and welcoming as possible.

**TEEN SERVICES LIBRARIAN
JACKIE CARLL
MAY 2026**

APRIL STATS:

Here is a recap of our programming:

Fandom- *Button Making (Kal)*: 11

LVL-UP- Canvas *Tessellation Art (Kal)*: 9

LVL-UP Bigfork- Create *a Creature (BF)*: 3

Challenge Accepted- *Pocket Gardens (Kal)*:15

Scene- *Easy DIY Recycled Sketchbooks (All locations)*

Gem Wall Theme: *Which Summer Experience Program are you most excited for?*

Savings Workshop: Level Up Your Money Skills: 9

Spring Bookmark Contest for Teens: (All locations)

CFJH Outreach: 14

School Visits: 55

TEEN UPDATES Our department continues to get ready for our teen summer experience. This month, we also concluded our Annual Spring Bookmark Contest for teens. The theme this year is *Underwater*. We had 33 entries across all branches. The contest entry period closed on April 18th, the voting period was April 20th-25th, and the winners were announced on April 27th. The 2026 winners were Alina (11-14 age group) and Stella (15-18 age group). You can grab a FREE bookmark by either winner at any of our branches starting June 2nd through August 31st.

SPECIAL WORKSHOPS In April, we partnered with Glacier Bank and provided a savings workshop for teens. Teens received practical advice, discovered easy strategies to meet their financial goals, and tested their knowledge in a FUN game of Financial Jeopardy. This program was well received by our teens. I look forward to partnering again with Glacier Bank and hosting something similar next year.

SCHOOL GROUP VISITS & OUTREACH We had a return visit from St. Matthews 6-8 grades. They returned material, toured the first and second floor of the library, and explored the Teen Zone. The teens participated in making underwater-themed bookmarks for our bookmark contest and also checked out materials to read at home. (55 total)

Columbia Falls Junior High (CFJH)-

This month we brought outdoor gardening exploration to Columbia Falls Junior High with *Pocket Gardens*. The middle school kids chose a succulent, decorated their container of choice, and gently rehomed the plant into its new habitat. They did a great job decorating and were delighted to adopt a plant and take it home with them. (14 total)

Bigfork High School-

We have not been able to set a definite date with BHS on outreach opportunities with the library this year. At this time, we have decided not to pursue any further. In the future, if BF middle school or high school show any interest we will revise and try again then.

**YOUTH SERVICES LIBRARIAN
BECCA JOHNSON
MAY 2026**

CHILDREN'S DEPARTMENT UPDATES

Youth Services enjoyed a slight reprieve from class visits, outreach events and busy Storytimes this last month. We took advantage and have been able to finalize summer program plans and get our storage spaces ready for additional program supplies. In Kalispell, we rearranged our YS staff space and are benefitting from a large table and extra floor space to prep our summer programs.

EARLY LITERACY STORYTIME (0-5 YEARS)

Spring storytimes are so much fun! We love to read stories about rainy, windy weather or baby chicks and bunnies. The picture book possibilities are abundant. Singing songs about the rain paired with rhythm sticks or egg shakers encourages phonological awareness but is also just noisy and joyful.

APRIL ATTENDANCE

KALISPELL – 406(13 PROGRAMS)
COLUMBIA FALLS- 200 (13 PROGRAMS)
BIGFORK- 214 (13 PROGRAMS)

KIDS WORKSHOPS/SCHOOL VISITS (6-12 YEARS)

APRIL ATTENDANCE

KALISPELL- 150 (4 WORKSHOPS)
COLUMBIA FALLS-93 (5 WORKSHOPS)
BIGFORK – 74 (5 WORKSHOPS)

SPECIAL PROGRAMS

SENSORY PLAY SATURDAY ATTENDANCE

KALISPELL – 63 CHILDREN/ 55 ADULTS
COLUMBIA FALLS- 9 CHILDREN/ 8 ADULTS
BIGFORK – 15 CHILDREN/10 ADULTS

DOLLY PARTON IMAGINATION LIBRARY

Flathead County Library continues to serve as the partner affiliate for Imagination Library. Getting a book in the mail is so valuable to many families in the Flathead and we are happy to play a role in making that happen.

ACTIVE CHILDREN ENROLLED: 2,910
GRADUATED FROM PROGRAM: 1,355

BLUE RIBBON

I attended the annual Blue-Ribbon Event hosted by The Nurturing Center. Events like this provide a great service to families but also give organizations the opportunity to network, coordinate and build community.

COLUMBIA FALL BRANCH MANAGER
LIZ CAMARILLO
MAY 2026

Liza is doing an excellent job keeping programs running smoothly. As we reach the end of the school year, we have a full schedule of class visits ahead. I can't say enough about how grateful I am for Liza. She is not only an outstanding staff member but also has a wonderful connection with our patrons. Parents, in particular, truly value her and often seek her out because of the genuine interest she shows in their children's educational well-being. We hope to hire someone soon who can help ease the pressure of her covering so much of the programming.

Members of the CFLA, Carmen and Holly, stopped by to deliver the check for the new public color printer. We are once again incredibly grateful for their generosity. This addition will greatly improve the flow of color printing and copying for our patrons, while also helping to reduce troubleshooting time for staff. Sam will be the one to install it.

Adult programming in Columbia Falls will be taking a break for the summer, except for a couple of presentations and a zone event, all of which will take place in July. We will resume programming in the fall with some new added workshops.

The City of Columbia Falls has been busy installing sidewalks all around us. They have also torn up the street to the south of the building for renovating, and blocked off the street to the northwest, making parking real difficult for patrons. As a result, late last month and earlier this month we have seen lower numbers for programs and library visits. Patrons seem to be working around the dilemma, and are starting to find their way around the construction, so we hope numbers will begin to pick up.

**ADULT PROGRAMMING LIBRARIAN
BIGFORK BRANCH MANAGER
DEIDRE MCMULLIN
MAY 2026**

With Library Advisor Morgan joining our team in Bigfork, we are now fully staffed! Morgan will handle the Youth Services programming that has been covered by staff from Kalispell since our previous advisor left on maternity leave. It's been fun having staff from other branches helping out here, but I think we are all breathing a sigh of relief to have the position filled. Morgan is an excellent coworker, and we're so lucky to have her here.

I've completed most of the planning for our summer adult library programs. Much of our content will be connected to the America250 celebration, using suggestions from the Montana 250 Commission. We have a new bingo card with challenges related to celebrating the history of America, and we've planned several additional activities, including a performer who will play and sing songs celebrating 250 years of American music, as well as a community sing-along of patriotic songs at the Columbia Falls Library. Tony Edmundson will read the Declaration of Independence aloud on the Fourth of July, and we're hoping that people will watch the parade on Main Street and then join us for the reading.

I have scheduled four speakers from the Humanities Montana *Our Montana Voices* Speakers Bureau, funded through a grant from the Montana 250 Commission.

Our Montana Voices Speaker Series

• **Louise Ogemahgeshig Fischer: Living with the Land**

Explore Anishinaabe traditions, history, and cultural ways of life through stories, songs, and artifacts with elder Louise Ogemahgeshig Fischer.

Bigfork – June 27, 4–6 p.m.

• **Elizabeth Barrs: The Veteran's Experience and Military Culture**

Learn from an Army combat veteran and Veterans Studies instructor through powerful, personal perspectives on the American experience.

Northwest Montana History Museum – July 3, 4–6 p.m.

• **Philip Page: Cowboy Music and Authentic Storytelling**

Montana cowboy, musician, and storyteller Philip Page shares the early history of the West through song, images, and stories.

Columbia Falls – July 24, 4–6 p.m.

• **Lailani Upham: Connecting to Land Through an Indigenous Lens**

This place-based talk explores how Indigenous stories, history, and lived relationships with land shape conservation in real and practical ways.

Glacier Institute Columbia Falls Nature Center – September 4, 5–7 p.m.

Larry Almeida: American Songs and Solos for Classical Guitar

Enjoy a lunchtime performance celebrating 250 years of American music with classical guitarist and vocalist Larry Almeida.

Kalispell – June 9 at noon

Declaration of Independence Reading

Head Librarian Tony Edmundson brings the fun with a lively reading of the Declaration of Independence on the front steps of the library after the Kalispell Fourth of July parade. Stick around, celebrate with your neighbors, and don't miss the outfit!

Kalispell Library front steps – July 4, after the parade (around 11 a.m.)