

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

January 18, 2011

I. CALL TO ORDER AND ROLL CALL

Mr. Stuart called the meeting to order at 4:02 p.m.

Board Members Present: Jim Stuart, President; Sherri Baca, Vice President; Marlene Bregar; Philip Mancha; Roy Miltner

Board Members Absent: Frances Terrazas-Alexander; Katherine Frank

Staff Present: Jon Walker, Executive Director; Chris Brogan, Chief Financial Officer; Charles Hutchins, Information Technology Director; Dan Romero, IT; Sara Rose, Human Resources Manager; others not recorded

Others Present: Pete McManamon, Telephone Consultant from CyberLink

Attorney Present: Nicholas Gradisar

II. CORRECTIONS OR MODIFICATIONS TO THE AGENDA Mr. Stuart made the recommendation to move item III.C.5 to the first item on the agenda to accommodate the visitor present.

Mr. Walker introduced the library's new IT Director, Charles Hutchins, provided some background information, and encouraged Board members to welcome him.

Mr. Walker also announced that the Pueblo West Library received the gold level certification for LEEDS, and the plaque designating that certification can be viewed when the Board meets at the Pueblo West Library in February.

Mr. Walker said the library was awarded the Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association of the United States and Canada for its Comprehensive Annual Financial Report. This is a landmark achievement the library has aspired to attain, and he credited Ms. Brogan's leadership in earning this certification.

III. DISCUSSION ITEMS

A. Executive Director Evaluation

Mr. Stuart announced that the Board adopted a new evaluation tool for the Executive Director at this time last year. The Board was asked to complete Executive Director Evaluation forms by January 29 and return them to Sara Rose, the Human Resources Director. The Board will meet with the Executive Director concerning the evaluation in Executive Session at the regular Board meeting on February 24.

Mr. Stuart encouraged Board members to be sure to return their evaluations to Sara Rose before January 29.

B. Discussion of Pueblo Library Foundation

Mr. Stuart announced that a 2011 objective for PCCLD is establishment of a Pueblo Library Foundation. Preliminary information will be presented from the Southern Colorado Community Foundation (SCCF) regarding how this organization can possibly help with this objective.

Mr. Walker distributed packets of information provided by SCCF. Mr. Walker said he and Mr. Stuart attended a presentation with a good portion of the SCCF Board at the meeting to discuss using them as a vehicle for the funds. Mr. Walker suggested after Board members have had an opportunity to review the information provided, representatives from the SCCF be invited to make their presentation at the February Work Session.

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There was a lengthy discussion in which the Board discussed advantages and disadvantages of using SCCF to manage foundation funds. Ms. Baca had recently undergone an extensive similar evaluation and offered to share those results with the Board.

Mr. Walker said SCCF would charge a 1.5% management fee, and it is important for the Board to hear from them directly.

There was additional discussion identifying the purpose of the foundation to support the library and its needs, reviewing the circumstances that led to a need for a foundation, reasons for libraries to have foundations, and how the foundation would be governed by a separate entity than the Board of Trustees, although a member of the Board might sit on the foundation Board. Concerns were raised on the length of the commitment to a foundation such as SCCF and whether the library would lose 1.5% when the money does not grow or sustains a loss. Mr. Miltner also suggested looking into a “quasi-foundation” to gather funds for a specific purpose.

Mr. Stuart said the Board has a month to review the materials and consider this. Mr. Walker said there are a number of questions to ask such as the permanence of their holdings and what the guarantees might be. Dr. Mancha pointed out that you cannot judge the success on the first generation. Mr. Stuart said some of the issues would apply to any investment, but there are questions such as whether a member of this Board can sit on that Board; however, in that respect, this is not a unique organization.

Mr. Walker said he will speak with Doris Kester from SCCF to see if they may have representatives available to speak at the next Board Work Session on February 15.

C. Discussion of Agenda Items for January 27, 2011 Regular Board Meeting to be held at the Rawlings Library

1. Election of Officers

Mr. Stuart said the Bylaws provide “The annual meeting shall be held at the time of the regular meeting in January. Officers shall be elected at the annual meeting.” The Board will be asked to make nominations for President and Vice President and hold an election.

2. Selection of 2011 Board Meeting Dates, Times and Locations

Mr. Stuart announced that the Bylaws provide that “The date, hour, and location of the meetings shall be set by the Board at its annual meeting.” The Board will be asked to establish the dates, times and locations for the 2011 regular Board meetings and work sessions. Mr. Stuart said this has already been reviewed.

3. Affirmation of Ethics Statement

Mr. Stuart said the Board recently approved a revised Board Ethics Statement and suggested all Board members formally agree to the statement annually. The recommended action is for individual Board members to read and sign the Affirmation of Ethics Statement for Public Library Trustees.

Dr. Mancha asked what happens if a Board member does not sign. Mr. Stuart said actually nothing, and it is entirely up to the Board member, but he would hope Board members would sign.

4. Rawlings Copper Panel Replacement

Mr. Stuart announced that PCCLD intends to replace copper panels on the Rawlings Library that were damaged in a hail storm. Funds are available for this project from an insurance settlement. The library posted an RFP regarding this project on December 7, 2010 and received proposals through January 14, 2011. The Library Board will be asked to approve awarding the Copper Panel Replacement bid.

Mr. Walker asked Ms. Brogan to discuss this. Ms. Brogan said the RFP closed last Friday. The RFP was posted to a site that emailed the RFP to 71 vendors; however, only two vendors submitted proposals, both of which were very good. Each of the proposals was missing a component, so both bidders were contacted to get the remaining information needed. Ms. Brogan expects to have

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those answers in time to make a recommendation to the Board at the regular meeting. Ms. Brogan said both proposals were under budget.

Mr. Stuart asked if H.W. Houston or a subcontractor installed the panels. Ms. Brogan said it was a subcontractor, and Al Perea contacted them but received no response. Ms. Brogan indicated that Al Perea believes a sheet metal contractor is more suited to the job than a roofing contractor, but bids were received from each.

Most of the damaged copper panels are over the reflection pond, which makes sense because anything facing the sky would receive the most hail damage.

Dr. Mancha suggested using a copper alloy which may not dent so easily because copper is so soft. Mr. Walker responded that actually the panels at Rawlings are a copper alloy. Mr. Walker acknowledged the area does seem to get a lot of hail storms, and the good news is the library is insured for this. The copper panels have been in place for seven years now, but Mr. Walker said we will try to get as hard a material as possible.

5. Discussion of Telephone System Upgrade *(Discussed immediately after Item II.)*

Mr. Walker said the Board had approved a long-range technology plan which included upgrades to the network, replacement of desktop computers, and the next step is to upgrade the telephone system for VOIP (Voice-Over-Internet Protocol) which has been in the planning stages for awhile. Mr. Walker said the current telephone system is obsolete and is no longer supported by the vendor. The upgrade to the network was built in anticipation of the telephone system to include VOIP. Mr. Walker then introduced Pete McManamon with CyberLink who has been working with PCCLD as a consultant for the last few months. Mr. McManamon helped develop the Request for Proposal (RFP) to send to qualified firms to provide telephone systems, and once we had the responses, he helped with the evaluation of those, and he was here today to present the recommendation. Because the project will be in excess of \$25,000, it will require the Board's approval to proceed.

Mr. McManamon said he started working with the library last summer and developed an approach to define a base system that included voicemail. Because there are so many different enhancements available, the RFP included a unit price to cover a range of features and capabilities the library may or may not want. Four companies submitted proposals, and Mr. Walker distributed information on the Proposal Evaluation Criteria. The price is one factor, but there are others including company experience, personnel, and how it fits in with the library. Mr. McManamon said there is usually a variation in price, but these were larger than normal. Mr. McManamon then reviewed the four proposals in detail.

- Carousel bid the same Avaya equipment as Imagine Technologies, but was higher in price. The company is based in Rhode Island with no office in Colorado, and the bid was not very complete, earning a low score.
- Shared Technologies was also higher in price than Imagine Technologies, and the product they proposed was not as full featured as Avaya. While their score was higher, it was not competitive.
- GTRI proposed Cisco equipment. A few years ago GTRI and Cisco furnished and installed the data network equipment the library now uses, which would help with the interconnection. Mr. McManamon expected that would put them in a preferential position, but there was no mention of that previous work in the proposal. Although GTRI's equipment price was comparable, the cost for installation and training was much higher than Imagine Technologies. Because of that disparity in pricing, Mr. Walker and Mr. McManamon had a conference call with them to verify that the price was based on their estimation of the amount of work required and hourly rates, leading to a lower score.
- Imagine Technologies proposed the Avaya product which fits in and will work well with the library's requirements, and the price is very attractive which led to the recommendation of Imagine Technologies. Their proposal includes warranty for parts and labor, and they have

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reasonable hourly rates of \$82 per hour which are comparable in the industry. We have worked out questions with them, and they will do the installation.

Board members addressed specific questions with Mr. McManamon regarding the integration of Avaya with the Cisco network, bandwidth issues, anticipated downtime for installation, and the term SOW, all of which were answered in detail. Ms. Baca relayed a positive experience in a recent installation of an Avaya telephone system.

Dr. Mancha asked for a definition of a basic system and a description of options and enhancements. Mr. McManamon said Imagine Technologies is providing a \$4,400 trade-in allowance for the existing system, so they will remove it. Mr. Walker provided details of the Recommendation from Imagine Technologies. There were three options the library selected:

- Cordless headsets that would allow library personnel to answer the phone while not at their desk, which could be a benefit and allow personnel to catch phone calls the first time.
- Unified messaging is software that would allow voicemail messages to appear in your email box and will allow staff to listen to voicemail from their email so people can check all messages in one place.
- Office Worker desktop software includes unified messaging to help staff manage phone calls, displays the name and number of who called, how many calls received and calls made as well as the ability to change the configuration of their telephone features without assistance from IT.

Mr. Miltner noticed that none of these are included in the other base bids. Mr. Walker said we asked vendors for each of those options, and they provided pricing for those as we refined our own needs.

Dr. Mancha asked if there is a provision in the proposal for future upgrades. Mr. McManamon said there is a sort of built-in upgrade because the current software is 6.1, and in March Avaya will release 7.0. Imagine Technologies provides a six-month window to upgrade at no cost. IT will load the software upgrade.

There was additional discussion regarding potential savings in phone and T1 line costs, whether the system could handle more incoming calls, staff training on the new system, and the anticipated time line.

Mr. Walker provided Proposal Price Details from each of the bidders. Mr. Stuart asked when the system will be installed. Mr. Walker said if the Board approves this at the next meeting, the next step will be to negotiate a contract with Imagine Technologies, and Mr. McManamon will help with that as well. Mr. Walker introduced Dan Romero as the telephone system administrator, and they will set the timeline as part of those negotiations. Mr. Walker expects a one-month installation period and hopes to start the installation process about a month from now, but the exact timeline has not been set.

Dr. Mancha said he heard that 7.0 would be available in March. Mr. Walker said there are different thoughts. Even though it might be released in March, some people will suggest not being the first to install newly released software. Mr. Walker suggested taking that into consideration, but we may want to weigh that possibility.

Mr. Miltner asked how these proposals match with the funds available. Mr. Walker said the library had budgeted \$100,000. When the VOIP was planned initially, they had allocated \$160,000. We will be well under that now. Mr. Walker said next week, the Board will be asked to approve a contract with a price not to exceed \$83,043.27. (*Discussion returned to Item III.A.*)

IV. ADJOURNMENT

Mr. Stuart reminded Board members that there will be an Employee Recognition Event at 5:00 p.m. immediately prior to the Regular Meeting on Thursday, January 27 and encouraged Board members to arrive early to thank the employees being recognized.

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Mr. Miltner said he will not be able to attend and asked if he could participate and vote by telephone. The Board secretary was asked to make arrangements for Mr. Miltner to participate by teleconference.

There being no further discussion, the Work Session adjourned at 5:08 p.m.

Respectfully submitted,

Jane Carlsen
Secretary

DRAFT