



PUEBLO CITY-COUNTY

Library District

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Access to Library Services

03.01.02.F3 Video Game Consent Form for Minors

I understand that the library provides access to video games, gaming consoles, and virtual reality (VR) equipment as part of its mission to support learning, creativity, and recreation. I acknowledge that some video games or VR experiences may contain content that I or my child may find objectionable or inappropriate.

I have reviewed the information provided to me by the library concerning the use of video game and VR equipment offered by the Pueblo City-County Library District and the policies of the library. I understand the issues surrounding the use of these technologies, including potential physical, sensory, or emotional effects. I also understand that some games include online features, chat, or user-generated content and that library staff do not monitor in-game communication.

I hereby give permission for my child listed below to use PCCLD's video game equipment, gaming consoles, and virtual reality headsets.

I accept full responsibility for any content accessed or any physical, emotional, or sensory reactions my child may experience while using PCCLD gaming or VR equipment. I agree to hold the library, the library staff, and the members of the Board of Trustees harmless for such content or experiences.

I affirm that I am the parent or legal guardian of the minor child listed below.

Child's Name: _____ Library Card #: _____

Parent/Guardian Printed Name: _____

Parent/Guardian Signature: _____ Date: _____

Witnessed by (Library Staff) : _____ Date: _____

NOTE: The completed, signed form will be kept on file by the library. The minor's library account will be notated with this permission, which will remain active unless revoked by the parent or guardian. Please route completed forms to the Deputy Director.



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03.01.02.P2 Video Game Access and Acceptable Use

PCCLD provides access to video games, gaming equipment and virtual reality headsets (VR) to support learning, recreation, and community engagement. These procedures establish rating-based guidelines for access to video games by minors and outlines parental consent requirements consistent with PCCLD's commitment to safety, intellectual freedom, and compliance with applicable laws, to include the Children's Internet Protection Act (CIPA) and Colorado Revised Statutes §§24-90-601 through §§24-90-606.

Collection Development and Ratings

PCCLD provides access to video games rated by the Entertainment Software Rating Board (ESRB), including:

- EC – Early Childhood
- E – Everyone
- E10+ – Everyone 10+
- T – Teen

PCCLD does not collect Mature (M) and Adults Only (AO) rated games.

Access for Minors

PCCLD supports the role of parents/guardians in guiding their children's access to media. To that end:

- Games rated EC, E, and E10+ are available to all minors for in-library play.
- T-rated games may be accessed by minors with parental permission.

Parents/guardians may authorize their child to access T-rated video games by completing the *03.01.02.F3 Video Game Consent Form for Minors*. This consent form must be signed in-person at any library location. The form will be kept on file and the minor's library account will be notated with this permission. Permission remains active unless revoked by the parent/guardian.

In-Library Gaming Equipment

To maintain a shared, inclusive environment:

- Library gaming stations will be configured to allow access only to games appropriate for the user's age and permission status.
- Staff may end a gaming session if behavior or content violates PCCLD policies, including 03.06.01 Acceptable Library Use and Safety. Inappropriate use of gaming equipment may result in loss of gaming privileges and/or suspension.
- Patron accounts may be billed for damage to gaming equipment resulting from improper use.

Library gaming consoles include Xbox, Nintendo Switch, Playstation 5 and MetaQuest Virtual Reality Headsets. Procurement of additional consoles are subject to PCCLD policies 05.02.01 Asset Management and 05.03.01 Software Licensing and Management and must be properly licensed, approved and managed by the IT Department.

Online Content in Games

Some games include online features, chat, or user-generated content. Parents and guardians are encouraged to discuss online safety with their children. Library staff do not monitor in-game communication.

See Also:	03.01.02	Internet Access and Acceptable Use
	03.01.02.F3	Video Game Consent Form for Minors
	03.06.01	Acceptable Library Use and Safety
	03.06.01	Acceptable Library Use and Safety
	05.02.01	Asset Management
	05.03.01	Software Licensing and Management



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Access to Library Services

03.01.05 Americans with Disabilities Act (ADA)

PCCLD provides equal access to all library facilities, programs and activities in adherence to the Americans with Disabilities Act (ADA) and other applicable federal, state and local laws, statutes, and ordinances.

Accommodations are provided for physical access, communications or other needs that ensure PCCLD's programs and services are available for people with disabilities. Library materials are provided in various formats and, to the extent possible, the use of assistive technology is provided to assist customers in using the library's resources.

Customers with service animals are welcome in areas where pets or animals are not normally permitted.

Questions about ADA compliance or suggestions about accessibility of library facilities, programs or activities should be addressed to PCCLD's Executive Director or their designee.

See Also:

02.02.00	<i>Equal Employment Opportunity (EEO) Policy (Employee Guidelines)</i>
02.02.02	<i>Disability Accommodation (Employee Guidelines)</i>
03.01.05.S1	<i>Accessibility Statement</i>
03.01.05.P1	<i>Assistive Technology Equipment Procedures</i>
03.01.05.P2	<i>Assistive Listening Device (ALD) System (ALS) Procedures - PCCLD</i>
	<i>Rawlings Meeting Rooms and Ryals Grand Event Space</i>
03.01.05.P3	<i>Grievances Concerning Services for People with Disabilities</i>
03.01.05.F1	<i>Customer Concern Form (ADA)</i>
03.04.01.P1	<i>Colorado Talking Book Library</i>
03.04.03	<i>Library Outreach Services</i>

CUSTOMER SERVICE – Access to Library Services
Americans with Disabilities Act (ADA)

Revised: ~~06-27-2026~~ ~~05-23-2024~~
Adopted: 10-22-2009
Policy 03.01.05



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Access to Library Services

03.01.05.P1 Assistive Technology Equipment Procedures

~~Auxiliary aids and interpreter services are available to individuals with disabilities upon request. To schedule the use of auxiliary aids or interpreter services for a library event or program, customers need to notify the Manager of the Rawlings Library and Customer Experience at least one week in advance by emailing: accessibility@pueblolibrary.org or calling (719) 562-5648.~~

~~Video magnifiers that can display books, magazines, newspapers, and other printed materials up to 50 times their original size on a television-like screen are available for customer use at all PCCLD libraries.~~~~the Rawlings Public Library and the Pueblo West Library.~~

~~Assistive technology workstations are available for customer use by reservation or on a first-come, first-served basis when no reservations are scheduled. Customers may request access to a workstation by contacting library staff at the Rawlings 2nd Floor service desk and at any PCCLD branch library service desk.~~

~~Training materials and assistive technology workstation tips sheets, and assistive listening device use instructions are available at the Rawlings User Services Desk (2nd floor), staff service desk in the User Services Department (2nd FL) at the Rawlings Public Library, as well as at service desks in all other PCCLD branch libraries. Customers may use the assistive technology workstation on a first-come, first-served basis. Please see library staff at the 2nd FL service desk to access the workstation.~~

~~The following assistive listening devices and assistive technology equipment is available for customer use at all PCCLD libraries.~~~~the Rawlings Public Library:~~

Assistive Listening Devices

~~Customers may request assistive listening devices to improve the audibility of meetings, special events and programs. These devices are compatible with an Assistive Listening System that uses an FM frequency in all 1st floor meeting rooms and the Ryals Grand Event Space. These devices may be acquired from the staff at the 1st floor Customer Service Desk at Rawlings, or from Ryals Room 4th floor Event Staff and at all other PCCLD branch service desks. They may be used with or without hearing aids.~~

~~Instructions for assistive listening devices are available at the Rawlings 1st Floor service desk and at all other PCCLD branch service desks~~

Assistive Technology Workstation

- Dedicated Assistive Technology Computer with 27 inch screen
- Headset and microphone
- Large Track Ball Mouse
- Large print, high visibility / ergonomic keyboard
- Power adjustable table and/ ergonomic chair
- JAWS screen reading software
- Dragon Naturally Speaking speech recognition software
- Zoomtext
- ~~AI Squared ZoomText 11 screen magnification and screen reading software~~
- ~~Nuance Dragon 15 speech recognition software~~
- ~~Power adjustable table and/ ergonomic chair~~
- ~~Large print, high visibility / ergonomic keyboard~~

~~Zoom Assistive Phones are also available at all library locations.~~

See Also: 03.01.03 *Public Computers and Other Equipment Use*
 03.01.05 *Americans with Disabilities Act (ADA)*
 03.01.03.P2 *Assistive Listening Device System (ALDS) Procedures –Rawlings–*
 ~~Meeting Rooms and Ryals Grand Event Space~~



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Access to Library Services

03.01.05.P2 ~~Assistive Listening Device System (ALDS) Procedures - PCCLD Rawlings Library Meeting Rooms and Ryals Grand Event Space~~

~~Assistive listening devices systems (ALDS) are available all PCCLD in Rawlings Meeting Rooms and in the Ryals Grand Event Space. This equipment may be used for special events, training sessions, and group meetings and/or library story times in the Rawlings Public Library only.~~

To access ALDS equipment for ~~1st floor~~ meeting rooms, please visit the customer service desk on the first floor of the Rawlings Library ~~or the service desk at any branch library~~. In order to use this equipment in the Library, the patron should:

- 1) ~~Select the desired kit:~~
 - ~~• Kit I: includes receiver and neck loop (for use with personal hearing devices)~~
 - ~~• Kit II: includes receiver and headphones/earpiece~~
 - 2) ~~Use a Pueblo City-County Library District card to check out an ALS kit. If the patron does not have a library account, a photo ID will be retained at the service desk while the kit is in use. Upon return of all issued equipment to the service desk, the ID will be returned.~~
 - 3) ~~Return the ALS kit to the service desk at the conclusion of the meeting or event to check in the equipment.~~
- Present a valid Pueblo City-County Library District library card to check out an ALD kit. If the patron does not have a library account, a government-issued photo ID will be retained at the service desk for the duration of use. The ID will be returned upon check-in of all issued equipment.
 - Return the ALD kit to the service desk at the conclusion of the meeting or event to check in the equipment.

In order to use this equipment in Ryals Grand Event Space, the patron should:

- Ask Event Staff in the Ryals Grand Event to provide an ALD kit to use during the event.
- ~~Immediately after use, return equipment to Event Staff upon conclusion of the meeting or event.~~

NOTICE:

- ~~Conversations that are broadcast by the Library's transmitters are on an FM band frequency, and they are intended for the general public to hear. If the program participants have their own listening devices that can receive FM signals, they may be able to use them instead of the Library's equipment.~~

If you have a pacemaker or other medical device, make sure that you are using this equipment in accordance with safety guidelines established by your physician or the pacemaker manufacturer.

CUSTOMER SERVICE – Access to Library Service
Americans with Disabilities Act (ADA)

Revised: 08-27-2026~~05-23-2024~~
Adopted: 01-19-2010
Policy 03.01.05



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USE OF MATERIALS

03.02.01.P1 Library Account Procedures

The Pueblo City-County Library District offers many different account types to remove barriers and facilitate equitable access to library users. Users are allowed to create one library account per person.

Online User Registration

Patrons who register for a **temporary** library account online have thirty days of access to PCCLD's digital collections. These accounts will expire after 30 days, at which time in-person registration is required to extend borrowing privileges and digital access. **Only one online user registration is allowed per person.**

Resident Adult Account

Issued to applicants who reside, work, attend school or own property within Pueblo County. Verification of a resident account requires in-person registration with a government issued photo ID, which includes the applicant's name, date of birth, and current address. If the address is not current or not available on the photo ID, a second piece of proof of residency may be required.

Resident Minor Account

Resident accounts are also available for minors under the age of eighteen who reside, work, attend school or own property within Pueblo County, or whose parent/guardian reside, work, attend school or own property within Pueblo County. Verification of a minor's account requires in-person registration with a parent or guardian and minor present. The parent or guardian will provide their government issued photo ID, which includes the parent or guardian's name, date of birth, and current address. If the address is not current or not available on the photo ID a second piece of proof of residency may be required. Both parent/guardian and minor must be present to verify a library account. The parent or guardian account must be in good standing to create a minor account.

Organizational Account

Issued to an institution, company, establishment or association that is either for-profit or non-profit, and has more than five (5) employees, members, partners, or associates. The individual applying for the account must have the authority to accept financial responsibility on behalf of the applying organization. Applications for an organizational account may be obtained upon request from library staff and will be turned in to the circulation manager. Organizational accounts expire after one year.

Unverified Accounts

Issued to adult or minor applicants who reside, work, attend school or own property within Pueblo County, but who are unable to provide proof of residence in Pueblo County at the time of registration.. Temporary accounts provide thirty days of access to digital library collections and two physical items at a time. Accounts expire after 30 days.

Non-resident Accounts

Available for minors or adults who reside within the State of Colorado through the Colorado Libraries Collaborate (CLC) program. PCCLD offers non residents the same lending privileges for most physical collections and digital collections. Physical checkouts exclude: Interlibrary Loans, Digital Devices, Chromebooks, Hotspots, Outdoor Recreation Collection, Library of Things, Tool Library, and Seed Library. See 03.02.01.P2 for CLC borrower responsibilities, privileges and restrictions. Verification of a minor's account requires in-person registration with a parent or guardian and minor present. The parent or guardian will provide their government issued photo ID, which includes the parent or guardian's name, date of birth, and current address. If the address is not current or not available on the photo ID a second proof of residency may be required. The parent or guardian account must be in good standing to create a minor account. Both parent/guardian and minor must be present to verify a library account.

Student Library Connect /~~Connect Ed~~ Accounts:

These accounts are issued through the Program which is a collaboration between local school districts and PCCLD. Library Connect ~~Ed~~ accounts are created using student enrollment information. Parents or guardians may opt students in or out of the Library Connect ~~Ed~~ Program while completing school registration paperwork. Library Connect ~~Ed~~ accounts do not require a guarantor and offer students at participating schools online access to databases, e-materials, and items from local library locations including: up to five books, books on CD, Playaways, Playaway book packs, magazines and puppets for 21 days. One audio-visual item (DVD, BluRay, CD) for 7 days. No physical card is issued for Library Connect ~~Ed~~ accounts. The Library Connect ~~Ed~~ account number includes the district or charter school prefix, plus the school ID number (example: D60123456). The student's eight-digit date of birth is the pin number (example 01102010).

Teacher Library Connect Accounts:

The Teacher Library Connect Program is a collaboration between local school districts and PCCLD. Teacher Library Connect accounts are created using the current teacher roster and are updated before each semester begins. Teachers are able to opt out of the program by contacting the Pueblo Library ILS Administrator. Unlike the restrictions of Student Library Connect accounts, Teacher Library Connect Accounts have the same checkout duration and limits as an Resident Adult Library Card (RESADULT) for physical items as well as digital content. No physical card is issued for the Teacher Library Connect account. The Library Connect account number includes the district or charter school prefix, plus the teacher's school ID number (example: D60123456). The teacher's eight-digit date of birth is the pin number (example 01102010).

Library To You Accounts

Library To You accounts offer extended borrowing times of thirty (30) days for all item types for patrons who are physically unable to access library services. The Library To You Program Coordinator works with volunteers who deliver library materials to homebound patrons monthly. More information about this program and an application for this service are available online:

<https://www.pueblolibrary.org/LibraryToYou>

Special Accounts

On a case-by-case basis, library account holders may be allowed to use a special account status designating limited borrowing privileges. Special accounts are intended to allow longer access than a temporary account provides, while limiting the account to five (5) items at one time.



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Access and Use of Facilities

03.05.01.G1 Meeting Room Use Guidelines

1. Reservations, Scheduling and Responsibilities

- A. Public requests for the use of meeting and study rooms can be made
 - a. on the library's website
 - b. by contacting library staff via phone or email at the desired library location
 - c. in person at the desired library location
- B. Reservations for the Ryals Grand Event Space may be made by contacting the Events Coordinator at (719) 553-0202 or by visiting www.pueblolibrary.org/RyalsRequests. Reservations for this space must be made at least two weeks prior to the date of the event.
- C. Reservations for Sunday use of branch meeting rooms ~~at Pueblo West must be made at least two weeks in advance for Sundays.~~ All other branch meeting room reservations must be made at least one week in advance. Same-day reservations and walk-ins are permitted for study rooms.
- D. Reservations must be made by persons 18 years or older and an adult must be present during the scheduled meeting or event.
- E. Beginning December 1st each year, public reservations will be taken for the following year on a 3-month rolling schedule. Public reservations are permitted once per month per library. Requests for additional reservations will be reviewed on a case by case basis and require approval from the manager or their designee ~~coordinator approval~~. Recurring meeting and study room reservations are permitted; however, prior use of library meeting rooms shall not automatically entitle patrons to future use and no users should assume that a library meeting room may be considered a permanent location for their activities.
- F. Private parties, celebrations and receptions are limited to the Ryals Grand Event Space and designated meeting rooms across the district. These reservations are not complete without a signed contract and payment of a refundable cleaning fee deposit.

- G. Fees may be charged for the use of the Ryals Grand Event Space and for meeting room cleaning deposits. All meeting room cleaning fee deposits and signed contracts are due within one week after making a reservation. ~~prior to the reservation date.~~ Payment may be made by cash, check or credit/debit card (at limited locations).
- H. Reservations must take place during normal library operating hours with the exception of the Ryals Grand Event Space and ~~district meeting rooms designated~~ branch meeting rooms, pending approval from the manager or their designee. ~~for after-hours use.~~ Arrangements must be made at least two weeks in advance for early entry, ~~and~~ after-hours, and Sunday events. These bookings ~~Early and after-hours use may require~~ security staffing and associated fees. Time for setup and clean up must be included in all reservations. The public will not have access to reserved spaces until the start time of their reservation and must be vacated by the end of the reservation time.
- I. Reservations will not be held beyond 15 minutes of the group's scheduled start time. Rooms must be cleared and cleaned up prior to the building closing time.
- J. ~~After-Hours Use: The party responsible for after-hours reservations must sign an agreement and receive in-person training on using the building after hours and will be responsible for securing the library during and after use. After hours use may require payment of a refundable cleaning fee deposit. Entry codes for after-hours use may not be shared or transferred to others. Exterior doors may not be propped open, and restrooms must be cleared before leaving the building. All exterior doors must be checked upon leaving to ensure they are securely closed.~~
- K. PCCLD does not provide technical support. Reservation holders will receive instructions for A/V use prior to their meeting or event and have the option to schedule a meeting with PCCLD staff for additional training and/or equipment testing prior to the meeting or event. A/V may not be available at all locations during after-hours use.
- L. The person who makes the room reservation shall be the contact person unless specified otherwise. If using a designee, that person must be identified at the time of booking. These individuals shall be the only people authorized to make changes and cancellations to the reservation. The contact person or designee must be present for the reservation.

2. Cancellations

- A. Cancellations will only be accepted from the person who placed the reservation.
- B. PCCLD reserves the right to cancel any reservation due to unforeseen circumstances such as building or weather-related emergencies.
- C. PCCLD reserves the right to stop meetings or events that are disruptive to normal library operations or programming.
- D. Cancellation for event spaces and meeting rooms should be made a minimum of 48 hours before the reservation start time. Failure to comply may result in loss of the meeting room deposit and loss of ~~losing~~ future access to library event spaces and meeting rooms. Notice of cancellation must be made to the branch library where the reservation is scheduled.
- E. If a cancellation for the Ryals Grand Event Space is made less than 48 hours before the event, PCCLD will retain the cleaning deposit fee. If cancellation is made less than 24 hours before the event, PCCLD will keep the rental and cleaning deposit fee.

3. Use/Care of Facilities and Equipment

- A. It is the user's responsibility to leave the room in the condition in which they found it and return furniture to its standard configuration. Users must remove all leftover food, containers, beverages and all other personal or group-owned items. Patrons are responsible for cleaning the room after each use, to include: depositing all trash in provided receptacles or dumpsters if available, cleaning up any spills, spot-vacuuming the carpet and wiping down tables and chairs. Failure to comply with these guidelines may result in retention of the refundable cleaning fee.
- B. Any damage done to room, property and/or equipment may result in recovery charges to cover the cost of cleaning and repairs. If unpaid, this balance will be submitted to a collection agency.
- C. PCCLD nor its employees will handle, care for or act as custodian of any equipment or property before, during or after a meeting or event. Advance and overnight storage is prohibited and exceptions must be approved by the branch manager or their designee. Meeting room users take full responsibility for their own belongings.
- D. Fire code - No open flames are allowed inside the Library. This means NO candles. No flames are allowed outside within 25 feet of the Library building. This includes cigarettes and barbeque grills. Do not block fire exits. Sterno canisters may be permitted in the Ryals Grand Event Space for use with catered buffets. Fire extinguishers are provided in all meeting rooms.
- E. A refundable cleaning deposit is required for any events that will use decorations. Decorations may only be hung using library-supplied tape. No other adhesives, staples, nails or tacks may be used. ~~Additional prohibited items include candles, bird seed, confetti, glitter, fireworks, etc.~~ No decorations may be hung from the ceiling. Library staff ~~are~~ is not available to assist in bringing in or taking out decorations or materials from private functions. All decorations and tape must be removed from the room at the end of the event. Any damage to the meeting room from decorations will result in loss of the cleaning deposit. Additional prohibited items include bird seed, confetti, and glitter..
- F. ~~Balconies (Ryals and Brett Kelly B Only)~~ - Individuals may request access to the Ryals Grand Event Space balconies at the time when the reservation is made and when the rental agreement is signed. Use of balconies requires strict adherence to PCCLD's Code of Conduct and safety guidelines. The use of balconies can be withheld at the library's discretion at any time. Weather may prohibit use of balconies and is also subject to the library's oversight (examples: high winds, electrical storms, rainstorms, snow, etc.). Nothing should be thrown over the balcony walls at any time. Only designated furniture or items approved by the library in advance may be taken outside onto the balconies. Reservation holders are required to keep the exterior balcony doors closed to maintain proper interior temperatures. A security guard or event staff must be present anytime the balconies are in use and it is the reservation holder's responsibility to pay in advance for security guard fees.
- G. Assistive listening systems are available in all library ~~the Ryals Grand Event Space and in meeting rooms at the Rawlings Library.~~ Requests for assistive listening equipment or additional ADA accommodations can be requested with one week's advance notice by calling ~~the Rawlings Manager~~ at (719) 562-5648 or by emailing accessibility@pueblolibrary.org.

4. Food, Refreshments and Alcohol

- A. Food - Light refreshments and pre-packaged snacks may be served in all meeting rooms. ~~No hot food is permitted in any room with the exception of the Ryals Grand Event Space and Bret Kelly A (deposit required).~~ No food preparation is allowed onsite. Catered meals/buffets may only be served in the Ryals Grand Event Space and designated branch meeting rooms. Food service requires payment of a refundable cleaning deposit.
- B. Catering - PCCLD recommends that only prepackaged food items and food prepared by a licensed vendor and/or in a commercial kitchen be provided for consumption. PCCLD library assumes no responsibility or liability for illness or injury associated with consumption of food that is not pre-packaged or prepared by a licensed caterer or commercial kitchen. The reservation holder must sign a release of liability form if they plan to serve food that is not pre-packaged or prepared by a licensed caterer or commercial kitchen. Caterers and commercial kitchens that provide food for meetings or events in library meeting rooms must be licensed with the Pueblo Department of Public Health and Environment. All food brought in by the caterer must be prepared prior to bringing it into event spaces and may not be cooked onsite. The reservation holder is responsible for all arrangements with the caterer. The caterer/host is responsible for providing everything needed for the event other than tables and chairs (linens, tableware, serving utensils, water carafes, glasses and other service items). The caterer and/or host is responsible for removal of all food and catering equipment in a timely manner following the event.
- C. Alcohol - Alcohol cannot be sold or served in the library, with the exception of special after-hours events hosted by PCCLD. During such events, alcohol must be served at a tended bar and PCCLD or the partnering organization or individual shall secure any required licensing from the City of Pueblo for events where alcohol will be served. Colorado State Liquor Laws require anyone who consumes alcoholic beverages to be 21 years of age or older, and that all minors under the age of 21 are prohibited from purchasing or consuming alcoholic beverages.

5. Security

- A. Library-contracted event security staff are required when balconies are used and during events occurring outside regular business hours. The hourly fee for event staff security is \$25 per hour per event staff guard. Two event staff are required for all reservations outside of regular business hours.
- B. Early arrivals starting at 8am for meeting rooms at the Rawlings Library are permitted without additional event staff security with one week's advance notice to the Meeting Room Coordinator. The Rawlings security guard on duty will be responsible for letting early arrivals into the building. Arrangements for early entry to meeting rooms at branch libraries must be coordinated with branch staff.
- C. For events occurring after hours in the Ryals Grand Event Space at Rawlings, a minimum of two event staff guards are required, one to remain posted at the library entrance and one on the 4th floor. One event staff guard is recommended for every 150 guests. ~~If alcohol is served, one guard is recommended for every 75 guests.~~

~~D.~~

6. Restrictions

- A. For-profit activities are not permitted within PCCLD event spaces, meeting or study rooms. The exchange of money and/or payment of an entry fee as a condition of attendance or participation is not permitted.
- B. Signing of petitions is only permitted within meeting room spaces and outside of the building. No active solicitation, recruitment or impediment to library access is permitted as a result of petition-related activities
- C. Promotional signage materials are limited to one 8 ½ x 14" sign that may be posted on meeting room doors or windows. Any other signage is not permitted unless expressly approved by a manager or their designee or coordinator. No tables, signage, or booths are allowed outside meeting rooms unless expressly approved by a manager or security staff. These items encroach on public walkways and can block or hamper people from safely using our spaces.
- D. Only service animals and animals that are a part of library-sponsored programs are allowed in event spaces, meeting and study rooms.
- E. The library has the right to refuse any reservations for programs or gatherings that may be in violation of PCCLD's Rules Code of Conduct
<https://www.pueblolibrary.org/PCCLDPolicies>
- F. Organizations may not use the name, address, or telephone number of the library for any purpose other than identify the location of a meeting or event. PCCLD should not be listed as a co-sponsor of any event without prior approval. Any promotional material should be submitted to PCCLD for review prior to distribution. It is the responsibility of the group using the event space or meeting room to obtain final confirmation/approval of room use prior to issuing invitations and press releases. PCCLD's Director of Community Relations department should be notified of any anticipated media coverage. Photography within event, meeting and study rooms is permitted and the event host bears responsibility for obtaining permissions from participants to be photographed or filmed.
- G. Media presentations shown in event, meeting or study rooms during normal business hours must be suitable for public viewing. It is the responsibility of the presenter to abide by all media copyright and screening performance rights restrictions.
- H. Tables and chairs may not block room access or emergency exits.

7. Rooms and Fees

A. Ryals Grand Event Space (Rawlings Library)

- a. The Ryals Grand Event Space can accommodate up to 300 guests. There are three room configurations available for public use: theater seating (chairs only), classroom (rectangular tables with chairs) and banquet (round tables with chairs). Customized setups may be requested for approval by the Events Coordinator or Manager of Community Relations.



- b. All reservations must be booked with a minimum of two weeks' notice and require a signed agreement, copy of photo identification, payment, and a walk-through with staff prior to the reservation being confirmed. Charitable, governmental and educational organizations will be required to submit a copy of the organization's tax determination letter to keep on file.
- c. Fees for public use: \$100 per hour will be charged for events and meetings. \$50 per hour will be charged for setup and takedown time. A refundable cleaning deposit fee of \$150 is required for all private parties, celebrations and receptions. Security fees apply to all after-hours events.
- d. Fees for nonprofit, governmental and educational entities: \$50 per hour will be charged for events and meetings. \$25 per hour will be charged for setup and takedown time. A refundable cleaning deposit fee of \$150 is required for all private parties, celebrations and receptions. Security fees apply to all after-hours events.
- e. Sponsorship opportunities may be available for nonprofit, governmental and educational entities. Inquiries may be submitted to the Events Coordinator and require approval by the Executive Director or their designee.
- f. This space is available for after-hours use and requires security for any events held outside of library hours and during any bookings that have requested balcony access. Catering is permitted in this room.

Capacity	Amenities	Hourly Fee	Cleaning Deposit	Private parties	Hours Available
300	After-hours use permitted. Catering Kitchen (Refrigerator/Freezer, Food warmer, ice machine, sinks, counters, prep table), A/V (laptop, projector and sound equipment), lectern, stage	\$100/hr for events \$50/hr for setup/take-down Nonprofit Governmental & Educational Use: \$50/hr for events \$25/hr for setup & take-down A minimum of 2 security guards are required after-hours @\$25 per hour, per guard	\$150	Yes	Mon-Thu: 9am-9pm Fri-Sat: 9am-6pm Sundays: 1-5pm After-hours reservations require staff approval

B. Meeting Rooms

- a. Meeting rooms typically have A/V equipment available for public use, as well as additional amenities such as kitchenettes and whiteboards.
- b. After-hours use requires approval from the manager or their designee. POCLD Event Staff are required for after-hours events at a rate of \$25/hour per event staff. ~~is only permitted in designated rooms. Security may be required for after-hours events.~~ Two event staff are required for all reservations outside of regular business hours.
- c. Parties, celebrations and receptions are only allowed in designated rooms.
- d. A refundable cleaning fee deposit of \$50 is required for all parties and after-hours events.
- e. Meeting rooms may be reserved for groups of 5 people or more.

Library	Room	Capacity	Amenities	Hourly Fee	Cleaning Deposit (Refundable)	Private Parties	Hours Available
Barkman	Minnequa Works Credit Union Community Large Meeting Room	72	Sink, counter, coffee pot, A/V (laptop and projector), lectern, whiteboard, chairs (75), tables (21)	none	\$50	Yes	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm After-hours and Sundays require manager approval
Greenhorn	Burns Community Room	75	Serving counter (sink, counter, coffee maker), A/V (laptop, projector, BluRay/DVD player, handheld and lapel microphones), lectern, chairs (77), tables (12), folding craft tables (8)	none	\$50	Yes	Mon-Thu: 10am-6:30pm Fri-Sat: 10am-5:30pm After-hours and Sundays require manager approval
Giodone	Large Community Room	60	Serving counter w/sink, A/V (laptop, projector, BluRay/DVD player, microphone), lectern, chairs (60), tables (10)	none	\$50	Yes	Mon-Thu: 10am-6:30pm Fri-Sat: 10am-5:30pm After-hours and Sundays require manager approval
Lamb	Lamb Meeting Room (lower level)	50	Serving counter (sink, counter, microwave, coffee maker), A/V (laptop, projector, microphones), lectern, chairs (40), tables (11)	none	\$50	Yes	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm
Lucero	DeRose Large Community Room	70	Serving counter (sink, counter, coffee maker), A/V (laptop, projector, BluRay/DVD player, microphone).	none	\$50	Yes	Mon-Thu: 10am-6:30pm Fri-Sat: 10am-5:30pm After-hours and Sundays require manager approval

Library	Room	Capacity	Amenities	Hourly Fee	Cleaning Deposit (Refundable)	Private Parties	Hours Available
Pueblo West	Jerry King A	50	Serving Room (sink, counter, coffee maker, refrigerator), A/V (laptop, projector and sound equipment), lectern, white board , Chairs (45), Tables (17). Maybe combined with Jerry King B for larger events.	none	\$50	Yes	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm After-hours and Sundays require manager staff approval
Pueblo West	Jerry King B	50	Serving Room (sink, counter, coffee maker, refrigerator), A/V (laptop, projector and sound equipment), lectern , white board , Chairs (45), Tables (18). May be combined with Jerry King A for larger events.	none	\$50	Yes	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm After-hours and Sundays require manager staff approval
Pueblo West	GLFC	16	Serving Room (sink, counter, coffee maker, refrigerator), A/V (laptop and screen), lectern , white board , Chairs (13), Tables (6).	none	\$50	Yes	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm After-hours and Sundays require staff approval
Pueblo West	Storyteller Room	20	No amenities, floor seating only	none	none	No	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm
Rawlings	Friends of the Library	32	Serving Counter w/sink, A/V (laptop, projector, microphone, virtual meeting capability) lectern, chairs 38 (32 standard, 5 extra), tables (16), ADA Accessible table upon request.	none	none \$50	No	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm Sun: 1-4:30pm

Library	Room	Capacity	Amenities	Hourly Fee	Cleaning Deposit (Refundable)	Private Parties	Hours Available
Rawlings	Brett Kelly A	30	Serving counter w/sink, lectern, white board, A/V (laptop, projector, microphones), chairs (35), tables (15) ADA Accessible table upon request.	none	\$50	Yes	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm Sun: 1-4:30pm
Rawlings	Brett Kelly B	30	Lectern w/tall chair, whiteboard, A/V (laptop, projector, HDMI only, microphones), chairs (35), tables (15) ADA Accessible table upon request.	none	none\$50	No	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm Sun: 1-4:30pm
Rawlings	Thurston	18	Serving counter w/sink), lectern, whiteboard, A/V (smartboard and laptop), chairs (23), tables (9), ADA Accessible table upon request.	none	none\$50	No	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm Sun: 1-4:30pm

C. Study Rooms

- Study rooms are defined as rooms that may have limited technology and that can accommodate 1-6 people at one time.
- Study rooms may be reserved by minors at some locations and may not require an adult 18 or older to be present while the room is in use.
- Study rooms are free of charge and do not require a cleaning deposit.
- Study rooms may only be used during library business hours.
- Some study rooms may be reserved online while others are available for walk-ins only.

Library	Room	Capacity	Amenities
Barkman	Study Room 1	4	Chairs (4), Table (1), Wall monitor, HDMI cable available for checkout to connect personal device
Barkman	Study Room 2	4	Chairs (4), Table (1), Wall monitor, HDMI cable available for checkout to connect personal device

Library	Room	Capacity	Amenities
Greenhorn	Study Room 1	4	Chairs (4), Table (1), whiteboard
Greenhorn	Study Room 2	4	Chairs (4), Table (1), whiteboard
Giodone	H.W. Houston Construction Study Room 4	4	Chairs (4), Table (1), whiteboard
Giodone	Voute Study Room 2	4	Chairs (4), Table (1), whiteboard
Lamb	Study Room	2	Table (1), chairs (2), lamp
Lucero	Junior League Study Room 4	4	Chairs (4), Table (1), whiteboard
Lucero	Guerrero Study Room 2	4	Chairs (4), Table (1), whiteboard
Pueblo West	Study Room 1	6	Chairs (6), Table (1)
Pueblo West	Study Room 2	6	Chairs (6), Table (1)
Pueblo West	Study Room 3	6	Chairs (6), Table (1)
Rawlings	Aragon/Smith Family Room	2-3	Adult and child-sized furniture, interactive play panel for children
Rawlings	ARC of Pueblo Study Room	4	Wall monitor, HDMI cable available for checkout to connect personal device
Rawlings	Bartecci Family Room	2-3	Adult and child-sized furniture, interactive play panel for children
Rawlings	Chostner Study Room	4	Wall monitor, HDMI cable available for checkout to connect personal device
Rawlings	Potter/Tearpak Room	6	Wall monitor, HDMI cable available for checkout to connect personal device
Rawlings	Pueblo Day Nursery Low-Sensory Room	2	Comfortable seating, sink, interactive play panel for children, no windows
Rawlings	Pueblo NAACP Study Room	4	Wall monitor, HDMI cable available for checkout to connect personal device
Rawlings	Stjernholm Family Room	45	Adult and child-sized furniture, interactive play panel for children



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Access and Use of Facilities

03.05.06.G1 ~~Express Library~~ ~~Satellite Partnership~~ Guidelines

The primary role of PCCLD's ~~express~~~~satellite~~ libraries is to provide access to books, information and programming that supports community needs and interests. This document identifies the locations of these collections and provides general guidance governing these services.

The express libraries are for the enrichment of community members. An agreement between PCCLD and each partnering organization governs the operation of any PCCLD express library located within a ~~partner location or facility~~ ~~satellite~~.

~~PCCLD satellite libraries are located at these sites:~~



~~Avondale Elementary School~~
~~213 Highway 50 East~~
~~Avondale, CO 81022~~

~~Beulah School of Natural Sciences~~
~~8734 School House Lane~~
~~Beulah, CO 81023~~

Colorado State University - Pueblo
Library and Academic Resource Center (LARC)
2200 Bonforte Blvd.
Pueblo, CO 81001

Pueblo Community College
Academic Building (AB)
900 W. Orman Ave.
Pueblo, CO 81004

The hours of each ~~express library~~~~satellite~~ are established based on available library resources and schedules dictated by each partnering organization.

Policy Reference: [03.05.06](#) *Partnerships and Sponsorships*



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Customer Conduct

03.06.02 Child Conduct and Safety

The conduct, safety, and supervision of children while on library premises are the responsibility of parents, guardians, and caregivers. Staff may contact parents, guardians or caregivers when a child is disruptive or believed to be at risk.

PCCLD is committed to supporting a safe, accountable, and respectful environment for our patrons and staff. To this end, PCCLD maintains the following best practices when working with children:

- Training for Library Staff Working with Children – Training is required for all library employees and volunteers who work with children as part of their role at the library district.
- Library employees are not mandatory reporters. However, if library staff see something inappropriate or concerning regarding a child, they should report it to the library branch or department manager or PIC
- Independent Contractors / Programmers -- Independent contractors/programmers will not be left alone with children who are taking part in library programs. Library staff are responsible for monitoring and observing the work of independent contractors and presenters with children during programs in all library settings.
- Library Staff Supervision of Children – A library employee OR volunteer should NEVER be alone with a child. Two library employees/volunteers must be present at all times to avoid a 1:1 employee/volunteer to child situation.

When a child is left at the library at closing time, staff will attempt to contact a parent, guardian or caregiver. In the event no one can be contacted, staff will call a local law enforcement agency and place the child in their custody.

See Also

[03.06.01](#)

Acceptable Library Use and Safety

[03.06.03](#)

Library Rules of Conduct

[03.06.01.G1](#)

Guidelines Governing Use of the Library



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USE OF MATERIALS

03.07.01.G1 - Program Guidelines for Staff

These guidelines direct the activities of library staff who are responsible for public library programming at PCCLD libraries. These guidelines and all others that follow under policy 03.07.01 have been in use internally by staff since 2023. Action was taken by the board to adopt these guidelines and procedures in PCCLD's Customer Service Policies in July 2025.

Program Development and Oversight

Ultimate responsibility for the planning and implementation of programs rests with the Executive Director, who may delegate this duty in its entirety to library managers and their appointed programming staff. Programming duties shall be carried out by the following levels of staff:

- Programming and Outreach Specialists
- Content Specialists and Program Coordinators/Administrators
- Librarians or Master's degree-holding professional staff
- Branch and department managers
- Community Relations staff

Professional development and career pathing related to programming may be approved for employees at other levels, but assisting with programming duties shall not exceed 10% of the employee's total hours worked.

Every library-sponsored program will have one or more staff assigned to coordinate the program. Duties may include, but are not limited to planning, purchasing, coordinating with community partners or presenters, issuing payment requests for independent contractors, overseeing marketing requests, setup and cleanup for the event, and ensuring that the program proceeds in an orderly fashion. A library employee should NEVER be alone with a child. Two employees/volunteers will be present during all programs to avoid a 1:1 employee/volunteer to child situation.

Responsible staff will keep a count of attendees and submit data for tracking and program evaluation. PCCLD staff who present programs do so as part of their job. Employees must be compensated for their time preparing and facilitating programs and may not perform programming duties as a volunteer. PCCLD staff may not be hired as independent contractors for programming.

Core competencies required for programming staff include: organizational skills, knowledge of community, interpersonal skills, event planning, creativity, content knowledge, understanding of effective outreach, financial planning, and evaluation.

Marketing and Promotion

Timely and adequate public announcement shall be made of all programs. Organizations or individuals partnering with PCCLD on programs must coordinate marketing efforts with program coordinators and/or Community Relations staff. Press releases, public notifications, and any other marketing materials must be approved by Community Relations.



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Library Programs and Public Relations

03.07.01.G3 Hired Program Presenters and Non-Library Sponsored Programs

PCCLD actively develops programs with other community agencies, organizations, educational and cultural institutions, and individuals. PCCLD may also hire professional performers and presenters who reflect specialized or unique expertise to facilitate programs. PCCLD will not exclude performers and presenters from consideration because of their origin, background or views, or because of possible controversy. PCCLD staff will require submission of a completed *Vendor Onboarding Application* ~~*Independent Contractor Agreement and W-9*~~ from all hired performers and presenters. PCCLD staff will be present at all times during programs that are facilitated by independent contractors.

PCCLD does not offer programs of a commercial nature. However, businesses and for-profit enterprises may be presenters in library-sponsored events so long as the information presented is of general interest and the event is open and free to the public. Presenters may have business-related brochures, flyers, or other information on display for interested attendees to pick up. Similarly, PCCLD may permit the sale of books or products created by presenters in conjunction with a library-sponsored program. PCCLD staff responsible for coordinating a program must approve sales in advance. Managing payment transactions is the sole responsibility of the performer and money will not be accepted by library staff.

CUSTOMER SERVICE – Library Programs and Public Relations
Library Programs and Events

Revised: 08-27-2026~~07-24-2025~~

Adopted: 09-07-2023

03.07.01

Copyright

PCCLD adheres to all relevant and applicable United States copyright laws, including Title 17 of the United States Code titled, "Copyrights." Materials may be used or provided by programming staff for nonprofit, educational, personal, and scholarly purposes. Transmission or reproduction of protected items beyond that allowed by "fair use" requires the written permission of the copyright holders.

Library staff are not liable for use of copyrighted materials by any hired presenter or community partner beyond that allowed by "fair use." Performers and musicians who use music, movies or other copyrighted material are responsible for obtaining any necessary copyright permission and or licensing for non-original works

Non-Library Sponsored Programs

Community members and agencies may reserve meeting rooms for the purpose of facilitating their own programs or outreach activities. PCCLD does not sponsor these community programs or activities, nor does PCCLD provide marketing support. Setting up tables for outreach purposes is not permitted outside of meeting rooms and promotional signage outside the room is limited to an 8.5x14" poster or sign, unless otherwise approved by the branch manager.

Programs and outreach activities by community members and agencies at branch libraries is limited to the distribution of information about available services or resources. No delivery of services (counseling, medical or behavioral health treatment, screenings or assessments, etc.) are permitted without adding PCCLD as an additional insured on the hosting individual or agency's insurance policy.



PUEBLO CITY-COUNTY

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Standard of Performance and Conduct

02.08.02 Confidential Information

The Pueblo City-County Library District (PCCLD) is committed to protecting patron privacy, maintaining the confidentiality of protected information, safeguarding employee and PCCLD records, and securing Library technology and systems. This policy establishes standards for the access, use, protection, and disclosure of such information.

PCCLD personnel may access, use, or share confidential information only when authorized and only to the extent necessary to perform assigned duties.

Confidential information may not be accessed out of curiosity, convenience, personal interest, or for the benefit of any unauthorized person.

PCCLD personnel are expected to protect patron privacy, secure sensitive records, maintain the confidentiality of personnel and PCCLD information, and comply with all applicable Library policies, PCCLD rules, and Colorado law.

The protection of confidential business information is vital to the interest and success of the PCCLD. Such confidential information includes but is not limited to the following examples:

Customer Confidential information:

- Patron records and Library account information;
- Names, addresses, phone numbers, email addresses, dates of birth, and identifying information of patrons;
- Borrowing history, hold requests, interlibrary loan records, database usage, reference inquiries, meeting room records when protected;
- Computer or internet use records if maintained;
- Information regarding minor patrons.

Employee Confidential Information:

- Passwords, usernames, credentials, keys, badges, access cards, and system permissions;
- Use of another employee's login credentials;
- Allowing another person to use their credentials;
- Avoid transmitting confidential information through unauthorized personal email, personal cloud storage, text messaging, or personal devices unless expressly authorized;
- Follow cybersecurity training and incident-reporting requirements to keep information secured;
- Promptly report suspicious messages, phishing attempts, malware, lost devices, compromised credentials, or unauthorized access;
- Protect system information, network details, security procedures, and access controls.

Administrative Confidential Information:

- Drafts, closed-session materials, executive-session materials, and records exempt from disclosure under applicable law;
- Nonpublic financial, procurement, legal, donor, and administrative records.

Human Resources Confidential Information:

- Accessing Human Resources email, documents, and files.
- Security camera footage where restricted, alarm codes, building access information, emergency procedures, and security plans;
- Audit logs of security camera system use by PCCLD administrators;
- Reviewing confidential files because they are interesting, convenient, or available;
- Employee personnel files and HR records;
- Payroll, benefits, tax, medical, leave, accommodation, background check;
- Disciplinary, investigative, and performance information;
- Volunteer, applicant, intern, contractor, and trustee records where confidential;
- Internal incident reports, complaints, investigation materials, and workplace concerns;
- Attorney-client communications and other privileged or protected materials.

REQUIRED: Internal sharing to individuals with a legitimate need to know. Employee(s) with access to the above HR confidential information must acquire express approval of their immediate manager and/or the Director of Human Resources before opening or reading such material, except in instances in which the information was shared directly with the employee as the recipient.

Employees who improperly use or disclose confidential business information are subject to action as part of the performance improvement process, up to and including termination of employment and legal action, even if the employee doesn't benefit from the disclosed information.

Nothing in this policy is intended to restrict rights protected by applicable law, including lawful discussion of wages, hours, or working conditions.

Please contact the Human Resources Department for details.

See also Customer Service Policies:

03.02.02 Confidentiality of Library Customer Records

03.07.03 Communications

03.08.01 Citizen Access to the Pueblo City -County Library District Records (page 2)



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WORK ENVIRONMENT

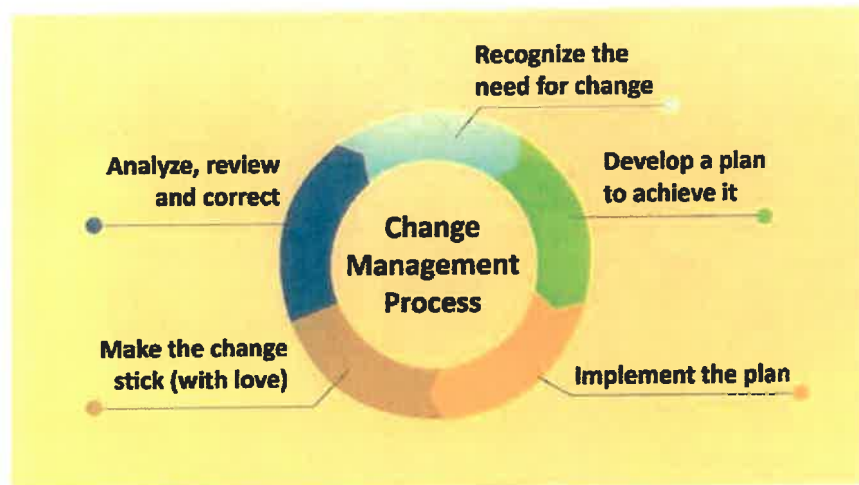
02.09.15 Change Management

Change management is a deliberate approach to organizational change which results in a desired outcome. Being considerate and keeping a “people focus” in mind when changes need to happen and how they can be affected is critical. Communicating with people who will be affected by the change and doing it mindfully is our goal. Wherever possible, employees and/or stakeholders should be engaged prior to announcing new changes to define the problem, provide input on potential concerns, and provide suggestions to improve implementation. PCCLD follows this change management model.*

Types of Change

1. Organizational change - follow formal change management procedure
2. Process change management - follow formal change management procedure
3. Technical management - follow formal change management procedure
4. Change NOT needing a formal change management procedure (take other steps as determined)

Change Management Model*



(*Source: Motion. (2023, August 2). *What is the change management process?* UseMotion.
<https://www.usemotion.com/blog/change-management-process>)



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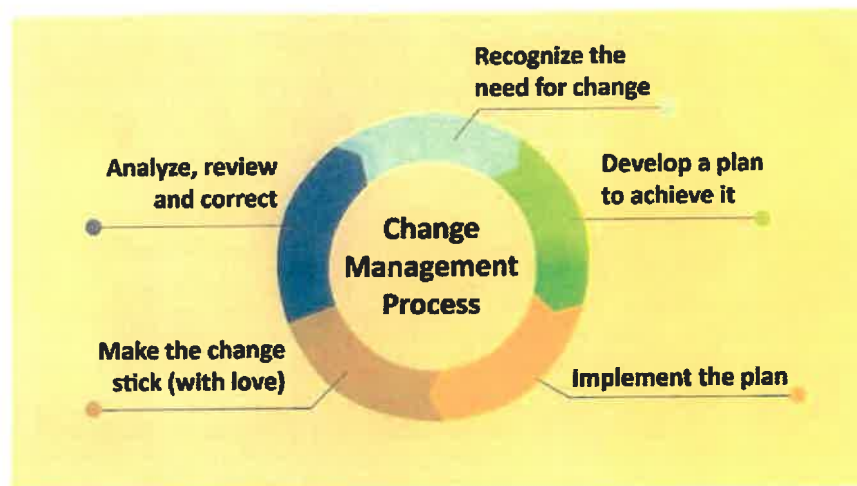
WORK ENVIRONMENT

02.09.15.F1 Change Management Process Form

Welcome to change at PCCLD! This form is provided as a convenient way for our team to lead change management at the library district. Please see 02.09.15 Change Management Policy and 02.09.15.P1 Change Management Procedure for further details and guidance.

Instructions: Work through this form to determine if the change you have in mind is a good fit for the PCCLD change management framework. Follow the steps for planning and implementation. Some questions, items or sections may not apply. Simply skip that portion or mark it N/A and continue through the rest of the form.

Change Management Model*



(*Source: Motion. (2023, August 2). *What is the change management process?* UseMotion.
<https://www.usemotion.com/blog/change-management-process>)

Step 1: Recognize the Need for Change

Describe the change, why it is needed, and who will lead it.	
Will this change affect more than one department or branch?	
Will established workflows need to be rewritten or redesigned?	
Will the change require updates to policies or procedures?	
Will the change require funding beyond what is already budgeted?	
Will this project demand substantial staff time across departments?	
Will staff-wide or multi-team training be required?	
Will the change include multiple phases (planning, testing, rollout, evaluation)?	
Will external vendors, contractors, or consultants be required?	
Will the change introduce risk or complexity that could affect systems, safety, privacy or patron service continuity?	
Will administrative or board-level approval be needed?	
Will change need to be communicated externally to the public (website updates, signage, announcements)?	

Step 2: Develop a Plan to Achieve the Change

Determine & Engage Stakeholders (who will be significantly impacted by the change, make decisions regarding the change, or determine budget, etc. Seek input and feedback)

Engage Leaders (Ensure that the leadership team understands the change and the plan, seek alignment across depts & branches)

Communication Plan (communicate the need for change; determine possible ways to recruit market, and build partnerships through meetings, calls, committees, etc.)

Impact of the Change (clearly identify what is changing, how it is changing, who will be affected and how, and when change will occur)

Time-line (draft a timeline for the outreach plan.).

The ask (decide what each identified individual and org/agency will be asked to do).

Step 3: Communicate and Implement the Plan	
Communicate with Proposed Timeline (utilize best communication methods set by the district)	
Print (where are print materials going to be distributed)	
Digital/social media (PCCLD social media posts, listservs, etc).	
Revise Plan as Needed and Start the Plan (initiate staff training, ensure staff have necessary tools)	

Step 4: Make the Plan Stick	
Connect the Change with Our Mission (explain why this matters)	
Create the Sticky Plan (how to model desired behaviors, provide ongoing training, and support)	
Embed the change in policies, workflows, and performance expectations	

Step 5: Analyze, Review & Correct

Seek Feedback from Stakeholders:

What worked well? Was the change implemented as planned? Was communication clear, timely, and consistent?

Are new processes, tools, or behaviors being used? How quickly did users adapt?

What level of resistance was observed?

Were employees adequately trained? Did teams have the skills and resources needed? Was support available during and after implementation?

What did not work?

Are there any recommended improvements for future change initiatives?

CHANGE MANAGEMENT PLAN TASK LIST

Program Title:		
TASKS (What needs to be done?)	STAFF DUTIES (Based on the task list, who is doing what?)	TIMELINE (When do the tasks need to be done?)



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WORK ENVIRONMENT

02.09.15.P1 Change Management Procedure

STEP 1: RECOGNIZE THE NEED FOR CHANGE

Change management is needed when there is a significant organizational change.

A significant organization change is one of the following:

- Something that is high impact or complex
- Affects a large number of employees
- A big change to library services that impacts patrons

Examples of significant changes can include: Strategic Changes (big picture changes to the mission or services), Staffing Changes (to staff roles or reporting), Policy Changes, Technology Changes, Change in Process or Workflow, Change in Programs, and Crisis Driven Change

STEP 2: DEVELOP A PLAN TO ACHIEVE IT

Actively align District leadership:

The first element of change management is problem definition and the purpose of making the change. This should be well-defined and understood by the District leadership team. After the decision to make a change—whether it occurs primarily at an enterprise or departmental level—has been made, the District leadership team's primary responsibility is to ensure there is alignment across all departments. Although a change may not result in significant improvements for every department, this presents an opportunity to exercise enterprise-wide thinking and consider the impact of the change on other facets of the District. Without alignment and commitment, any change management initiative is likely to fail.

Communicate the need for change:

Excellent communication is critical to change management. Affected employees should be aware of the business need for change and buy into potential solutions. District leadership should build awareness around the District's needs and the risk of remaining with the status quo. Where appropriate, impacted stakeholders should be involved in defining initiative requirements and the design process. Project sponsors should ensure clear and open lines of communication throughout the change management process and advocate for two-way dialogue to provide answers and reassure stakeholders.

Plan for and understand the ramifications of the change:

Clearly identify what is changing, how it is changing, who will be affected, how users will be affected, and when the change will occur. Change should occur in a multi-step, well-communicated process that

includes ample training and no surprises to staff. Key communication messages should be developed and disseminated to ensure staff are aware of progress towards implementation and are reminded of personal benefits they can expect to derive from the new system or process. Depending on the nature of the change, District leadership may also need to plan for negative ramifications of the change that impact employee morale and provide consistent messaging and support in change adoption.

Consider and design a method for staff education:

Throughout implementation, build staff knowledge and abilities through training opportunities. Following implementation, provide reinforcement and allow employees to provide feedback on the change and change process, making minor adjustments where necessary. Ensure consistent adoption by providing policies, procedures, and performance measures that reflect the change and can serve as staff resources.

STEP 3: IMPLEMENT THE PLAN

Communicate desired change with proposed timeline

Leadership communicates the need for change to all stakeholders (staff, patrons and key stakeholders) and why it is occurring. Communicate the desired plan by department meetings and email. At initial discussion meetings with staff, address concerns, feedback and questions. Bring concerns to upper level managers if they need to be accounted for in the plan.

< How to best share information will be communicated will be determined by Communications Protocol Work Group - please see guidelines and best practices provided by that work group >

After plan revisions, start the plan

Implement staff training for staff to get tools they need to implement the change. Frequently communicate updates to the plan and timelines for when items will take effect.

STEP 4: MAKE THE PLAN STICK

To make a change management plan stick, the organization must move beyond planning and focus on consistent execution, communication, and reinforcement. This starts with clearly connecting the change to the organization's mission and day-to-day work so staff understand not just what is changing, but why it matters. Leaders should model the desired behaviors, provide ongoing training and support, and create opportunities for staff to give feedback and see that feedback acted upon. Progress should be measured with clear, achievable milestones, and early successes should be acknowledged to build momentum. Finally, the change must be embedded into policies, workflows, and performance expectations so it becomes part of "how we do things," rather than a one-time initiative that fades over time.

STEP 5: ANALYZE, REVIEW, AND CORRECT

Altering, reviewing, and correcting a change management plan requires intentional reflection and flexibility throughout the change process. Regularly scheduled check-ins should be used to assess progress against goals, timelines, and staff adoption, using both data and qualitative feedback from those impacted by the change. When gaps or resistance are identified, leaders should adjust strategies—such as refining communication, reallocating resources, or providing additional training—rather than forcing the original plan to continue unchanged. Documenting lessons learned and clearly communicating any adjustments helps maintain trust and transparency. By treating the plan as a living document and responding thoughtfully to real-world conditions, organizations can correct course early and increase the likelihood of successful, sustainable change.

(Adapted From: Motion. (2023, August 2). *What is the change management process?* UseMotion.

<https://www.usemotion.com/blog/change-management-process>)