

2017 Election Calendar

December, 2016		
7-December (Wednesday)	First date for meeting of the title board. (No sooner than the first Wednesday in December after an election).	1-40-106(1)
8-December (Thursday)	Last day for the Secretary of State to compile and total returns from all counties and complete statutory recounts, if any. (30 days after the General Election)	1-10-103(2) 1-10.5-102(2)
9-December (Friday)	Last day an interested party may request a recount of the results of the General Election at their own expense. (Within 31 days after the election)	1-10.5-106(2)
15-December (Thursday)	Last day to complete a requested recount by an interested party. (No later than the 37th day after the General Election)	1-10.5-106(2)
January, 2017		
6-January (Friday)	Last day for county clerk and recorder to generate a list of electors within the county who submitted more than one ballot for the election (Not later than sixty days after a state election)	1-2-305 1-1-106(5)
10-January (Tuesday)	Last day for state office holders/appointees to file personal financial disclosures, or update form.	24-6-202(4) 1-1-106(5)
11-January (Wednesday)	Last day for General Assembly to convene 2017 regular session.	Art. V, Sect. 7
February, 2017		
6-February (Monday)	Deadline for the county clerk and recorder to provide the county chairpersons of the major political parties with a list of records cancelled under the NVRA. (no later than 90 days after the general election)	1-2-605(8)
March, 2017		
1-March (Wednesday)	Deadline for the Secretary of State to distribute a free list of who voted in the 2016 general election to each major and minor political party. (no later than March 1 following the general election)	1-2-305(4)
April, 2017		
7-April (Friday)	Last day to submit a draft to the Secretary of State of a 2017 proposed initiative to be heard by the Title Board if the initiative is to be voted on in November. (by 3:00pm, 12 days before the last Title Board Hearing)	1-40-106(1)
19-April (Wednesday)	Last Title Board Hearing for measures that will appear on the 2017 Coordinated election ballot.	1-40-106(1)
May, 2017		
10-May (Wednesday)	The General Assembly must adjourn no later than this date. (regular sessions must not exceed 120 calendar days)	Art. V, Sect. 7
June, 2017		
1-June (Thursday)	Last day for the Secretary of State to notify county clerks of qualified political organizations' loss of qualified status. (no later than June 1 of each odd-numbered year)	Rule 3.7
July, 2017		
28-July (Friday)	If a political subdivision has taken formal action to participate in the Coordinated Election, it must notify the county clerk in writing. (100 days before the election, if the governing body has taken formal action)	1-7-116(5) 1-1-106(5)
August, 2017		
7-August (Monday)	Last day to file an initiative petition with the Secretary of State for the 2017 Coordinated Election. (no later than 3:00 PM, at least 3 months before the election)	Art. V, Sect. 1(2) 1-40-108
	Last day to file an addendum to a previously filed initiative petition that was deemed insufficient. (within 15 days after determination of insufficiency, but no later than 3:00pm at least 3 months before the election)	Art. V, Sect. 1(2); 1-40-117(3)(b)
9-August (Wednesday)	Last day for the county clerk to submit a mail ballot plan and a watcher accommodation plan to the Secretary of State. (no later than 90 days before the election)	1-7.5-105(1) Rules 7.1.1, 8.7
	Last day to designate Voter Service and Polling Centers and Drop Off Locations for the 2017 Coordinated election and submit accessibility surveys to the Secretary of State. (no later than 90 days before the election)	Rules 7.9, 7.10
	First day a candidate for the office of school district director may circulate a nomination petition. (no sooner than 90 days before the election)	1-4-803(1)(b)
24-August (Thursday)	Last day for the Secretary of State to give written approval or disapproval to a submitted mail ballot plan, if the plan was filed on August 9th. (within 15 days after submission of the plan)	1-7.5-105(2)(a) Rule 7.1

2017 Election Calendar

29-August (Tuesday)	Deadline for the county clerk and coordinating political subdivisions to sign intergovernmental agreements for the 2017 Coordinated Election. (no later than 70 days before the election)	1-7-116(2)
September, 2017		
1-September (Friday)	Last day for candidates for the office of school district director to file a nomination petition. (no later than 67 days before the election)	1-4-803(2)
	Last day to file an affidavit of intent to run as a write-in candidate for a non-partisan coordinated election. (by close of business on the 64th day before the election)	1-4-1102(2) 1-1-106(5)
6-September (Wednesday)	Last day for the Secretary of State to issue statements of sufficiency or insufficiency for initiative petitions filed on August 7th. (no more than 30 calendar days after the petition is filed)	1-40-116(2)
8-September (Friday)	Last day for major political parties to provide an adequate list of election judges to the county clerk. (no later than 60 days before the election)	Rule 6.1.3
	Last day for the designated election official from each political subdivision that intends to conduct an election to certify the ballot content. If the election will be coordinated with the county, the certification must be delivered to the county clerk and recorder of each county that has territory within the political subdivision. (no later than 60 days before the election)	1-5-203(3)(a)
	Deadline for the county clerk to file security and contingency plans with the Secretary of State. (no later than 60 days prior to the first election where the procedures will be used)	1-5-616(5)(b)
	Deadline for the county clerk to begin video surveillance of designated areas for the Coordinated Election (at least 60 days before the election)	Rule 20.7.2
11-September (Monday)	Last day for the Secretary of State to send notice and certification of the Coordinated election ballot to the county clerks. (no later than the 57th day before the Coordinated Election)	1-5-203(1)
13-September (Wednesday)	Last day for the designated election official to submit a mail ballot plan to the Secretary of State to conduct a nonpartisan election by mail ballot if the jurisdiction is not coordinating with the county clerk. (no later than 55 days before the election)	1-7.5-105(1)
22-September (Friday)	Last day to file pro/con comments pertaining to local ballot issues with the designated election official in order to be included in the ballot issue notice. (the Friday before the 45th day before the election)	1-7-901(4)
23-September (Saturday)	Deadline to send mail ballots to military and overseas electors. (no later than 45 days before the election)	1-8.3-110(1) 1-1-106(5)
	First day that the county clerk may hold election judge training.	1-6-101(5)
25-September (Monday)	Last day for a petition representative to submit a summary of comments in favor of their local ballot issue. (no later than 43 days before the election)	1-7-903(3)
26-September (Tuesday)	Last day for the designated election official to deliver ballot issue notices to the county clerk. (no later than 42 days before the election)	1-7-904
28-September (Thursday)	Last day for the designated election official to order registration and property owner records for use by election judges in a local election that is not coordinated with the county. (no later than the 40th day before the election)	1-5-303(1) 1-5-304(1), (2)
	Last day for the Secretary of State to give written approval to a mail ballot plan submitted by a designated election official for a nonpartisan election, if plan was filed on September 13th. (within 15 days after submission of the plan)	1-7.5-105(2)(a)
October, 2017		
3-October (Tuesday)	Last day for county clerks to provide a list of election judges, including political party affiliations, if known, to each appointing party. (no later than 35 days before election day)	Rule 6.1.4
6-October (Friday)	Last day to mail notice of election for ballot issues. (At least 30 days before a ballot issue election)	Art. X, Sect. 20(3)(b) 1-1-106(5)
	Last day for the Legislative Council staff to print and distribute the ballot information booklet for statewide measures to active registered voters. (At least 30 days before the election)	Art. V, Sect. 1(7.5)(b) 1-1-106(5)
	First day a county must be able to issue a mail ballot to a voter who requests one in person at the county clerk's office or the other office designated in the county's mail ballot plan. (32 days before the election)	Rule 7.2.7 1-7.5-107(2.7)
13-October (Friday)	Deadline to complete changes in the boundaries or division of precincts for nonpartisan elections. (No later than 25 days prior to the election)	1-5-104(1)

2017 Election Calendar

16-October (Monday)	Last day to submit an application to register to vote through a voter registration drive for the Coordinated Election. (No later than 22 days before the election)	1-2-201(3)(b)(I)
	First day mail ballots may be sent to voters, except for UOCAVA voters.	1-7.5-107(3)(a)
17-October (Tuesday)	Last day for counties to submit zero result files (data entry counties) or a document listing all ballot content (manual entry counties) to the Secretary of State for Election Night Reporting. (No later than 21 days before the election)	Rule 11.10.2
18-October (Wednesday)	Last day for the designated or coordinated election official to publish notice of the coordinated election. (no later than 20 days before the election)	1-1-104(34) 1-5-205(1)
	Deadline for the designated election official to mail a copy of the notice of election to the county clerk of each county in which the political subdivision is located if the election is not coordinated by the county. (no later than 20 days before the election)	1-5-205(1),(2)
	Last day to post Voter Service and Polling Center, Polling Location, and Drop-off signs for the Coordinated Election. (at least 20 days before the election)	1-5-106
20-October (Friday)	Deadline for the county clerk to send mail ballot packets to each active eligible elector for the Coordinated Election. (no later than 18 days before the Election)	1-7.5-107(3)(a)(I)
23-October (Monday)	Last day to appoint board of canvassers for a nonpartisan election that is not coordinated by the county. (at least 15 days before any nonpartisan election)	1-10-201(1)
	Last day for county chairpersons of major political parties to certify appointment of registered electors to serve as members of canvass board for statewide ballot measure in 2017 Coordinated Election; members of canvass board for other ballot content will be appointed in accordance with intergovernmental agreement (at least 15 days before election).	Election Rule 4.3.3 1-10-101 1-10-202
	Counting of mail ballots may begin. No results may be disclosed until after 7:00pm on Election Day. (15 days prior to the election)	1-7.5-107.5
27-October (Friday)	Equipment inventory lists due to the Secretary of State. (no later than 10 days before the election)	Rule 11.2.3 1-1-106(5)
	The election notice must be posted in the designated election official's office. (at least 10 days before the election and until 2 days after the election)	1-5-205(1.3) 1-1-106(5)
30-October (Monday)	Last day to submit an application to register to vote through the mail, a voter registration agency, a local driver's license examination facility, or online to receive a mail ballot for the Coordinated Election. (through the 8th day prior to the election)	1-2-201(3)(b)(III) 1-2-201(4) 1-2-508(3)(a)(I)
	First day Voter Service and Polling Centers must be open (At least 8 days before and on election day, except Sunday)	1-7.5-107(4.5)(c)
31-October (Tuesday)	Elections Setup Records are due to the Secretary of State for the Coordinated Election. (No later than 5:00pm on the 7th day before the election)	Rule 11.4
November, 2017		
3-November (Friday)	First day Drop-off locations must be open. (At least 4 days before election day, including Saturday)	1-7.5-107(4.3)(b)
7-November (Tuesday)	Coordinated Election (Polls open 7:00am to 7:00pm. First Tuesday in November)	Art. X, Sect. 20(3)(a) 1-1-104(6.5) 1-7-101 1-41-102(1)
	All ballots must be in the hands of the county clerk by 7:00pm on election day in order to be counted. Ballots cast by military and overseas voters must be sent no later than 7:00pm on election day and received by the close of business on the 8th day after the election.	1-7.5-107(4)(b)(II) 1-8.3-111 1-8.3-113 (1), (2)
9-November (Thursday)	Deadline for the Secretary of State to notify counties of the voting devices and races selected for auditing purposes. (Within 48 hours after the close of polls)	Rule 11.3.3(a)
	Deadline for the county clerk to send missing signature, signature verification, and missing ID letters for mail and provisional ballots. (within 3 days from signature/ID verification but no later than 2 days after election day)	1-7.5-107(3.5)(d) 1-7.5-107.3(2)(a) 1-8.5-105(3)(a)

2017 Election Calendar

15-November (Wednesday)	Last day for ballots cast by military and overseas electors to be received by the county clerk in order to be counted. (no later than the 8th day after election day)	1-8.3-113(2) 1-1-106(4)
	Last day for elector to cure signature discrepancy or missing signature, or to provide missing ID for mail and provisional ballots to be counted. (within 8 days after election day)	1-7.5-107(3.5)(d) 1-7.5-107.3(2)(a) 1-8.5-105(3)(a)
21-November (Tuesday)	Last day for verification and counting of provisional ballots to be completed. (within 14 days after election day)	1-8.5-105(5)
24-November (Friday)	Deadline to complete the canvass for the Coordinated Election. (no later than the 17th day after the election)	1-10-102(1)
	Deadline for the county clerk to report the results of the post-election audit to the Secretary of State. (no later than 5:00pm on the last day to canvass)	Rule 11.3.3(f)
27-November (Monday)	Deadline to submit official Abstract of Votes for the Coordinated Election to the Secretary of State. (no later than the 18th day after the election)	1-10-103 1-1-106(5)
	Deadline to upload the final canvass results to the ENR system. (by close of business on the first business day after the statutory deadline for completing the canvass)	Rule 11.10.5
December, 2017		
7-December (Thursday)	Last day for the Secretary of State to compile and total returns from all counties and order appropriate recounts, if any. (No later than the 30th day after the Coordinated Election)	1-10-103(2) 1-10.5-102
8-December (Friday)	First day the county clerk may stop video surveillance of designated areas for the Coordinated Election. (through at least 30 days after the election, unless there is a recount)	Rule 20.7.2
	Last day an interested party may request a recount of the results of the Coordinated Election at their own expense. (within 31 days after the election)	1-10.5-106 (2)
14-December (Thursday)	Last day to complete a requested recount. (no later than the 37th day after the Coordinated Election)	1-10.5-106 (2)
*	Following the election, the county clerk must report to the Secretary of State in writing the number of ballot return envelopes with discrepant signatures that the clerk forwarded to the district attorney for investigation.	Rule 7.8.13
January, 2018		
1-January (Monday)	Deadline to be affiliated with a major or minor party to run as a party candidate. (Note: For major-party assembly designation, this deadline may be dictated by party rules.) Deadline to be unaffiliated to access the ballot by petition as an unaffiliated candidate.	1-4-601(4)(a) 1-4-801(3) 1-4-802(1)(g)(II) 1-4-1304(2)(b)
10-January (Wednesday)	General Assembly to convene 2018 regular session.	Art. V, Sect. 7
12-January (Friday)	Deadline to submit a petition to qualify as a minor political party. (Must be signed by at least 10,000 registered electors and submitted to the Secretary of State no later than the second Friday in January)	1-4-1302(1)
February, 2018		
2-February (Friday)	Last day for Secretary of State to issue a statement of sufficiency/insufficiency regarding petition to qualify as a minor political party, if petition is received on January 12 (No later than 21 days after receipt)	1-4-1302(4)(b)
*	An insufficient petition to qualify as a minor political party may be amended once prior to 3 p.m. on the 7th day after the notice of insufficiency.	1-4-1302(4)(c)

Jurisdiction	County	Assessed Valuation	General Fund Levy (Temporary Tax Credit)*	Revenue	Bond Redemption/Contractual Obligation Levy	Revenue	Capital/Special Abatement Levy	Revenue	Total Levy	Revenue
Apachee Library District	Adams	\$3,703,170	4.861	\$18,001	0.000	\$0	0.000	\$0	4.861	\$18,001
Apachee Library District	Apachee	\$4,353,088,410	4.760	\$20,720,701	0.000	\$0	0.000	\$0	4.861	\$21,160,363
Basin Regional Library District	Pitkin	\$166,348,120	2.610	\$434,169	1.870	\$311,071	0.000	\$0	5.000	\$831,741
Berthoud Regional Library District	Larimer	\$165,653,520	2.400	\$432,356	0.520	\$86,140	0.000	\$0	5.000	\$828,268
Berthoud Community Library District	Clear Creek	\$119,110,964	2.000	\$285,866	0.000	\$0	0.000	\$0	2.400	\$285,866
Clear Creek County Library District	Clear Creek	\$597,218,340	2.000	\$1,194,437	0.000	\$0	0.000	\$0	2.000	\$1,194,437
Clearview Library District	Weid	\$480,681,871	3.546	\$1,704,427	0.000	\$0	0.000	\$0	3.546	\$1,710,195
Conoco Library District	Conoco	\$63,299,762	2.000	\$126,600	0.000	\$0	0.000	\$0	2.007	\$127,043
Costilla County Library	Costilla	\$122,308,579	0.500	\$61,154	0.000	\$0	0.000	\$0	0.500	\$61,154
Delta County Public Library District	Delta	\$304,416,950	3.000	\$913,251	0.000	\$0	0.000	\$0	3.000	\$913,251
Delta County Public Library District	Montrose	\$3,329,500	3.000	\$9,989	0.000	\$0	0.000	\$0	3.000	\$9,989
Dolores County Library	Dolores	\$109,063,092	1.000	\$109,063	0.000	\$0	0.000	\$0	1.000	\$109,063
Dolores Library District	Montezuma	\$55,216,750	4.136	\$229,481	0.000	\$0	0.000	\$0	4.160	\$229,702
Douglas County Public Library District	Douglas	\$4,689,459,530	4.000	\$18,757,838	0.000	\$0	0.000	\$0	4.029	\$18,893,832
Eagle Valley Library District	Eagle	\$1,527,220,160	2.750	\$4,199,855	0.000	\$0	0.000	\$0	2.750	\$4,199,855
East Cheyenne County Library District	Cheyenne	\$100,575,707	1.000	\$100,576	0.000	\$0	0.000	\$0	1.000	\$100,576
East Morgan County Library District	Morgan	\$189,567,750	3.500	\$663,487	0.000	\$0	0.000	\$0	3.500	\$663,487
East Routt Library District	Routt	\$801,392,205	3.298	\$2,642,991	1.158	\$928,012	0.000	\$0	3.929	\$3,148,670
Elbert County Library District	Elbert	\$261,324,650	2.516	\$657,293	0.000	\$0	0.000	\$0	2.516	\$657,293
Elbert County Public Library District	Larimer	\$318,101,970	4.520	\$1,437,821	0.000	\$0	0.000	\$0	4.532	\$1,441,638
Essex Valley Public Library District	Garfield	\$2,894,995,490	0.000	\$0	0.000	\$0	1.000	\$2,894,995	1.000	\$2,894,995
Garfield County Public Library District	Gipson	\$339,353,590	0.239	\$81,106	0.000	\$0	0.000	\$0	0.239	\$81,106
Gipson County Library	Grand	\$704,799,260	2.410	\$1,698,566	0.000	\$0	0.000	\$0	2.410	\$1,698,566
Gunnison County Library	Gunnison	\$576,185,530	1.323	\$762,293	0.000	\$0	0.000	\$0	1.323	\$762,293
High Plains Library District	Boulder	\$96,528,652	3.249	\$313,622	0.000	\$0	0.000	\$0	3.264	\$315,070
High Plains Library District	Weid	\$6,460,769,361	3.249	\$20,991,040	0.000	\$0	0.000	\$0	3.264	\$21,087,951
Hinsdale County Reg. Library District	Hinsdale	\$50,367,940	1.730	\$88,144	0.000	\$0	0.970	\$48,857	2.720	\$137,001
Ignacio Community Library District	La Plata	\$328,603,100	1.500	\$492,905	0.000	\$0	0.000	\$0	1.500	\$492,905
Jackson County Library	Jackson	\$43,438,510	1.412	\$61,335	0.000	\$0	0.000	\$0	1.412	\$61,335
Jefferson County Library	Jefferson	\$7,056,234,182	3.500	\$24,696,820	0.000	\$0	0.000	\$0	3.500	\$24,696,820
John C. Fremont Public Library District	Fremont	\$113,593,540	2.000	\$227,119	0.000	\$0	0.000	\$0	2.000	\$227,119
Kiowa County Public Library District	Kiowa	\$41,881,510	1.500	\$62,822	0.000	\$0	0.000	\$0	1.369	\$57,336
La Veta Public Library District	Huerfano	\$36,439,180	3.917	\$142,732	0.000	\$0	0.000	\$0	3.917	\$142,732
Las Animas Bent County Library District	Bent	\$54,792,870	1.500	\$82,189	0.000	\$0	0.000	\$0	1.500	\$82,189
Manitou Library District	Montezuma	\$47,451,990	6.000	\$284,712	0.000	\$0	0.000	\$0	6.000	\$284,712
Meeker Regional Library District	Rio Blanco	\$790,646,190	2.032	\$1,606,593	0.000	\$0	0.000	\$0	2.032	\$1,606,593
Mesa County Public Library District	La Plata	\$1,826,178,050	3.000	\$5,478,534	0.000	\$0	0.000	\$0	3.027	\$5,527,841
Montrose Library District	Montrose	\$485,794,130	3.000	\$1,457,382	0.000	\$0	0.000	\$0	3.000	\$1,457,382
Nederland Community Library District	Boulder	\$58,080,016	4.400	\$255,552	0.000	\$137,650	0.000	\$0	6.770	\$393,202
Northern Cheffee County Library District	Cheffee	\$166,547,437	2.500	\$416,369	0.000	\$0	0.000	\$0	2.500	\$416,369
Ouray Library District	Ouray	\$50,758,710	1.500	\$76,138	0.000	\$0	0.000	\$0	1.500	\$76,138
Penrose Community Library District	Fremont	\$31,389,840	5.500	\$172,534	0.000	\$0	0.000	\$0	5.500	\$172,534
Pikes Peak Library District	El Paso	\$6,028,899,300	4.000	\$24,115,597	0.000	\$0	0.000	\$0	4.000	\$24,115,597
Pine River Public Library District	La Plata	\$223,994,310	2.500	\$574,986	0.000	\$0	0.000	\$0	2.500	\$574,986
Pitkin County Library District	Pitkin	\$2,433,350,700	1.625	\$3,954,195	0.000	\$0	0.000	\$0	1.439	\$3,501,592
Poudre River Library District	Larimer	\$2,466,082,805	3.000	\$7,398,248	0.000	\$0	0.000	\$0	3.013	\$7,430,307
Powers County Library	Powers	\$123,697,841	0.000	\$0	0.000	\$0	0.000	\$0	0.000	\$0
Pueblo City-County Library District	Pueblo	\$1,667,904,701	5.250	\$8,756,497	0.000	\$0	0.000	\$0	5.258	\$8,769,840
Rampart Regional Library District	Teller	\$228,299,870	4.119	\$940,367	1.130	\$271,677	0.000	\$0	5.309	\$1,212,044
Rangely Regional Library	Rio Blanco	\$440,652,790	0.500	\$220,326	0.000	\$0	0.000	\$0	0.500	\$220,326
Rangewew Library District	Adams	\$3,461,064,310	3.659	\$12,664,034	0.000	\$0	0.000	\$0	3.659	\$12,664,034
Red Feather Mountain Library District	Larimer	\$47,943,150	2.500	\$119,858	0.000	\$0	0.000	\$0	2.500	\$119,858
Ridgway Library District	Ouray	\$96,158,630	2.800	\$269,244	0.000	\$0	0.000	\$0	3.241	\$311,650
Rio Grande County Library District	Rio Grande	\$173,181,708	1.500	\$259,773	0.000	\$0	0.000	\$0	1.500	\$259,773
S. Cheffee County Reg. Library District	Cheffee	\$189,183,734	3.500	\$662,143	0.000	\$0	0.000	\$0	3.511	\$664,224
S. Teller County Public Library District	Teller	\$303,915,580	0.573	\$174,144	0.000	\$0	0.000	\$0	0.404	\$122,782
San Miguel County Public Library District #1 (Telluride)	San Miguel	\$670,366,350	2.800	\$1,877,026	0.900	\$603,330	0.000	\$0	3.710	\$2,487,059
San Miguel County Library District #2 (Lone Cone Library District dba Norwood Pub San Miguel)	San Miguel	\$53,666,010	1.147	\$120,280	0.000	\$0	0.000	\$0	1.157	\$122,782
South Routt County Library District	Routt	\$104,864,841	3.478	\$186,650	0.000	\$0	0.000	\$0	3.478	\$186,650
Spanish Peaks Library District	Huerfano	\$84,716,600	2.080	\$176,611	2.100	\$177,905	0.000	\$0	4.188	\$354,739
Summit County Library	Summit	\$1,543,400,370	0.768	\$1,185,331	0.000	\$0	0.000	\$0	0.768	\$1,185,331
Upper San Juan Library District	Archuleta	\$288,386,399	1.500	\$432,580	0.000	\$0	0.000	\$0	1.510	\$435,463
West Custer County Library District	Custer	\$92,779,800	1.983	\$183,982	0.000	\$0	0.000	\$0	1.987	\$184,353
West Routt Library District	Routt	\$105,556,454	1.711	\$180,607	0.502	\$52,989	0.000	\$0	2.213	\$233,596

How to save \$60,000+?

PCCLD Call Center Update, 2017

Problem...

- For the 2017 budget the library examined expenditures to determine the best way to save money, maximizing resources we already have.
- We estimated we would need over \$60,000 to continue our contract with Unique Integrated Communications (UIC) to provide Call Center services

Solution!

- Identified locations where and times when more PCCLD staff can answer phone calls, rather than outsource those calls to UIC.

Goals of Call Center Change

- Continue to have a live person answer the phone when a customer calls
- Provide excellent customer service to each caller with a knowledgeable operator
- Reduce expenses
- Maximize existing staff resources

Results....EVERY CALL ANSWERED!

- We answered over 3000 calls in January with a live PCCLD Employee!
- We average 118 calls per day
- Less than 1/3 of our calls are transferred to other departments/locations – we resolve over 2/3 of our calls immediately
- We no longer contract with UIC, but they were very helpful during the transition
- Staff at less busy locations are now answering phones, and each phone call they answer contributes to their Visits Key Result

Tools

○ Call Center FAQ

Call Center Guide

Call Tracking form

Confidentiality FAQ
2/1/17: Updated to reflect changes to the database

General Library Information
Open to all

How to handle a complaint
1) Call with the caller, ask them to speak to the person who can help them. (Check the database if you can)

Transfer to specific manager

Manager	Ext	Manager	Ext	Manager	Ext
Manager	603	Librarian	607	Manager	605
Manager	601	Librarian	606	Manager	604
Manager	602	Librarian	608	Manager	609
Manager	604	Librarian	609	Manager	610
Manager	605	Librarian	610	Manager	611
Manager	606	Librarian	611	Manager	612
Manager	607	Librarian	612	Manager	613
Manager	608	Librarian	613	Manager	614
Manager	609	Librarian	614	Manager	615
Manager	610	Librarian	615	Manager	616
Manager	611	Librarian	616	Manager	617
Manager	612	Librarian	617	Manager	618
Manager	613	Librarian	618	Manager	619
Manager	614	Librarian	619	Manager	620
Manager	615	Librarian	620	Manager	621
Manager	616	Librarian	621	Manager	622
Manager	617	Librarian	622	Manager	623
Manager	618	Librarian	623	Manager	624
Manager	619	Librarian	624	Manager	625
Manager	620	Librarian	625	Manager	626
Manager	621	Librarian	626	Manager	627
Manager	622	Librarian	627	Manager	628
Manager	623	Librarian	628	Manager	629
Manager	624	Librarian	629	Manager	630
Manager	625	Librarian	630	Manager	631
Manager	626	Librarian	631	Manager	632
Manager	627	Librarian	632	Manager	633
Manager	628	Librarian	633	Manager	634
Manager	629	Librarian	634	Manager	635
Manager	630	Librarian	635	Manager	636
Manager	631	Librarian	636	Manager	637
Manager	632	Librarian	637	Manager	638
Manager	633	Librarian	638	Manager	639
Manager	634	Librarian	639	Manager	640
Manager	635	Librarian	640	Manager	641
Manager	636	Librarian	641	Manager	642
Manager	637	Librarian	642	Manager	643
Manager	638	Librarian	643	Manager	644
Manager	639	Librarian	644	Manager	645
Manager	640	Librarian	645	Manager	646
Manager	641	Librarian	646	Manager	647
Manager	642	Librarian	647	Manager	648
Manager	643	Librarian	648	Manager	649
Manager	644	Librarian	649	Manager	650
Manager	645	Librarian	650	Manager	651
Manager	646	Librarian	651	Manager	652
Manager	647	Librarian	652	Manager	653
Manager	648	Librarian	653	Manager	654
Manager	649	Librarian	654	Manager	655
Manager	650	Librarian	655	Manager	656
Manager	651	Librarian	656	Manager	657
Manager	652	Librarian	657	Manager	658
Manager	653	Librarian	658	Manager	659
Manager	654	Librarian	659	Manager	660
Manager	655	Librarian	660	Manager	661
Manager	656	Librarian	661	Manager	662
Manager	657	Librarian	662	Manager	663
Manager	658	Librarian	663	Manager	664
Manager	659	Librarian	664	Manager	665
Manager	660	Librarian	665	Manager	666
Manager	661	Librarian	666	Manager	667
Manager	662	Librarian	667	Manager	668
Manager	663	Librarian	668	Manager	669
Manager	664	Librarian	669	Manager	670
Manager	665	Librarian	670	Manager	671
Manager	666	Librarian	671	Manager	672
Manager	667	Librarian	672	Manager	673
Manager	668	Librarian	673	Manager	674
Manager	669	Librarian	674	Manager	675
Manager	670	Librarian	675	Manager	676
Manager	671	Librarian	676	Manager	677
Manager	672	Librarian	677	Manager	678
Manager	673	Librarian	678	Manager	679
Manager	674	Librarian	679	Manager	680
Manager	675	Librarian	680	Manager	681
Manager	676	Librarian	681	Manager	682
Manager	677	Librarian	682	Manager	683
Manager	678	Librarian	683	Manager	684
Manager	679	Librarian	684	Manager	685
Manager	680	Librarian	685	Manager	686
Manager	681	Librarian	686	Manager	687
Manager	682	Librarian	687	Manager	688
Manager	683	Librarian	688	Manager	689
Manager	684	Librarian	689	Manager	690
Manager	685	Librarian	690	Manager	691
Manager	686	Librarian	691	Manager	692
Manager	687	Librarian	692	Manager	693
Manager	688	Librarian	693	Manager	694
Manager	689	Librarian	694	Manager	695
Manager	690	Librarian	695	Manager	696
Manager	691	Librarian	696	Manager	697
Manager	692	Librarian	697	Manager	698
Manager	693	Librarian	698	Manager	699
Manager	694	Librarian	699	Manager	700
Manager	695	Librarian	700	Manager	701
Manager	696	Librarian	701	Manager	702
Manager	697	Librarian	702	Manager	703
Manager	698	Librarian	703	Manager	704
Manager	699	Librarian	704	Manager	705
Manager	700	Librarian	705	Manager	706
Manager	701	Librarian	706	Manager	707
Manager	702	Librarian	707	Manager	708
Manager	703	Librarian	708	Manager	709
Manager	704	Librarian	709	Manager	710
Manager	705	Librarian	710	Manager	711
Manager	706	Librarian	711	Manager	712
Manager	707	Librarian	712	Manager	713
Manager	708	Librarian	713	Manager	714
Manager	709	Librarian	714	Manager	715
Manager	710	Librarian	715	Manager	716
Manager	711	Librarian	716	Manager	717
Manager	712	Librarian	717	Manager	718
Manager	713	Librarian	718	Manager	719
Manager	714	Librarian	719	Manager	720
Manager	715	Librarian	720	Manager	721
Manager	716	Librarian	721	Manager	722
Manager	717	Librarian	722	Manager	723
Manager	718	Librarian	723	Manager	724
Manager	719	Librarian	724	Manager	725
Manager	720	Librarian	725	Manager	726
Manager	721	Librarian	726	Manager	727
Manager	722	Librarian	727	Manager	728
Manager	723	Librarian	728	Manager	729
Manager	724	Librarian	729	Manager	730
Manager	725	Librarian	730	Manager	731
Manager	726	Librarian	731	Manager	732
Manager	727	Librarian	732	Manager	733
Manager	728	Librarian	733	Manager	734
Manager	729	Librarian	734	Manager	735
Manager	730	Librarian	735	Manager	736
Manager	731	Librarian	736	Manager	737
Manager	732	Librarian	737	Manager	738
Manager	733	Librarian	738	Manager	739
Manager	734	Librarian	739	Manager	740
Manager	735	Librarian	740	Manager	741
Manager	736	Librarian	741	Manager	742
Manager	737	Librarian	742	Manager	743
Manager	738	Librarian	743	Manager	744
Manager	739	Librarian	744	Manager	745
Manager	740	Librarian	745	Manager	746
Manager	741	Librarian	746	Manager	747
Manager	742	Librarian	747	Manager	748
Manager	743	Librarian	748	Manager	749
Manager	744	Librarian	749	Manager	750
Manager	745	Librarian	750	Manager	751
Manager	746	Librarian	751	Manager	752
Manager	747	Librarian	752	Manager	753
Manager	748	Librarian	753	Manager	754
Manager	749	Librarian	754	Manager	755
Manager	750	Librarian	755	Manager	756
Manager	751	Librarian	756	Manager	757
Manager	752	Librarian	757	Manager	758
Manager	753	Librarian	758	Manager	759
Manager	754	Librarian	759	Manager	760
Manager	755	Librarian	760	Manager	761
Manager	756	Librarian	761	Manager	762
Manager	757	Librarian	762	Manager	763
Manager	758	Librarian	763	Manager	764
Manager	759	Librarian	764	Manager	765
Manager	760	Librarian	765	Manager	766
Manager	761	Librarian	766	Manager	767
Manager	762	Librarian	767	Manager	768
Manager	763	Librarian	768	Manager	769
Manager	764	Librarian	769	Manager	770
Manager	765	Librarian	770	Manager	771
Manager	766	Librarian	771	Manager	772
Manager	767	Librarian	772	Manager	773
Manager	768	Librarian	773	Manager	774
Manager	769	Librarian	774	Manager	775
Manager	770	Librarian	775	Manager	776
Manager	771	Librarian	776	Manager	777
Manager	772	Librarian	777	Manager	778
Manager	773	Librarian	778	Manager	779
Manager	774	Librarian	779	Manager	780
Manager	775	Librarian	780	Manager	781
Manager	776	Librarian	781	Manager	782
Manager	777	Librarian	782	Manager	783
Manager	778	Librarian	783	Manager	784
Manager	779	Librarian	784	Manager	785
Manager	780	Librarian	785	Manager	786
Manager	781	Librarian	786	Manager	787
Manager	782	Librarian	787	Manager	788
Manager	783	Librarian	788	Manager	789
Manager	784	Librarian	789	Manager	790
Manager	785	Librarian	790	Manager	791
Manager	786	Librarian	791	Manager	792
Manager	787	Librarian	792	Manager	793
Manager	788	Librarian	793	Manager	794
Manager	789	Librarian	794	Manager	795
Manager	790	Librarian	795	Manager	796
Manager	791	Librarian	796	Manager	797
Manager	792	Librarian	797	Manager	798
Manager	793	Librarian	798	Manager	799
Manager	794	Librarian	799	Manager	800
Manager	795	Librarian	800	Manager	801
Manager	796	Librarian	801	Manager	802
Manager	797	Librarian	802	Manager	803
Manager	798	Librarian	803	Manager	804
Manager	799	Librarian	804	Manager	805
Manager	800	Librarian	805	Manager	806
Manager	801	Librarian	806	Manager	807
Manager	802	Librarian	807	Manager	808
Manager	803	Librarian	808	Manager	809
Manager	804	Librarian	809	Manager	810
Manager	805	Librarian	810	Manager	811
Manager	806	Librarian	811	Manager	812
Manager	807	Librarian	812	Manager	813
Manager	808	Librarian	813	Manager	814
Manager	809	Librarian	814	Manager	815
Manager	810	Librarian	815	Manager	816
Manager	811	Librarian	816		

Data



SO...
Who's answering the phone?



Challenges

- How many calls are we really going to receive?
- Timing is everything...
- Increased activity for new staff
- Accurate reports
- Schedules – it's important to know when expected coverage is not possible (closure, illness, technical issues)

Moving forward

- Continue to review data
- Continue to collect and act upon feedback in ways that work best for the entire library
- Open to fine-tuning schedule as appropriate, adding locations/phones/staff if needed
- Constant adjusting and updating of information staff need to answer the phones (Amberlyn – Circ Mgr)

Collection HQ

Manage: Collection Demand, Removal, Rebalance



Collection Demand

Adult Fiction Popular Author Summary

[illegible]

Select: Monitor and Discover



Monitor

Compare circulation of new materials from previous year to those of current year.

→ Performance By Dewey:
Juvenile Jan-Feb 2016 & 2017

Library Definition: Library Statistics | Library Statistics | Advanced Options

Performance By Dewey

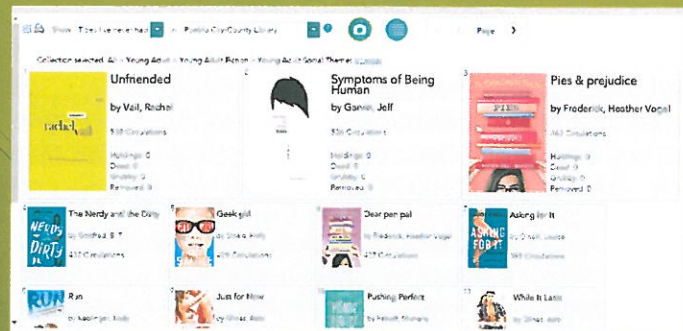
Authority: Pueblo City-County Library
Audience: Juvenile
Dataset: 06-Feb-17
Progress: 2 of 12
Previous Period: January 2016 To February 2016
Current Period: January 2017 To February 2017

Organization	Previous Period New Items	Previous Period Circulation	Previous Period Avg Days on Shelf	Previous Period Avg Use / Item / Month	New Items	Circulation	Avg Days on Shelf	Avg Use / Item / Month	Variance	Trend
Alamosa Library	7	4	18.00	0.80	2	0	15.00	0.00	-0.32	↓
Aspen Library	17	14	61.94	0.48	19	14	16.14	0.50	0.42	↑
Bay Area Library	7	3	10.00	0.24	2	0	15.00	0.00	-0.24	↓
Bozeman Library	14	6	52.71	0.24	18	6	14.29	0.49	0.45	↑
Bozeman Valley Library	13	4	14.00	0.17	17	4	15.00	0.47	0.30	↑
Butte Library	19	17	51.21	0.50	22	6	16.27	0.30	0.69	↑
Chico Library	5	3	16.00	0.33	7	5	10.29	1.31	0.99	↑
Colorado Library	14	7	32.14	0.29	15	6	14.47	0.67	0.54	↑
Pueblo West Library	30	22	51.95	0.42	29	18	16.00	1.16	0.74	↑
Fredericks Library	40	21	10.20	0.40	30	29	17.57	1.62	1.25	↑
Total	166	107			171	88				

Discovery

Discover currently popular titles from peer libraries not yet purchased by PCCLD.

→YA Fiction Social Themes popular within last month



Promote: Top Charts



Top Charts

Many options are available

- Fiction, Nonfiction, Media, eBooks
- Title, Author, Subject
- District, Branch
- Adult, Youth, Teen

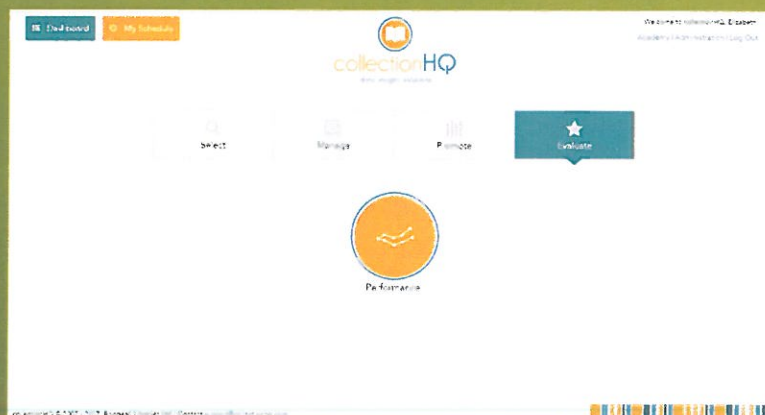
→ Top 20 Adult Media Titles

Top Title Chart (Non-Book)

Top 20 Titles - Adult Media
for Pueblo City County Library
On Feb 2017

Rank	Position	Author	Title	Circulation
1	1	UNKNOWNAUTHOR	Women	214
2	2	UNKNOWNAUTHOR	Independence day	203
3	3	UNKNOWNAUTHOR	Bad boys	210
4	4	UNKNOWNAUTHOR	The legend of Ts'ao	208
5	5	UNKNOWNAUTHOR	The hurricane winter's war	205
6	6	UNKNOWNAUTHOR	Amish summer 2	203
7	7	UNKNOWNAUTHOR	The hunger games	200
8	8	UNKNOWNAUTHOR	Teenage mutant ninja turtles out of the shadows	199
9	9	UNKNOWNAUTHOR	Warcraft	197
10	10	UNKNOWNAUTHOR	Tom men	195
11	11	UNKNOWNAUTHOR	Star Wars	191
12	12	UNKNOWNAUTHOR	The last	189
13	13	UNKNOWNAUTHOR	Captain America and war	187
14	14	UNKNOWNAUTHOR	Rocky 2	187
15	15	UNKNOWNAUTHOR	Barbie	182
16	16	UNKNOWNAUTHOR	Christopher and the cat	180
17	17	UNKNOWNAUTHOR	Forrest Gump	180
18	18	UNKNOWNAUTHOR	Deadpool	179
19	19	UNKNOWNAUTHOR	10 Clover Field Lane	178
20	20	UNKNOWNAUTHOR	The handmaid	178

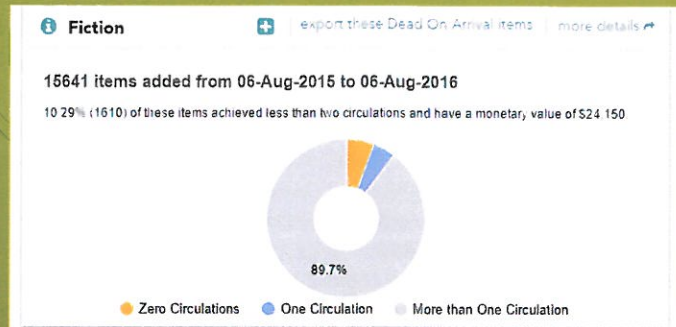
Newest Update: Dashboard



Dead On Arrival

All Fiction – Aug 2015 to Aug 2016

- 0 Circs: 6% or 880 items
\$13,200
- 1 Circ: 4% or 730 items
\$10,900
- 2+ Circs: 90% or 14,000
\$210,500



Transfer Benefits

Since March 2016

- 2,559 items were transferred
- 7,807 more circulations were gained after items went to new locations
- Prevented the loss of \$32,820 worth of material

