

**99PUEBLO CITY-COUNTY LIBRARY DISTRICT BOARD OF TRUSTEES  
REGULAR MEETING MINUTES  
5:30pm, March 23, 2023**

***This meeting was conducted inside the Friends of the Library Meeting Room  
at the Rawlings Library, 100 E. Abriendo, Pueblo CO. 81004***

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

Mr. Quintana called the regular meeting to order at 5:30pm. Ms. Jubert conducted roll call.

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| Board Members Present: | Fredrick Quintana, President<br>Doreen Martinez<br>Iris Clark<br>Stephanie Garcia<br>Jacquelyn Keith<br>Trisha Macias |
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| Board Members Not Present: | Dustin Hodge, Vice President |
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| Attorney Present: | Bart Miller, Atty. Collins Cole Flynn Winn & Ulmer |
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| Staff & Guests Present: | Sherri Baca, Executive Director<br>Terri Daly, Director of Human Resources<br>Nick Potter, Director of Community Relations<br>Amy Nelson, Associate Director of Public Services<br>Jill Kleven, Director of Technical Services<br>Thomas Defrates, Director of IT<br>Eric Tiffany, Jr. Systems Administrator<br>Rose Jubert, Secretary to the Board of Trustees |
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**II. CORRECTIONS OR MODIFICATIONS TO THE AGENDA**

Members of the Board of Trustees or the Executive Director may suggest corrections or modifications to the agenda at this time.

There were no corrections or modifications to the agenda.

**III. APPROVAL OF MINUTES**

OVERVIEW: Minutes of the Library Board of Trustee work session held on February 14, 2023, and the Library Board of Trustee meeting held on February 23, 2023, were published and provided to Board members prior to the meeting.

RECOMMENDED ACTION: That the Library Board of Trustees approve the minutes of meetings held on February 14, 2023, and February 23, 2023, respectively.

*Ms. Garcia made a Motion, seconded by Ms. Keith to approve the minutes of meetings held on February 14, 2023, and February 23, 2023. The Motion was approved.*

## **VI. REPORTS**

### **A. Executive Director Report**

#### **1. Barkman Library and Lucero Library Project Cost Analysis**

Sherri Baca, Executive Director presented a cost analysis on the Barkman Library and the Lucero Library expansion projects.

Prior to her report on the library branches, Ms. Baca announced the success of the Rawlings Library grand re-opening events. She reported that the community showed up in big ways for PCCLD! She commended staff on all they had done for the events especially Nick Potter and the Community Relations Team.

She also reported that PCCLD, as a subdivision of a governmental and being a 501c3 entity, were superfluously filing the 990 tax form since 1975. The library district's general counsel attorney found out that PCCLD no longer had to file the form saving the district thousands of dollars and the process many hours in staff time.

An update was given on the Barkman and Lucero project costs and the current redesigns of both libraries were reviewed. Key renovated areas inside of the Barkman library included; a newly renovated and expanded children's area, line of site view of the restrooms, a new meeting/conference room with afterhours access, completely new makerspace and teen areas, a separate employee breakroom, and a new outside book drop. The construction schedule for Barkman calls for construction to begin in August of 2022 with a forecasted nine-month closure. If they tried to keep the building open during construction it would take twelve-months. During closure, staff will be relocated to other branch libraries.

The first add alternate that was accepted was the expanded parking lot for \$109,780. The larger meeting room warranted more parking spaces. The other add alternate that was accepted was the ADA ramp and pedestrian bridge at a cost of \$162,639, this bridge connects the building with the park nearby.

The Lucero redesign was reviewed. Key renovated items included; a new entrance off of the parking lot, a new and larger meeting room with afterhours access, a completely new AV studio for recording purposes, a larger teen area, a relocated children's area, and a new staff break and workroom. Parking spots specific to staff were provided by Pueblo Community Health Center.

The estimated costs for each project were reviewed. \$6.4 million was the forecasted budget for both projects. Value engineering was conducted to cut some items for cost savings. Currently, \$584,000 has been cut from the project. Construction costs are coming in at \$6.3 million compared to the projected budgeted amount of \$4.7 million. Other costs were calculated to include; library interiors, project contingency, professional compensation /architectural and engineering fees, technology and equipment, and additional expenses and services. These items were added to the construction costs and totaled \$8,142,540 compared to the forecasted budgeted amount of \$6,400,000 for a difference of \$1,742,540 in additional costs. Funding of \$250,000 from the City of Pueblo ARPA grant was secured decreasing the total variance to \$1,492,540. Some reasons for this increase are due to supply chain issues and the overall economic climate change.

It was suggested that If the library has trouble fundraising the additional \$1.5 million dollars needed for both projects, a year can be taken between projects to let the cash build back up before starting the second library redesign.

Another option to assist with the deficit was the use of TIF monies. It was shared that PCCLD has approximately \$165,000 coming in annually in TIF money. PURA has offered to front numerous years' worth of this money to PCCLD. This money could be used toward the project.

It was asked if PCCLD has looked at a grant for outdoor improvements through the State since both libraries that are being renovated might qualify. It was shared that there might be money through GOCO (Great outdoors Colorado) which is funded through state lottery money. The City would assist the library through ARPA money or possibly a combination of ARPA and GOCO funds.

It was suggested that PCCLD could pay out of their funds for the Barkman renovation and then take two years to fundraise for the Lucero redesign.

## **2. New Website Design**

Nick Potter, Director of Community Relations and Development, will provide an update on the new PCCLD website.

The PCCLD website has 5 million page views per year. That equates to 30 page views per Pueblo County citizen per year. This does not include the people who go to the website and then go onto the catalog and access a secondary party website.

The website is not just used for information access or to advertise library events. It is used as a database for all of the website caching all of the minutes, financials, and board packets. It is also used as a database for obituaries. The website is also used for all of the library forms such as the Reading Pay's forms and the Board assessment.

The new website release timeline was reviewed which started on February 6, 2023 with the release of the top half of the main page to the staff and ending on March 13, 2023 with the release of the full website to the public.

A history of the website was provided. In 2010 a library website was created through Drupal and was managed by the IT department. In 2012 the site migrated to the Community Relations Department and Michelle Vigil was hired as the Website Manager. No new iterations had been made to the website since 2012.

A website design company, Interpersonal Frequency, was hired to help with the redesign of the new PCCLD website. Their focus was on user experience and specifically local municipalities and library districts. They conducted an analysis of the PCCLD website which was compared against 17 million public-sector digital users. The evaluation of website performance included the evaluation of page views, time on the site, and review the user bounce rate. A performance snapshot of the old site was given which provided insight on how successful and satisfied users were who utilized the library website and the mobile app.

Website analysis highlights included; most users were 65+, most users identified themselves as "casual browsers" who came to the website for physical and digital materials, events, and services. More than 40% of PCCLD's users use the website as their "hub" for accessing information.

Other key findings were reported. Visitors on mobile devices struggled to navigate the website, and first time visitors were less successful. Patrons found that exploring the site from the homepage was difficult, and the labeling the menu structure was somewhat ambiguous. Event seekers had the most success in finding what they wanted.

The new website will contain an announcement holder bar, menu/search bar, new releases and a monthly feature will be highlighted, as well as featured programs/services and rotating materials suggestions from staff. The navigation bar was demonstrated and how it is now much easier to find things on the website.

Themed months will be highlighted on the webpage, both primary and secondary events were highlighted.

It was asked if there was a way to track outside of Pueblo visitors to the website? Mr. Potter said that yes, those visitors are tracked. It was also asked if older Trustee packets will be available on the website. It was shared that 3 years works of archived board packets will be made available.

### **3. Patron Collections/Material Recovery Program**

Jill Kleven, Director of Technical Services, provided a report on the new Patron Collections/Material Recovery Program.

Ms. Kleven shared that this process will start in the next few weeks, the first part of the second quarter. This includes items that they have checked out but not returned and what the process will look like. There was a program in place but it was put on pause when Covid started.

There is a collection agency policy in place. It states that PCCLD does utilize the services of a collection agency to recover unreturned materials or outstanding fees. Notice will be provided to the customer prior to their account being submitted to the collection agency. If the items are not returned after the notice has been sent, then the collection agency is authorized by PCCLD to refer the delinquent account to a credit reporting bureau. This policy will stay in place, Ms. Kleven shared that there will just be some changes to the procedure.

In January of 2021 PCCLD went fine free, meaning the district no longer collects fines on overdue items. They still collected fees on materials that were considered lost or damaged. The fees help to pay for replacement items. The exception to this is children's materials and ECF grant funded devices.

PCCLD worked with a company called Unique Management Services from 2000-2018 to help with collecting fines and fees. During that time over \$2 million in fees and returned items were recovered. In 2019 PCCLD started to work with a local collections agency, Wakefield, and collected on balances over \$50. An additional 20% of the total account balance was added as a collection management fee and given to Wakefield. Service was stopped with Wakefield when Covid hit and patron collections were suspended. In 2023 PCCLD decided to go back to Unique Management Services due to their high material recovery rate.

PCCLD has decided to go back to collections to aid with material recovery, and to get patrons back into the library. Also, the fees that are collected help to fund replacement items.

The process for collections was reviewed. When items totaling \$50 or more on an account become 30 days overdue, the items are billed to the account and are considered lost. At 51 days, the account is sent to UMS. UMS sends letters and makes calls through 150 days to the patron. Patrons either return the overdue material or pay their fines to restore their library privileges. The patron is instructed to pay their fees at the library.

It was noted that no student or minor accounts are sent to UMS and no actual credit reporting takes

place. Small balance accounts are handled with the library. Large balances don't prevent patrons from using e-resources. It was reiterated that there were no changes to PCCLD's Patron Collections Policy, only to the procedure.

The UMS plan is considered a passive collections plan, it is more about notifications, letters, etc. The more rigid collections plan could be elevated to small claims court.

**B. Friends of the Library Report**

There was no Friends of the Library report.

**C. Pueblo Library Foundation Report**

There was no Pueblo Library Foundation report.

**D. Attorney Report**

There was no attorney report.

**E. Employment Changes**

OVERVIEW: The Board of Trustees was asked to ratify the February 2023 Employment Changes as presented by the Executive Director.

RECOMMENDED ACTION: That the Library Board of Trustees ratify the February 2023 Employment Changes as contained in the Board materials.

*Ms. Martinez made Motion, seconded by Ms. Keith to ratify the February 2023 Employment Changes as contained in the Board materials. The Motion was approved.*

It was reported that there were six new hires in the month of February those of note were Thomas Defrates, Director of IT and Maria Kropf, Senior Accountant. The separations were reviewed and it was noted that the Chief Financial Officer was no longer with the district and that a recruiting firm had been contacted to assist with filling the position. Human Resources is also recruiting for several other positions and are making good progress.

**F. Financial Report**

OVERVIEW: Sherri Baca, Executive Director and acting Chief Financial Officer reviewed a report on the February 2023 bills and fund statements.

RECOMMENDED ACTION: That the Library Board of Trustees ratify the February bills and accept the February 2023 fund statement as contained in the Board materials.

*Mr. Quintana made a Motion, seconded by Ms. Martinez to ratify the February bills and accept the February 2023 fund statement as contained in the Board materials. The Motion was approved.*

Ms. Baca reported on the February 2023 Combined Balance Sheet. She shared that the report was very standard and consistent with the time of year. Some items were noted in the capital projects fund as owed to the general fund but this was due to a timing issue, they will flow through on next month's report.

The Statement of Revenues and Expenses was reviewed. At this time of the year the percentage

spent or collected should be at 16%. Total revenues were at 24% collected. Personnel had a new line item, CO Family Medical Leave Insurance (FAMLI). This program ensures that all workers have access to paid leave in order to take care of themselves or their family during life circumstances that pull them away from their jobs. At a previous meeting the Trustees had agreed to have PCCLD incur the full cost for the program. This line item was at 8% spent with total Personnel being at 12% spent. Total Materials was at 13% spent, total Facilities was at 9% spent both in line to what was spent last year. Total Operating costs were at 27% spent slightly higher than 19% which was spent in 2022. The grand total for expenditures was 14% compared to 13% in 2022. There was nothing unusual to report.

The Capital Fund Statement of Revenues and Expenditures for period ending February 28, 2023 was reviewed. The month was very quiet but it is anticipated that the month of March will show more activity.

The Payment History Report for February 2023 was reviewed. Nothing of note was discussed but it was suggested that the Trustees contact Ms. Baca if they have any questions.

The expenditures for February 2023 were as follows:

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| Total Payables                      | \$332,791.30 |
| Total Payroll                       | \$403,540.53 |
| Total Cash Outlay for February 2023 | \$736,331.83 |

It was asked if PCCLD's accounts are FDIC protected. Ms. Baca shared that PCCLD's funds are not at risk and are insured. She will have a full report on this at a later meeting date.

There was nothing of note to report on the P-card Transaction report. If there were any questions Ms. Baca asked that they be directed to her.

## **VII. BOARD COMMENT**

Ms. Garcia stated that she was disappointed that she was not able to attend the Rawlings re-opening events due to being short staffed at her place of employment.

She will also be reaching out to Ms. Baca about the Jr. Latino Chamber program and a partnership with PCCLD. They would need to utilize the meeting rooms and the resources that are available for their research. She would also ask for staff to present on how to access some of the resources.

Ms. Martinez made comment about the lack of staff attendance at the ribbon cutting ceremony for the Rawlings re-opening. Library branches were closed in order for staff to attend the ceremony. She recognized that this was not a mandatory event but was still deeply disappointed by the turnout, since this was such a historical event for PCCLD. She shared that it seemed to be the same staff members who participate in library events. She felt that those staff members who help with the events do so with a happy heart and the squeaky wheels are the ones who never participate.

She shared that her livelihood does not depend on her volunteerism to the Board of Trustees and to PCCLD. The amount of integrity the Trustees show as volunteers to PCCLD should be at minimum reflected in the employees they advocate for. She has an email that reflects these sentiments and would like to share it with the managers of the branches and ask the other Trustees to reach out to her if they would like to discuss the email. She shared that the Trustees do not hold a managerial role and that the email was not meant to be a reprimand but they do have a voice and can reflect

their disappointment.

Ms. Martinez shared that she would contact Ms. Baca, Ms. Daly and Ms. Nelson before any email was sent out. She felt that at minimum this needed to be shared with her fellow Trustees.

## **VIII. PUBLIC COMMENT**

There was no public comment.

## **IX. OLD BUSINESS**

There was no old business.

## **X. NEW BUSINESS**

### **A. Announcements**

1. The time and date for the next work session of the PCCLD Board of Trustees is scheduled for 2:00 p.m., Tuesday, April 18, 2023. The time and date for the next regular meeting of the PCCLD Board of Trustees is scheduled for 5:30 p.m., Thursday, April 27, 2023 at the Greenhorn Valley Library, 4801 Cibola Drive, Colorado City, Colorado.

### **B. Action/Discussion Items**

#### **1. Disposal of Property**

OVERVIEW: Sherri Baca, Executive Director provided recommendations for disposal of surplus property.

RECOMMENDED ACTION: That the Board of Trustees take action on the disposal of surplus property request as presented.

*Ms. Garcia made a Motion, seconded by both Ms. Martinez and Ms. Clark take action on the disposal of surplus property request as presented. The Motion was approved.*

Ms. Baca reviewed the recommended property disposal request. There were four items listed all will not be needed within the foreseeable future. Three items were set to be recycled with a certified e-waste recycler the fourth item will be donated to Pueblo Community College.

#### **2. Executive Session**

OVERVIEW: The Trustees conducted an executive session pursuant to sections 24-6-402(4)(b) and (4)(e), C.R.S., concerning a conference with PCCLD's attorney to receive legal advice on specific legal questions regarding determining positions relative to matters subject to negotiation, developing strategy for negotiations, and instructing negotiators with respect to urban renewal plans under consideration by the Pueblo Urban Renewal Authority ("PURA").

The Trustees entered into executive session at 7:35 pm and exited executive session at 7:58pm.

## **XI. ADJOURNMENT**

The next meeting of the Pueblo City-County Library District Board of Trustees is a work session

scheduled to take place beginning at 2:00pm, Tuesday, April 18, 2023, in the Kelly "A" Meeting Room at the Rawlings Library.

Ms. Garcia made a Motion to adjourn the meeting at 8:05pm.

Respectfully submitted by,

Rose Jubert  
Secretary to the Board of Trustees.