

**PUEBLO CITY-COUNTY LIBRARY DISTRICT BOARD OF TRUSTEES  
WORK SESSION MINUTES**

**August 16, 2016**

**I. CALL TO ORDER AND ROLL CALL**

Ms. Pickman, Vice President, called the meeting to order at 3:00 p.m. in the Ryals Room on the 4<sup>th</sup> floor of the Rawlings Library.

Board Members Present: Fredrick Quintana, President; Donna Pickman, Vice President; Lyndell Gairaud; Philip Mancha; Jim Stuart

Board Members Absent: Marlene Bregar; Doreen Martinez

Attorney Present: Nicholas Gradisar

Staff Present: Jon Walker, Executive Director; Sara Rose, Chief Operating Officer; Jill Deulen, Technical Services & Collection Development Director; Rich Poll, Collection Development Librarian; others not recorded

**II. CORRECTIONS OR MODIFICATIONS TO THE AGENDA**     None

**III. DISCUSSION ITEMS**

**A. Book Clubs**

Ms. Pickman said Rich Poll, Collection Development Librarian, would present a report on current work by PCCLD to increase support for local book clubs.

Mr. Poll described his interest in book clubs and desire to start a book club that encourages people of different perspectives to get along, and he invited Board members to let him know if they know people who might be interested in participating in such a book club. Mr. Poll has led book clubs and book discussions, and he approached Mr. Walker to discuss his ideas on book clubs. What developed was the library placing an emphasis on book groups. The library has a number of book clubs, but there are a number of other book clubs throughout the city.

Mr. Poll demonstrated the web presence on the library website for book clubs, and he commented that this is an opportunity for the library to do a better job of serving book clubs. Mr. Poll reviewed services which include guidelines for book clubs, instructions for making requests, purchase suggestions and a listing of book clubs. The listing of book clubs currently features the library's book clubs but could be expanded. He demonstrated a link to a brochure showing books planned for the Pueblo West book clubs. Mr. Walker pointed out the home page features how the library can support book clubs with space or materials.

The webpage is not currently available publicly as it continues to be developed, but it is expected to be public before the end of the year.

**B. Colorado State University-Pueblo Library**

Ms. Pickman said Jill Deulen, Technical Services & Collection Development Director, would present a report on a new project with the Colorado State University-Pueblo Library.

Ms. Deulen presented "Library @ the U," a collaboration between PCCLD and CSU-Pueblo. Ms. Deulen had worked at the CSU-Pueblo library and Rhonda Gonzales, who had been on the Library Board, is the Dean of Library Services. Ms. Deulen said this also fulfills the PCCLD strategic goal of strengthening community partnerships. This gives the library the opportunity to reach out to a different segment of the community with a new customer base of CSU-Pueblo students and faculty, provides access to content not currently available, and will increase use of PCCLD online resources. The libraries are shooting for implementation by the end of September.

Ms. Deulen said the project involves PCCLD building a small rotating collection of popular fiction, nonfiction and DVDs, and CSU-Pueblo will be installing Sirsi on a circulation computer to enable

## WORK SESSION MINUTES

August 16, 2016 — 2 of 4

university library staff to create library cards and check items in and out. One of CSU-Pueblo's public computers will be set up to display PCCLD resources. CSU-Pueblo students and faculty will be able to request items from PCCLD, and a PCCLD staff member will courier items to CSU-Pueblo twice a week.

Ms. Deulen said the library has been working to build the collection of books, and she explained they have been able to use credits from Baker & Taylor for those purchases. The collection is focused on fiction and nonfiction items not usually found in a university library. Once students and faculty get a library card they will have access to online databases, Freeding, and the Cloud.

There was discussion of what would be considered a success, and Ms. Deulen explained Library @ the U users would be identified with a location code to measure the number of library cards issued there, circulation, and she expects the use of digital resources to increase. Ms. Deulen responded to additional queries by explaining that Library @ the U would sign up for library cards, and CSU-Pueblo would not be accepting payments for PCCLD fines. There was additional discussion of the impact at Barkman which is expected to ease, CSU-Pueblo is paying for courier service, the collection will be rotated in the district so the cost to the library will be minimal, and both institutions will take part in promoting the program. A comparison between the libraries found very little overlap in digital resources and advantages in terms of digital access to resources such as newspapers.

Mr. Quintana expressed enthusiasm for the project and suggested a review in six months which should include a representative from the university to provide their perspective.

### **C. Revisions to Board Assessment**

Ms. Pickman said the Board Development Committee had reviewed the Board assessment process and would present recommendations for revision.

Ms. Gairaud distributed the revised Board Assessment, and it should be more understandable. Ms. Gairaud said the Board Development Committee reviewed assessments from a number of other libraries. The revisions did not eliminate much, but the wording was changed to make the language easier to follow. Ms. Gairaud said if the Board agrees to the revisions, the assessment will be placed online. Ms. Gairaud expects the committee will meet again in September or October, and she invited comments from the Board.

Mr. Stuart suggested Board members test the revisions by filling it out, and Board members agreed that would be a good way to evaluate it. Board members were asked to complete the assessment, note any suggestions, and return those to the next Board meeting.

Specific items on the assessment were discussed briefly, and a suggestion was made to include a tour of the building as part of Board orientation.

Ms. Gairaud said the Board Development Committee discussed procedures being considered to refresh employee recognition events. It was suggested that Board members present awards for two quarters as part of Staff Development Day when employees are all together for training, and the other two quarters would be recognized before Work Sessions. There was discussion of advantages for employees, and the Board expressed a preference for holding the recognition events twice annually during Staff Development Day. Mr. Stuart cautioned that the awards should be as brief as possible to avoid interference with training.

Ms. Gairaud said the committee discussed the Board mixer which is still being put together. Ms. Martinez spoke with Dustin Hodge from the Friends of the Library who suggested it becoming an annual event with sponsorship and responsibility being rotated among the Boards. Ms. Gairaud said Mr. Walker indicated the cost this year could be absorbed by the library. Mr. Walker said the goal of the mixer is each of the respective Boards that work for this institution would be strengthened by building relationships between those Boards.

Dr. Mancha added that he thinks the Library Board could also benefit by having a mixer of its own for the same reasons and to develop better cooperation. There was discussion of the benefits gained by Board members having an opportunity to visit socially, which usually only occurs during

## WORK SESSION MINUTES

August 16, 2016 — 3 of 4

conferences such as CAL or PLA which also gives them the chance to talk about what they learned. It was agreed the Board should first focus on the mixer with the Friends of the Library and Foundation Boards.

Ms. Gairaud also discussed Mr. Stuart's recommendation for the Board to have a way to recognize extraordinary performance. The Board Development Committee discussed a monetary award but felt that paid time off would be a better option because it would not require a budget and would not necessarily be presented annually. Mr. Walker said the cost of paid time off could be absorbed by the substitute budget. Ms. Gairaud said the next thing for the committee to do is establish the criteria and welcomed any suggestions.

Dr. Mancha said he had been impressed to see CSU-Pueblo donors featured in the newspaper and suggested doing something similar. Mr. Walker said that could be done either with paid advertising or a press release. Mr. Walker said the committee discussed a process with a Board member sending a nomination to the Board Secretary who would then forward the nomination to the Board President and Executive Director, and the Board President would establish a Recognition Committee of no more than two Board members and the Executive Director to consider the merits and make a recommendation which would become a Board agenda item. Mr. Walker commented that there are employee privacy issues, and this process would allow the library to respect the confidentiality and privacy of the employee before it becomes a public item before the entire Board. Ms. Gairaud also suggested checking the law about what can be said publicly about performance that goes above and beyond. The committee is still working on this.

### **D. Q2 Annual Plan Update**

Ms. Pickman said an update report on the PCCLD Annual Plan would be presented.

Mr. Walker distributed the updated Q2 Annual Plan and was pleased to report there had been good progress on most of the thirty-two objectives. Some objectives had been completed, and a few have yet to commence. Mr. Walker said about half are completed or close to that point.

Mr. Walker said there is one objective, item XXIV on page 14 to rebid banking services, he expects the library will forego this year. Mr. Walker explained there had been so much going on in Finance this year, and banking services are working fine so there was no need to rush; however, the HRIS and payroll systems are not in the objectives but need to be enhanced. Mr. Walker described a few recent incidents and effectiveness issues which necessitate taking a hard look at other HR systems instead. Mr. Walker said there may be a request for Board approval before the end of the year because the best point to transition will be at the end of the year.

Mr. Walker said that was the only item that is not expected to be completed. He encouraged Board members to review the document in detail and let him know if there are any questions.

### **E. Library Customer Privacy**

Ms. Pickman said a proposed change to Confidentiality of Library Customer Records policy would be presented for discussion.

Mr. Walker referred to the recommended changes provided in the Board packet and noted that the changes quote the law directly rather than the paraphrasing used in the policy previously.

Mr. Walker commented that the law goes further in stating that disclosing that a person has used the library is a criminal offense. This clearly states that information is confidential, and staff should treat it as such.

Mr. Walker said in the 21<sup>st</sup> Century, the library may not have full control of a customer's information because the library has put a third party into the mix, e.g., Hoopla, 3M, etc. It may be that the library needs to be acknowledging that to the public and what the legal liabilities are. Mr. Stuart suggested there should be a cautionary statement for customers using an online resource to let them know their information is outside the purview of the library.

Mr. Walker said the change being proposed does not address any of this, but has merely been changed to reflect what the law says, but there is a deeper issue to be discussed.

## WORK SESSION MINUTES

August 16, 2016 — 4 of 4

Dr. Mancha said he had looked at privacy policies after returning from PLA and discovered that privacy did not come up in the policy manual, but confidentiality did. He questioned whether privacy and confidentiality are equivalent, and essentially confidentiality deals with data while privacy deals with people. Dr. Mancha questioned whether the library may have a hole in its policies. Dr. Mancha distributed a message to library users explaining why “Your Privacy is Important to Us,” and Mr. Walker said this proposal is a starting point for discussion. Mr. Walker said the issue of third-party access could be as simple as an acknowledgement that library users understand that by using a certain database they could be giving up some rights to privacy, and there could be discussion of what is reasonable and what privacy policy is. Most database providers are trusted partners in a similar arena. Mr. Walker said they discovered OverDrive was reselling information and using it in ways that had not been expected. Mr. Walker explained Pueblo Library may have little impact, but by working with the entire library community, vendors are more likely to change.

Mr. Walker concluded that his recommendation is that the Board consider adopting the Confidentiality of Library Customer Records policy at the next Board meeting. Board members agreed to add this to the August meeting agenda.

### IV. ADJOURNMENT

Ms. Pickman reminded Board members that the Regular Board Meeting will be held on Thursday, August 25 at 5:30 p.m. at the Greenhorn Valley Library at 4801 Cibola Drive, Colorado City.

There being no further discussion, the Work Session adjourned at 4:20 p.m.

Respectfully submitted,

Jane Carlsen  
Secretary