

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

**March 14, 2017**

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

Mr. Quintana, 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: Donna Pickman, President; Fredrick Quintana, Vice President; Marlene Bregar; Lyndell Gairaud; Philip Mancha; Doreen Martinez; Jim Stuart

Attorney Present: Nicholas Gradisar

Staff Present: Jon Walker, Executive Director; Jill Deulen, Technical Services & Collection Development Director; Janina Goodwin, Rawlings Library Manager; Sherri Baca, Chief Financial Officer; others not recorded

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

**III. DISCUSSION ITEMS**

**A. University and College Partnerships**

Mr. Quintana said Jill Deulen, Director of Technical Services & Collection Development, would provide an update report on the new PCCLD satellite services at CSU-Pueblo and PCC libraries.

Ms. Deulen provided a presentation on Library @ the U and the Library @ PCC program and reviewed some background behind the initiative. A photograph was shared of the collection area at Library @ the U taken on the day it was launched. Ms. Deulen acknowledged Mr. Stuart representing the Library Board, the president of CSU-Pueblo, and Rhonda Gonzales as Dean of the Library for attending the launch, and announced several students signed up for library cards that day. Ms. Deulen reported circulation since opening has reached nearly 1,500 with the majority being DVDs. *(Ms. Gairaud arrived during the presentation.)*

On January 25, the library launched the Library @ PCC which operates with a very similar concept, and there have been 342 checkouts, and about three-quarters of circulation were DVDs.

Ms. Deulen reviewed the benefits of the partnership to PCCLD and the colleges, the costs to PCCLD with CSU-Pueblo paying the costs of courier service, and future plans. Ms. Deulen concluded that PCC had reported that PCCLD checkouts represented about twenty percent of its circulation.

Ms. Bregar suggested the library put posters about the service in every building to remind everyone on campus the PCCLD collection is in the library because students and staff may routinely visit the same buildings each day. Ms. Deulen added that material in the campus collections cannot be placed on hold, and some library users have gone to the campus libraries to pick up popular items to avoid waiting for a hold.

Mr. Walker asked Ms. Deulen to discuss a recent security breach with Lynda.com. Ms. Deulen said Lynda.com is one of the library's databases that provides a variety of classes, and the vendor notified the library it had been hacked and the potential exposure of customers' names, email addresses and classes viewed. Ms. Deulen said Daniel Gaghan, the ILS Administrator, sent a library notice to customers with the information provided by Lynda.com. The problem was that not every customer is familiar with Lynda.com, and many customers were confused by the message. Only 372 customers had actually accessed Lynda.com.

Since this incident, staff have been talking about how to handle situations like this going forward, and there are plans to update policies and procedures for giving customers information and to make sure customers understand who they are giving their information to.

The Board discussed concerns about how vendors handle customer information and the length of time it took the vendor to notify the library to give users an opportunity to protect themselves.

## WORK SESSION MINUTES

March 14, 2017 — 2 of 5

Mr. Walker said the incident had revealed a flaw in the policies and procedures, and as part of the process of reporting this breach to insurance, some best practices have come to light. One of those is for the institution to identify a position that is the “Chief Privacy Officer” to insure proper protocols are followed. Mr. Walker said he learned of the issue when he received the email and was contacted by a reporter from *The Chieftain*. Mr. Walker concluded that he wanted the Board to be aware, and the library is still working through the process of insuring its practices are updated. What was learned is the importance of notifying only those who are impacted.

Ms. Pickman suggested the library use a disclaimer so a user is aware when leaving the library’s website and entering a vendor’s website. There was additional discussion that the breach did not affect financial information and only involved a limited number of patrons, the need to update policies and procedures to reflect changes brought about by the digital age, and Dr. Mancha suggested the library get together with other public libraries in the state so libraries can act as a consortium when dealing with vendors on privacy matters.

### **B. Security**

Mr. Quintana said Janina Goodwin, Rawlings Library Manager, who oversees PCCLD security initiatives, would provide an update report on current safety and security trends at the library district.

Ms. Goodwin reviewed the goals of security in the library to provide a safe and secure environment for library staff and visitors, provide a comfortable and welcoming environment for all customers, maintain a healthy and clean environment and protect library materials and property. Ms. Goodwin said she works a lot on staff awareness since they are the first responders. There are Rules of Conduct with emphasis on behavior, the library contracts with security personnel, and staff provide excellent customer service. Ms. Goodwin reviewed initiatives undertaken in 2016 which included reviewing and retraining on the Rawlings Fire Evacuation plan and establishing a PIC (Person In Charge) phone which is now a cell phone so the PIC can take it out of the building in case of an evacuation or an incident in the parking lot. The Rules of Conduct were updated to include dispensing noxious chemicals. The scope of TNT was enhanced to include night patrols to include the Lucero Library and check all the nooks and crannies of the buildings before closing. Security training was emphasized on staff development day. Ms. Goodwin develops a “Hot Topic” to discuss with staff, and a recent theme had been harassment where they discuss what it looks like and what to do when it happens so staff become more confident when dealing with issues. That confidence has resulted in increased use of incident reports. The library recovered two stolen laptops in 2016, and they recovered another one earlier this year. Ms. Goodwin showed a graph showing the number of incidents reported by location and the topics, although incidents do not always fit into a category. Incidents might not have any malice, such as an overnight alarm going off or a slip and fall accident, but staff document it so the library has the information. Theft might include theft from another customer, and there is not much the library can do but document it, encourage the victim to notify police, and cooperate with law enforcement to provide video footage.

Ms. Goodwin said her role is to guide staff so they know what to say and do. Staff learned a five-step method from police to de-escalate situations and know when to gather support. Ms. Goodwin spends a lot of her time dealing with suspensions and reinstatements. A PIC or supervisor may issue suspensions, but Ms. Goodwin meets with them before they can be reinstated. Ms. Goodwin talked about the boundaries considered inside or outside the library, and staff watch out for laws being broken and emergencies. The Rules of Conduct apply within the courtyard and in the building, and she discussed how staff address loitering and sleeping. If staff see any laws being broken, staff will notify police.

Ms. Goodwin reviewed what is going well, and she has seen the growth of staff confidence in handling security situations and learning to intervene before behavior gets out of hand. Ms. Goodwin has established a relationship with law enforcement. Some of the challenges are bored customers, and staff work to provide positive engagement opportunities. Community issues come into the library which includes homelessness, substance abuse and gang activity, and the library works to address the behavior and be aware how to partner with the community. Plans for 2017 include a review of policies, an RFP for contracted security service, theft study at Rawlings, expanding fire/communication

## WORK SESSION MINUTES

March 14, 2017 — 3 of 5

procedure development and training to branches, bi-monthly hot topics, organization of incident report records, and continue to build confidence and empowerment of staff to address security concerns.

Ms. Pickman said Ms. Goodwin is doing a great job. Ms. Gairaud asked if she ever feels like it is more than one person can do, and Ms. Goodwin said anytime she begins to feel overwhelmed she will talk with Mr. Walker or focus on the positive aspects of library service for a while.

Mr. Walker said Ms. Goodwin is very competent. Mr. Walker commented that the library has become a busier place in all respects during his thirteen years. One of the reasons the library has become more organized about security is the need has grown, and traffic continues to increase. The community has more vagrancy in his anecdotal experience. Mr. Walker welcomed any recommendations.

### **C. Mill Levy Elections**

Mr. Quintana said an update report on information regarding mill levy elections would be provided.

Mr. Walker said the Board started talking about the budget in conjunction with TABOR, Gallagher and the flat revenue year. The County is starting to reflect on those projections now. Mr. Walker said the library will know more in April when the Legislature sets the residential ratio which has been recommended to move from 7.96 to 6.56 according to the recommendation from the Department of Local Affairs. In August, the library will get the projected numbers from the Assessor. Mr. Walker commented on the difficulty of managing increasing costs with decreasing tax revenue. The library is levying the maximum allowed by the community at 5.25 mills, and to change that would require an election.

Mr. Walker distributed presentation slides of a recent webinar sponsored by the State Library. Mr. Walker said this provides a very good primer on how to conduct an election for local governments in Colorado. The first step would be to adopt a resolution prepared by legal counsel to hold an election, have a plan of specific needs, and the Fair Campaign Practices Act governs what you can do after the resolution has been passed. The library can provide facts, but it cannot campaign, and there are very specific rules. Ultimately, the County Clerk would put the language on the ballot.

Mr. Walker also provided a link to another webinar which was a case study of the Arapahoe Library District's recently completed successful election. It was well done, covering topics such as building relationships, telling the library's story, hiring campaign consultants, Fair Campaign Practices Act, and the important role played by the Friends of the Library.

Mr. Walker said what he would take away is the need to continue to build the case to determine whether an election is necessary, build relations, and develop key partners. The Board will need to watch what happens this year with budget and be able to specifically identify how additional mill levy revenue would be utilized. Mr. Walker said that would be the next step in the process.

Ms. Bregar commented on the importance of making it known how the deficit impacts the library and what will not be provided that year. There was discussion of the preparation required, and it was noted that if the Board were to decide today to have an election it would take two or three years. Mr. Stuart pointed out there is some strategy in terms of when to have it, but serendipitous things can happen that are beyond our control.

Mr. Walker offered to take any further direction from the Board. Mr. Walker will continue to work with staff to update the Capital Replacement Plan to get an idea of how well funded the library is in maintaining the capital investment and bring that into focus.

### **D. Marijuana**

Mr. Quintana said an update report on the proposed marijuana store near the Rawlings Library would be provided.

Mr. Walker announced the marijuana store across from the Rawlings Library will not happen, and he asked Mr. Gradisar to provide an update. Mr. Gradisar said there were eight applicants for licensing marijuana stores north of the river and seven applicants south of the river. The City Marijuana Board met with all fifteen applicants, and the top four from each side will be called back to get a potential license, although the City had not yet set that procedure. The White Diamond Rx shop across the

## WORK SESSION MINUTES

March 14, 2017 — 4 of 5

street on Abriendo was ranked sixth, so the only way it could come back is if two applicants were not granted licenses which is unlikely.

Mr. Gradisar said an appeal was filed on the administrative decision that the 300-foot buffer did not count in this case, and the library was able to split the costs and attorney fees with another interested party. After the appeal was filed, Mr. Gradisar learned the City plans to do away with that buffer language with regard to residential use, and that is scheduled the day before the appeal hearing, which would make the library's case moot. Mr. Gradisar will withdraw the appeal and is having discussions to try to recover the \$1,000 cost to file the appeal. There was a discussion of posting the notice of hearing.

Mr. Stuart asked about asking the City to include buffer zones to libraries. Mr. Walker described a number of activities that have been going on behind the scenes, and the library has been represented at a number of public events. The 300-foot buffer zone is a City Ordinance that was adopted in December, and there will be a public hearing on March 27 to change the ordinance to remove "residential use." The library has pointed out to City Council that it could also change the rule to include libraries with schools to give them a 1,000-foot buffer zone. In light of those developments, good public policy would dictate that there be a buffer zone for public libraries. Mr. Walker and Dr. Mancha met with City Council President, Steve Nawrocki, and he was sympathetic. Mr. Walker said there is more history with medical marijuana, and it is not uncommon for public libraries to be included as a sensitive use area. Mr. Nawrocki recommended talking with others, and Mr. Walker has had a chance to talk to some, and he would continue to lobby to get the four votes needed to get the buffer for public libraries in case this crops up again. In the near term, it appears there will not be a store across the street from the Rawlings Library.

Ms. Bregar asked if it would be appropriate to also broach the subject with the County, and Mr. Walker said he would be happy to have that conversation. Mr. Walker said he is not sure if there is a similar statement in the County's rules, but it is timely right now and could set a precedent for setting buffer zones with the County. Mr. Walker commented that it is interesting that different people, including those who support marijuana, have complimented the library on its stance.

### **E. Urban Renewal**

Mr. Quintana said an update report on the proposed urban renewal agreement would be provided.

Mr. Walker said there was a meeting with Pueblo Urban Renewal Authority (PURA) last week, chaired by Jerry Pacheco, with all the taxing entities represented except Thunder Village. Mr. Walker said there was a meeting the day before with consensus from the taxing entities that the PURA proposal was a non-starter. PURA put forth a proposal that abridged the rights taxing entities received in the legislation passed one year ago. During that meeting representatives from the taxing entities wanted to go into the meeting with PURA with the idea of finding out what PURA needs right now and speculated that the top two issues were likely the parking garage and Vestas, which was confirmed the next day. PURA wants to refinance the downtown parking garage because Vectra has a call on that note, and Vestas owes the Board of Water Works money that was not in the current agreement. Those were PURA's top two priorities, and the taxing entities suggested PURA put together agreements for those two issues specifically. Jerry Pacheco said he would do that and have it back to the taxing entities, but they have not seen it yet.

Ms. Bregar said Jerry Pacheco announced the meeting had taken place, and they will start with the Downtown Urban Renewal Area which includes the parking garage. Ms. Bregar said the PURA Board had not seen anything, but Jerry Pacheco has asked Vectra Bank to give him the specific language needed to satisfy its requirements before it is presented to the taxing entities. The bank's concern is that the stream of revenue will not be there without approval from the taxing entities. That project has a May 31 deadline.

Mr. Walker said it occurred to him that the Urban Renewal attorney has been detrimental to the process, and the taxing entities were hoping to recommend using Doug Piersal rather than Paul Benedetti. Mr. Walker believes Paul Benedetti has other interests in mind. There is a feeling some people want the House Bill to be proven not to work, and Mr. Walker believes Paul Benedetti is part of

## WORK SESSION MINUTES

March 14, 2017 — 5 of 5

that effort. Mr. Walker thought about calling Jerry Pacheco to express that, and Ms. Bregar said that she did not believe it would hurt.

Ms. Bregar said Don Banner is now the President of PURA Board, and the configuration around the table has changed. Don Banner is very forceful that this attitude needs to change, and he has been meeting with City Council about the HARP project, emphasizing PURA must get beyond this. Ms. Bregar said Paul Benedetti is from Boulder, and she is not sure he even acknowledges Pueblo as part of the state. Ms. Bregar believes PURA needs to figure out what will work for Pueblo. Financial responsibility rests with Urban Renewal, and it needs to step up and get positive support from the people around it. PURA could probably get it done without Benedetti who will want to leave the reference to the House Bill in any agreement. Ms. Bregar had asked Jerry Pacheco to look into the question of RTA, and he said there is RTA language in the Downtown Urban Renewal area.

Mr. Gradisar said one of the things that came up and for the Board to be aware of is PURA is talking about the Lake Avenue area that is generating revenue from Lowes. PURA wants to use it to help with financing on County 1-A projects. The Lake Avenue project is the only Urban Renewal area where there is no more debt, and PURA helped the City by building a Fire Station. Once the debt is repaid, the money should be returned to the taxing entities. There was additional discussion of how that money should be used, and Ms. Bregar indicated that PURA does not intend to extend the Lake Avenue TIF when it expires at the end of 25 years. The Lake Avenue project is the only urban renewal project making money.

### **IV. ADJOURNMENT**

Prior to adjourning, Mr. Stuart said he will not be able to attend the March meeting, and he wanted to let the Board know about the Home of Heroes Awards Ceremony to be held on Monday, April 3 at 7:00 p.m. in the Rawlings Library Ryals Room. Tom Kelly and Bob Patterson will be there to hand out the awards.

Mr. Quintana reminded Trustees that the Regular Board meeting would be held Thursday, March 23 at 5:30 p.m. at the Lamb Library, 2525 South Pueblo Boulevard. The Board Secretary will send a reminder the day before the meeting.

There being no further discussion, the Work Session adjourned at approximately 5:00 p.m.

Respectfully submitted,

Jane Carlsen  
Secretary