

Jefferson County Public Library Board of Trustees
Study Session
November 9, 2017 – 5:30 p.m.
Administration Conference Room

TOPICS:

- 2016 Benchmarking
- Kleen-Tech Contract Information
- CORA Policy Information

Call to Order

Julia Hill-Nichols, Chair, called the Study Session to order at 5:30 p.m.

Other Trustees present: Charles Naumer (Vice-Chair), Kim Johnson (Secretary), Pam Anderson, John Bodnar, Deborah Deal and Brian DeLaet.

Trustees not present: All Trustees were present

Staff present: Pam Nissler, Executive Director; Rebecca Winning, Director of Communications; Gloria Overholt, Interim Director of Budget & Finance; Julianne Rist, Director of Public Services; Pat Klein, Director of Information Technology; Sandie Coutts, Director of Employee Relations & Development; Monica Rezac, Data Market Analysis Manager; Brigitte Lindner, Data Specialist and Amber Fisher, Executive Assistant, Office of the Executive Director.

2016 Benchmarking Study

Brigitte Lindner introduced the topic and presented 2016 benchmarking information.

Purpose

- To benchmark key performance indicators against a group of comparative peer libraries, and to monitor JCPL's progress towards performing at or above their median of the peers.
- To identify opportunities for improving library services and key areas of focus in the allocation of resources going forward.

2016 is the first year after the successful passing of the mill levy, which enabled JCPL to operate on a substantially higher budget than in previous years.

- Restoring hours
- Buying more materials
- Updating technology

- Capital maintenance

Increasing the public service hours was one of the most direct and immediate measures to improve access to library services for the community. It is themed throughout the benchmarking study, and will show how it affected use of the Jefferson County Public Library when compared to the peers.

The Board was presented with information on the study's methodology including ranking, comparison tables, trend graphs, percentiles, peer group, selection criteria and benchmarking parameters.

As in previous years, JCPL's peer group was selected on population size and revenue per capita, allowing for a 20 percent +/- deviation range from JCPL's annual values for benchmarking. For 2016, thirteen peers for comparison resulted from the selection process. As in past years JCPL's two most comparative local libraries, Pikes Peak Library District and Denver Public Library, are part of the benchmarking group, which allows for comparison with libraries local to Colorado. For the purpose of this study, the selection criteria "population" is defined as the number of people residing in the Legal Service Area (LSA) of the library. For JCPL this represents Jefferson County. Various measurements are based on population and calculated per capita or per 1,000 capita to factor in population size and growth when evaluating annual counts and use parameters. The selection criteria "revenue per capita" refers to the funds received for operating the libraries, broken down to reflect the available budget per county resident.

JCPL continued to rank low compared to the median in:

- number of branches
- square footage per capita
- collection size per capita
- public service hours per 1,000 capita
- FTE per 1,000 capita

The following parameters showed a high demand, especially when related to the public service hours.

- visits
- circulation & turnover
- program attendance
- market penetration

While the demand shows the community is excited about JCPL's library services, the facilities/hours/square footage show constraints for future improvement objectives.

In response to questions, the Board was advised that:

- Data on FTE per square foot would require subtracting the administrative FTE in order to compare the floor staff per square foot.
- In reference to the FTE, square footage and facility questions, the Board will be provided with more information at the December Board meeting with the presentation of the organizational assessment from GPS and information on the long-range facility assessment when that work is completed early next year.
- While there is no way to obtain information on the collection management practices of other libraries in the peer group, JCPL has taken steps to weed its collection and focus on high interest and high demand materials.
- JCPL's turnover rate of 7.4 is very high compared to industry standard and can translate into higher wear and tear on materials.

The Board expressed appreciation to Brigitte Lindner for her work on the 2016 benchmarking study. The Board will be provided with the PowerPoint presentation to accompany the complete study that was provided in the study session materials.

Kleen-Tech Contract Information

Gloria Overholt, Interim Director of Budget and Finance introduced the topic. On October 1, 2015 - The Library entered into a contract for janitorial services with Kleen-Tech Services for the period October 1, 2015 to September 30, 2016. Per the contract, the Library may extend the contract up to four additional one-year terms.

September 29, 2016 – 1st Amendment to Contract for the maintenance of the Sharp Containers in the amount of \$10,644 was approved.

During the next renewal period, the Library agreed to negotiate with Kleen-Tech for an increase to the base monthly fee. The State of Colorado increased the minimum wage for Colorado workers and Kleen-Tech requested an increase in the monthly fee to offset their increased costs. Negotiations between the Library and Kleen-Tech resulted in a 6% increase for the period October 1, 2017 to December 31, 2017, with the understanding that negotiations would continue in order to reach a beneficial result for the next three years - January 1, 2018 to December 31, 2020.

The Library requested detailed financial information from Kleen-Tech in order to determine if the requested price increased was reasonable. The requested information was provided and reviewed. The Executive Director, Finance Director and Facilities Director agreed to move forward with the increase requested from Kleen-Tech.

The Library is confident that this is the company that best serves the needs of the Library and they have provided excellent services. At the November 16, 2017 Board meeting, the Library will recommend that the Trustees authorize the Executive Director to sign a contract with Kleen-Tech Services

In response to a question, the Board was advised that all the libraries, including the administration facilities have sharps containers.

CORA Policy Information

Rebecca Winning, Director of Communications addressed the Board and provided information on the CORA policy. The proposed policy has been reviewed by the County Attorney's office and it is aligned with the county policy. The Library will ask the Board to approve the policy at the November Board meeting.

ADJOURNMENT

The study session was adjourned at 6:58 p.m.

A handwritten signature in cursive script that reads "Kimberly D. Johnson".

Kim Johnson, Secretary