

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

November 13, 2018

I. CALL TO ORDER AND ROLL CALL

Ms. Martinez, President, called the meeting to order at 3:00 p.m. in the Ryals Room on the 4th floor of the Rawlings Library.

Board Members Present: Doreen Martinez, President; Fredrick Quintana, Vice President; Marlene Bregar; Philip Mancha; Jim Stuart

Board Members Absent: Lyndell Gairaud; Stephanie Garcia

Attorney Present: Nicholas Gradisar

Staff Present: Jon Walker, Executive Director; Sherri Baca, Chief Financial Officer; Maria Kramer, Youth Services Manager; others not recorded

II. CORRECTIONS OR MODIFICATIONS TO THE AGENDA None

III. DISCUSSION ITEMS

A. 2018 Summer Reading Program

Ms. Martinez said Maria Kramer, Youth Services Managing Librarian, would present a review of the 2018 PCCLD Summer Reading Program.

Ms. Kramer thanked the Board for inviting her and said it had been a fantastic year. Children who read end up years beyond their peers who do not read in achievement. Highlights included a 99% increase in the number of readers age 01-8 registered in the program, program attendance increased 53% which was a five-year high. Ms. Kramer attributed the increase in registrations to automatic registration using records from School Districts 60 and 70. Program increases were attributed to the library taking ownership of the Kids Day Parade, collaborative and hands-on programs, and Books in the Park. There was also a massive effort to get Summer Reading program information and reading logs to every student. Ms. Kramer said finishers increased by 99% which is every child who completed at least one reading board.

Teen and tween programming included parties, lock-ins, make-and-take programs, and the most popular were two- to three-day mini-camp series. Mini-camps offered teens and tweens an opportunity to socialize and learn something more complicated such as cake decorating where they were able to bring home a cake, screen printing where they were able to bring home a t-shirt, and music where they were able to write a song. Ms. Kramer said the mini-camps were so successful, there will be one offered at every branch in 2019.

The Kids Day Parade was managed by PCCLD for the first time with attendance of 800, and the Summer Reading kick-off event was attended by over 1,500 featuring a bounce house, Paw Patrol characters, rock painting, and visiting police and fire vehicles. The IdeaCon is Pueblo's only fandom event and had 1,249 in attendance which doubled from 2017 .

Ms. Kramer commented on the three-track model for family programming. It is interesting that attendance at performance events is decreasing while attendance is increasing for hands-on activities which speaks to a need and desire for more art and STEM activities. Books in the Park was expanded based on its success, and one more day was added at Bessemer Park, with Thursdays and Fridays at Fairmount Park. Ms. Kramer speculated that families may prefer going to the park than coming into the library to attend a performance.

Ms. Kramer discussed plans for keeping the ball rolling with the bar set so high, and they will continue to fine tune which requires a lot of behind-the-scenes work. There are plans to seek more community input which may include an educator focus group and parent survey. Ms. Kramer would like to add a third Books in the Park location which may require additional funding, and they are considering moving

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the Rawlings performance to the weekend. The IdeaCon may have outgrown the library so they are looking for a larger venue to host the event, but the library will continue to be a sponsor.

Next year's Summer Reading program theme will be, "A Universe of Stories." Ms. Kramer then offered to respond to questions.

Ms. Martinez asked about guest readers at Books in the Park, and Ms. Kramer said they had trouble getting guest readers and encouraged Board members to come out next year as guest readers. Ms. Martinez suggested inviting the Friends of the Library and Foundation Board to serve as guest readers as well, and Ms. Kramer said they would be welcome. Ms. Martinez also asked about grant support for the Summer Reading program such as the grant received for the eclipse since the theme could be tied into science. Ms. Kramer said they have looked into a grant that would loan a mobile planetarium, but there is also leftover equipment, such as telescopes, from a previous grant they will be able to use.

B. 2019 PCCLD Annual Budget and Plan

Ms. Martinez said an update to the Pueblo City-County Library District 2019 preliminary budget and plan would be presented. The preliminary presentation will be followed by a public hearing on the 2019 Budget and Annual Plan at the November Trustees meeting. The Trustees will be asked to adopt a 2019 Budget and Annual Plan, set the mill levy, and appropriate sums of money for the 2019 budget at their December Trustees meeting.

Ms. Baca said she will provide a synopsis of all changes made to the budget at the Budget Hearing on November 29. Most of the changes will be in the Capital Project Fund, and there will be some unspent funds from 2018 moved to 2019. In the meantime, she encouraged Board members to let her know if there are specific questions.

Mr. Walker distributed an updated Annual Plan for 2019. Mr. Walker commented on the library's selection as a 4-star library by *Library Journal* among 7,361 libraries in the nation. This selection puts Pueblo in the top tier with 257 libraries receiving 3-, 4- or 5-star designations. This accolade is based on data compiled based on overall circulation, library visits, program attendance, computer use, and this year included circulation of electronic materials. Mr. Walker wanted to start with that because it speaks to the planning and budgeting process, and in this document the Board would see references to the Star Library ranking as well as other accolades the library received this year. Mr. Walker believes these recognitions validate the planning process used by the library.

Mr. Walker said the Annual Plan aligns with the key results, Strategic Plan initiatives, as well as the budgeting process. The Annual Plan comes out of a process that includes participation from stakeholders including staff, Library Board, Friends of the Library, and the Foundation Board. The Annual Plan lists the high level objectives for the year and represents new initiatives, significant changes to existing initiatives, or things that may have significant impact to the budget. Mr. Walker then provided a detailed review of each of the objectives:

- I. *Achieve 100% staff safety training in order to attain 10% savings on PCCLD SDA pool insurance.*
- II. *Complete transition to the new Integrated Library System (Koha) and refine associated services and procedures.* Mr. Walker added that the ILS is the most extensively used tool by all Library District staff. It will "go live" on December 17, but it is important to come back to it in the coming months because of the many associated services it impacts.
- III. *Conduct a salary market study of jobs like those at PCCLD.* Mr. Walker commented on the need to do a survey every 5 years to insure the 30-40 different jobs in the library align with the market.
- IV. *Continue work to proactively respond to PCCLD revenue challenges posed by the state's Gallagher Amendment.*
- V. *Continue work toward reimagining and refreshing interior space of the Rawlings Library in alignment with contemporary and projected future public library use.* This was started this year and will include changes to the Capital budget.

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- VI. *Establish PCCLD employee power user curriculum to better ensure excellent customer service.* Mr. Walker said this is to make sure there is awareness and consistency around how public services employees use all the library resources that exist. Customer service staff are power users of the library; they know better than most how to get the right book, the right website, the right referral, so information needs can be met.
- VII. *Expand PCCLD Programs Dashboard to include other key results.* Mr. Walker commented on the dashboard used to help staff track successful and unsuccessful programming attendance, and they want to use the same sort of detail to track circulation experience in particular. Dr. Mancha asked if this is something unique to this library, and Mr. Walker responded it was developed by library staff and Kayci Barnett had referenced it last month in her presentation.
- VIII. *Finalize transition to updated financial accounting and procurement software.*
- IX. *Find a new purchase card vendor and implement associated changes.* Mr. Walker said there may be a better opportunity in the market place.
- X. *Finish process for updating guiding policies for employment and IT, and commence work to refresh finance policies.*
- XI. *Focus attention on building E-Circulation output.* Mr. Walker said when looking at the results in *Library Journal*, it became apparent this is one area where the library can build capacity. The results were about average, and they would like to excel.
- XII. *Formulate district policies and practices for making programming and “learning by doing” services.* This is becoming a big deal for libraries, and Mr. Walker used the example of Greenhorn Valley exploring offering canoes as a possible startling new service for libraries.
- XIII. *Implement Ingram Eidelweiss collection development software tool.*
- XIV. *Improve PCCLD’s information and referral services to help connect individuals seeking out community human services.* Mr. Walker said there is a lot of social isolation, and community information and referral is an important aspect of that. The library has made efforts at that in the past and needs to make sure staff have access to community referral information.
- XV. *Increase the bandwidth of the back-up Internet service to better ensure high quality user experiences.* The library cannot afford down time.
- XVI. *Initiate a pilot program for more site-based collection development.*
- XVII. *Participate with the Pueblo City-County Health Department as a distribution point for medications in the event of a community health crisis.* Mr. Walker said the library had been approached to serve as a point of distribution in the case of a crisis like a pandemic because library staff are considered front in line for those types of distributions.
- XVIII. *Prepare a new orientation and on-boarding program for new PCCLD employees.* There are opportunities for improving that process.
- XIX. *Refine PCCLD’s performance evaluation system based upon recommendations accepted from the PCCLD Performance Evaluation Review Committee.*
- XX. *Replace or upgrade capital assets in step with the district’s Replacement Plan.* Mr. Walker is pleased we have some bright spots in that analysis.
- XXI. *Revisit services provided at PCCLD’s satellite locations, such as Beulah and Avondale.*
- XXII. *Update collections program for delinquent payment on user fees.* The library has used a collection program that can be improved, and they would like to implement some changes.
- XXIII. *Visit again PCCLD’s outsourced IT systems and network administration agreements.*
- XXIV. *Work collaboratively with community stakeholders to help address problems presented by those facing homelessness in the community.*

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Mr. Walker has left room for additional recommendations, and offered to respond to questions.

(Mr. Quintana arrived during this discussion.)

Dr. Mancha said he was impressed the objectives were broad-based and diverse, some more directly related to library science, but all related to our community. Mr. Walker said every year the library sets high ambitions, and sometimes the library makes great progress, and sometimes things change. The process used to set objectives and reviewing the progress on an ongoing basis does show success. Mr. Walker said he will provide the 3rd Quarter update for 2018 at the November Board meeting.

C. Rawlings Library Renovation

Ms. Martinez said an update report would be provided on the project to renovate the Rawlings Library.

Mr. Walker said there had been a series of meetings, and he displayed high-level drawings and invited Board comments. Mr. Walker highlighted the proposed changes to the exterior of the building which included removing the road to provide added parking closer to the entrance, removing the courtyard walls and relocating the statue to expand the entry plaza, creating an outdoor maker space, and rounding off the road to move drive-up services. On the basement or garden level, no changes were contemplated. On the 1st floor, the entry would be moved with a bridge over the existing pool, going back to a traditional café, creating an area for new and popular material, space for rotating exhibits and the permanent InfoZone exhibit, and providing a large maker space. At the end of what is now the Bret Kelly B meeting room, there would be space provided for technical training. Mr. Walker pointed out a slight change allowing a better view into the meeting rooms. Mr. Walker said some of the contemplated changes had not really considered the organizational structure.

Mr. Stuart asked where the checkouts would be, and Mr. Walker said they would be close to where they are now. Mr. Stuart noticed the legend provides quiet reading space, but he did not see any quiet reading space, and Mr. Walker will make a note of that. Mr. Stuart acknowledged this will provide a lot of interest for visitors as they enter the building.

The 2nd floor will have the children's area, fiction, nonfiction, Hispanic collection, a distinct teen area, as well as a technology core, and literacy rooms.

Mr. Stuart expressed concern that the plan torpedoed the study rooms on the 2nd floor, and he notices those are used quite a bit. Mr. Walker agreed the library will want to continue to respect the ability for various groups to break into their own space.

Dr. Mancha asked for an explanation of the technology core, and Mr. Walker said the public computers would be in that space.

Ms. Martinez said from what she understands, this is a preliminary overview, and some of the questions they have today will be addressed as they hone in on the plans. Ms. Martinez asked when the groups will meet again. Mr. Walker said he intends to collect feedback, he has met with managers to get feedback, and he will be giving that feedback to the designers. The designers will try to integrate this feedback. This is a high level view which will be followed by schematics, drawings and cost estimates.

The changes on the 3rd floor are primarily an expanded vault and will expand the genealogy space to the training room area. The administrative staff wing is untouched.

The 4th floor will have expanded event space as well as the existing theater. Mr. Walker envisions that it will provide expanded space for events such as the Black Tie Ball, but the space could be segmented for medium-sized groups with movable partitions. The drawing shows a space that now overlooks the 3rd floor, and the designers contemplate flooring that to create a larger area. One of Mr. Walker's concerns was how much that will cost.

Mr. Stuart questioned whether the kitchen might also need to be updated to accommodate this much event space.

Mr. Quintana said one of the draws on the 4th floor are the views of the mountains and the city, and he expressed concern about how partitions might block some of those views, and he would like to be able to maintain that open feeling.

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Mr. Walker briefly reviewed the proposed changes as shown and noted that one important change is moving the maker space to the 1st floor.

Ms. Martinez thanked Mr. Walker for taking the time to explain it, and she agreed that maker space is happening and library users want to have creative space. She hopes the library will be able to finance these ideas, and it sounds like the direction the library should be moving within its current space.

Mr. Walker said one of the complaints he gets most often is a desire to have more parking adjacent to the entrance. Mr. Walker said this is a complex building. Although it is a work of art, it does create challenges from a functional standpoint.

Mr. Walker encouraged Board members to share any additional comments they may have with him.

D. 2019 PCCLD Holiday Dates

Ms. Martinez said the Board reviewed the 2019 holiday closures at the October 25 Board of Trustees meeting and made recommended corrections. The Board of Trustees may consider approval of the 2019 scheduled holiday closures.

There was brief discussion of the corrections made to the November 11 Veterans Day, removing "alternate day off," and changing the dates for Sunday before Christmas to December 22 and Sunday before New Year to December 29.

It was agreed this should be added to the November Regular meeting agenda.

E. Scheduled 2019 Meeting Dates

Ms. Martinez said the Trustees will discuss their 2019 meeting dates and locations. The Board of Trustees will approve their 2019 scheduled meeting dates and locations at the annual meeting in January 2019.

There had been some discussion when Ms. Gairaud indicated she was willing to continue working with the current dates. Ms. Garcia was not available to discuss her availability, but had some set dates and times that would make changes difficult.

The Board Secretary pointed out the February meeting at the Library @ the Y may not be available and asked if the Board would be willing to meet at Rawlings, and the Board consensus was that would be acceptable.

The Board will consider approval of the Scheduled 2019 Meeting Dates at the January Board meeting.

F. Pueblo Library Foundation Board of Directors Appointments

Ms. Martinez said the Trustees would discuss upcoming appointments for Pueblo Library Foundation Board of Directors. All appointments to the Pueblo Library Foundation Board of Directors require approval by the PCCLD Board of Trustees.

Mr. Walker said there will be three terms on the Foundation Board expiring at the end of the year. Dustin Hodge represents the Friends of the Library, Michael Voute is an at-large member, and Julie Rodriguez. Dustin Hodge and Michael Voute would like to be appointed for another term, but Julie Rodriguez is not available to serve, and the Foundation Board does not yet have a recommendation.

The Board of Trustees will be asked to consider approving Dustin Hodge and Michael Voute for another three-year term on the Foundation Board.

Ms. Martinez asked if the Foundation would be looking for a third appointment. Mr. Walker said typically the at-large recommendations come to the Board of Trustees as a recommendation from the Foundation Board. Since the Foundation Board does not yet have a recommendation, he does not expect a recommendation until February when the Foundation Board meets next. Mr. Walker said the Foundation Board looks for certain criteria. Michael Voute is a financial expert, and Dustin Hodge has done a great job and is also President of the Friends of the Library. Julie Rodriguez represented a major business here in Pueblo, and Mr. Walker expects the Foundation will be looking for someone in that same arena.

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It was agreed the approval of Dustin Hodge and Michael Voute to another three-year term on the Foundation Board of Directors should be added to the November Regular meeting agenda.

G. Bibliotheca

Ms. Martinez said a recommendation would be presented for payment for services with Bibliotheca for hardware and software services for 2019. This will require Board of Trustee approval as it exceeds \$25,000.

Mr. Walker referred to the document from Bibliotheca which is for the renewal of a contract the library has had for a number of years. Bibliotheca had come under the same contract with Sirsi, and the Bibliotheca invoice had been separated from Sirsi last year. Bibliotheca provides service and maintenance on the self-checkouts, 3M security gates and AMH sorters at Giodone, Greenhorn Valley and the Lucero Libraries.

This is included in the 2019 budget. The current year cost was \$57,600, and this is coming in a little less at \$55,934.

It was agreed the Bibliotheca service and maintenance quote should be added to the November Regular meeting agenda.

H. RFID Library Solutions

Ms. Martinez said an updated contract with RFID Library Solutions would be presented for Trustee consideration. This will require Trustee approval as it exceeds \$25,000 in cost.

Mr. Walker said the library entered into this six years ago when the sorters and AMH were installed for support and maintenance. The library originally had a one-year contract with five-year subsequent contract guarantee, and this is a three-year extension of that support agreement.

This is included in the 2019 budget for the recommended amount of \$63,800, which is a slight increase over the annual \$60,000 amount for the first five years. This support does not include the new libraries and is only for the Rawlings, Barkman, Lamb and Pueblo West Libraries. Mr. Walker recommended that the Board continue the maintenance contract for another three years.

Dr. Mancha asked if the vendor had been performing well. Mr. Walker said they were here on site doing annual support and working to make sure the equipment works with the new ILS system. Dr. Mancha said it is a lot of money, so he wants to make sure the history is positive.

It was agreed the RFID Library Solution three-year Service and Maintenance agreement for Automated Materials Handling should be added to the November Regular meeting agenda.

I. Microform Reader/Printers

Ms. Martinez said a recommendation would be presented regarding the procurement of microform reader/printers. This will require Board of Trustee approval as it will exceed \$25,000.

Mr. Walker said the library is in the process of purchasing four Microform Reader/Printers which will go into Special Collections and replace older models that are quite old. The library replaced a number of those last year. The total cost of the four units will be \$34,384 and is included in the capital budget. Mr. Walker said they went out to bid, and this was the low bid. The library had budgeted \$60,000, so the price of \$34,384 is well below the amount allocated.

It was agreed this will be added to the November Regular meeting agenda.

J. Executive Session

Ms. Martinez said the Trustees will enter into Executive Session to discuss negotiations and for the purpose of instructing negotiators and determining positions relative to matters that may be subject to negotiations pursuant to C.R.S. 24-6-402(4)(e).

The audience, with the exception of Ms. Baca, was excused at 4:28 p.m. upon Motion made by Mr. Quintana, seconded by Dr. Mancha.

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The Board reconvened in public at 5:03 p.m. upon Motion made by Mr. Quintana, seconded by Ms. Bregar.

K. Other

Ms. Bregar commented on an Urban Renewal Summit where she sat next to a University Technical Assistant where they talked about how they do things like technical planning and use of spaces. Ms. Bregar said there is some connection with DOLA (Department of Local Affairs). Although he was not from our region, Ms. Bregar asked if we use DOLA because it seemed to offer great resources. Mr. Walker said the library has used DOLA resources.

Ms. Bregar said the person she spoke with was excited to hear about redoing the space in this building. She encouraged him to visit, but does not know whether he had time before leaving town.

IV. ADJOURNMENT

Ms. Martinez reminded Trustees that the Regular Board meeting would be held on Thursday, November 29, at 5:30 p.m. at the Rawlings Library, 100 East Abriendo Avenue.

There being no further discussion, the Work Session adjourned at 5:06 p.m., noting they were only six minutes beyond the time estimate.

Respectfully submitted,

Jane Carlsen
Secretary