

Minutes of the Meeting of the
JEFFERSON COUNTY PUBLIC LIBRARY
BOARD OF TRUSTEES
September 15, 2016

CALL TO ORDER – REGULAR MEETING

The regular meeting of the Jefferson County Public Library Board of Trustees was held in the Belmar Library meeting room on September 15, 2016. Library Board of Trustees Chair, Brian DeLaet, called the meeting to order at 5:27 p.m. Other Trustees present: Julia Hill-Nichols (Vice-Chair), John Bodnar (Secretary), Charles Naumer and Deborah Deal.

Trustees not present: Ben Davis

Guests: Tricia Lee, Manager Belmar Library, Teen Services & Special Populations

Staff present: Pam Nissler, Executive Director; Pat Klein, Director of Information Technology; Richard Sosa, Director of Budget & Finance; Julianne Rist, Assistant Director of Public Services; Sandie Coutts, Director of Employee Relations and Development; Danny LaGage, IT Operations Supervisor; and Amber Fisher, Executive Assistant, Office of the Executive Director.

APPROVAL OF AGENDA

MOTION: Deborah Deal moved that the Library Board of Trustees approve the agenda as presented. Seconded by Julia Hill-Nichols the motion passed by unanimous vote of all Trustees present.

APPROVAL OF MINUTES

MOTION: John Bodnar moved approval of the minutes of the August 11, 2016 Study Session. Seconded by Charles Naumer the minutes were approved by unanimous vote of all Trustees present.

MOTION: Julia Hill-Nichols moved approval of the minutes of the August 18, 2016 Board Meeting. Seconded by Deborah Deal the minutes were approved by unanimous vote of all Trustees present.

PUBLIC COMMENT

No Public comment.

FOUNDATION REPORT

Jo Schantz reported on the activities of the Foundation. The Board received flyers for the fall Whale Sale, October 20-23, at the Jefferson County Fairgrounds. The book drive at the

Federal Center is being held September 15 and 16. Save the date notices for the November 17, Rare & Novel event are being distributed. The Trustees received copies of the Foundation's 2015 annual report. A \$10,000 donation was made to the Foundation for an outdoor active learning environment at Standley Lake. The donation was made in honor of the donor's wife of 70 years. In response to a request from a Trustee, Jo agreed to send out electronic notices for the Whale Sale and Rare & Novel event to the Library Board so they could share the information and spread the word.

HOST REPORT

Tricia Lee, Belmar Library, Teen Services and Special Populations Manager provided the host report. The Belmar Library opened in 2000, and since that time only minimal changes have been made to the space. With the advent of the new service model, staff looked at the space with fresh eyes and identified the areas that could be improved with no budget impact and limited impact on staff. One of the few changes that were added to the Belmar Library was a teen space. However, the space that existed included an odd configuration that did not flow well, had insufficient space to merchandise materials and there were limited sightlines for teens to discover the area. Staff weeded out rows and rows of dated and underused reference materials, moved many items into circulation so they could be enjoyed by patrons and the remaining low use collection was relocated to a lower traffic area, making room for an improved teen area. The new areas has improved sight lines, great spaces for merchandising and increased space for teens to study and engage. The teen advisory board has plans to provide craft supplies and board games to increase teen engagement in the space. Staff is noticing increased teen usage in the area. When JCPL created the strategic plan for Spanish Services, staff discovered that the Spanish Collection was in a hidden aisle with no sight lines and no area nearby to use the materials. The Belmar Library services a community with some of the highest percentages of Spanish speakers and is the designated location to provide services in Spanish. Providing services was challenging and we were not meeting our expectations for this service. The "old" teen space was reconfigured into the new Spanish, ESL and citizenship area. Staff has created much improved sightlines, especially for Spanish speaking families using the children's space. There are places people can sit and use the materials, space to engage patrons with passive programs; space to promote language learning resources like ESL classes and language learning databases. Staff also created a citizenship corner. Much like the teen space staff is seeing more people using the materials and engaging in the space. When the Library embarked on the new service model staff envisioned service points with small staff footprints that would allow staff to work side by side with people to provide assistance. The nick name for the reference desk was "fort reference". It was a long, foreboding desk that was not easy or welcoming to access. The new service point was created by moving sections of the old desk so it is easier to access the space, work side by side with patrons and provide the service we envision. While these changes help staff and patrons, the Belmar Library staff looks forward to the future remodel of the Belmar Library. The Trustees

expressed appreciation to Library staff commending them on the positive changes they made without impacting the budget and significantly improving services to patrons.

SENIOR MANAGEMENT TEAM (SMT) OPERATIONAL UPDATES

Executive Director Update

Pam Nissler, Executive Director, provided an update to the Board. The Lakewood and Administration parking lot project is on schedule. Work will soon switch to the east parking lot. Padma Polepeddi, Lakewood Library Manager and her staff will continue to provide holds pickup and returns services. The initial core samples showed a depth of six inches and it appears that the most recent core sample shows the depth to be closer to eight inches. The project will recycle and reuse the old parking lot base, but additional material may need to be added which may increase the cost of the project. The Board will be kept apprised. Staff has been parking at the Lowe's parking lot and walking to work to allow as many parking spaces for patrons as possible.

Finance Department

Monthly Financial Report

Richard Sosa, Director of Budget and Finance provided information on the activities of the Budget and Finance Department. The Trustees were advised that there were minimal changes to the monthly financial report issued last week and final amounts are reflected in the report provided tonight in the Board's red folders. In response to a question from a Trustee regarding the fourth quarter transfer to the County for debt service and what triggers that transfer, Richard Sosa advised the Board that the Library works with the County Treasurer who provides an outline of a journal entry in the fourth quarter and the transaction occurs before the end of the year. In response to a question from a Trustee, Richard Sosa advised the Board that he will provide more detailed information on what makes up the services and charges categories reflected in the Non Salary Comparative Expenses chart. In response to a question from a Trustee, Richard advised the Board that the Library issues an RFP to define the services and scope of work and does not make payments in advance of the work being done. In response to a question from a Trustee, the Executive Director advised the Board that if additional revenue is collected for the Library that is over the amount included in the ballot language, the Library would work with County Budget to determine if those additional funds go into the Library's fund balance. In response to a question from a Trustee regarding the year-to-date revenues chart, Richard advised the Board that on the chart the blue portion reflects the budget, the red portion reflects the year-to-date percentage of the budget and the green portion reflects to-date expenditures. After some discussion Richard suggested that the chart may be more visually helpful if it was tilted instead of stacked. In response to a question from a Trustee, Richard advised the Board the projected fund balance represents a snapshot in time including revenues 3% above the projected budget and lower expenditures at this point in the year. The Library will be completing a number of capital projects and expenditures will increase

that will impact the to-date projected ending fund balance. The Executive Director advised the Board that the Lakewood parking lot project, the market analysis, RFID self-check and computer replacement projects will all have significant expenditures.

Self-Check Systems and Annual Maintenance

Richard Sosa introduced the topic and advised the Board that the library received three responses to the RFP. The RFID Self-Check committee attended vendor demonstrations and have selected Bibliotheca. The committee recommends starting out with 24 units including purchase of the units, set-up costs and maintenance for four years. In response to a question from a Trustee regarding the cost of the maintenance agreement, Richard Sosa advised the Board that it is a large system in all the locations with a large footprint. A question was raised regarding the number of stations with credit card ability and whether or not all the stations needed to be able to take credit cards versus stations with only check out ability. It was noted that limited credit card capable stations may result in longer checkout lines. The question was raised on whether or not there were other options including not taking credit cards for a period of time. The Trustees were advised that the current RFID Self-Check stations are a home grown system that the Library put together and is not sustainable. Additionally, it was noted that accessibility is also an issue and the proposed stations better meet the needs of special populations.

MOTION: Julia Hill-Nichols moved that the Library Board of Trustees authorize the Executive Director to sign a contract with Bibliotheca for RFID and Self-Check Stations including maintenance support for five years in an amount not to exceed \$570,676 in the 2016 Budget year. Seconded by Charles Naumer the motion failed with a vote of two in favor, two against and one abstention.

There was discussion relative to direction from the Board on next steps, possible options and alternatives to the current proposal; turning off credit card capability, potential consequences, and further reducing the number of credit card stations to one in each library. It was noted that the committee looked at several options and determined that none of the libraries have the staffing to manually accept and process credit card transactions. Having only one credit card station in each library would negatively impact both staff and patrons. The Trustees asked for additional information and discussion concerning the length of the service agreement and commitment to a five year contract; information on the current system and potentially less expensive options including fewer stations with credit card capability; and more information on what is included in the maintenance agreement. In response the Trustees were advised that legally the Library is only allowed to capture taxpayer resources one year at a time and builds renewables into every contract as part of the terms and conditions so the vendor is aware of the one year condition in the contract. The current system was put together by staff and is coming to the end of useful life. The system terminals, touch screens and RFID pads all need to be replaced. There are 44

stations and replacement of only the RFID pads is approximately \$4,000 per pad. Replacing each terminal and touch screen and adding PCI compliant credit card capability will be an additional and significant cost. The project is included in the 2017 budget and strategic plan; however, the PCI compliance issue has accelerated the project. Equally important, the Library will be back to the same scenario of fixing a system that shouldn't be a home grown system. The current system is another aging and inadequate infrastructure issue where JCPL lags behind other library systems. The proposal is for 24 out of the 44 stations. The initial proposal was for 36 new stations, however, the committee analyzed the usage data it gathered and is recommending the project start with 24 stations. The proposed stations also provide an improved interface for patrons and a better patron experience. The maintenance contract includes service calls, service response time, repairs, parts, mechanical and software upgrades. Currently Library staff is performing maintenance on the system and stations; a maintenance model that is expensive and not sustainable. In addition to being PCI compliant, the proposed stations are also more efficient and capable of processing the volume of materials being circulated (checked out by patrons). In response to a question from a Trustee, the Board was advised that the committee did review all three responses to the RFP and as part of the due diligence and selection process, interviewed other libraries regarding the systems they used, and checked references for each of the vendors.

MOTION: Julia Hill-Nichols moved that the Library Board of Trustees authorize the Executive Director to sign a contract with Bibliotheca for RFID and Self-Check Stations including maintenance support for five years in an amount not to exceed \$570,676 in the 2016 Budget year. Seconded by John Bodnar the motion passed by unanimous vote of all Trustees present.

Demographic Study (Market Study)

Richard Sosa introduced the topic and advised the Board that on September 12, 2016 the committee working on the project selected Orange Boy as the select vendor and the best option due to their ability to meet the objectives. The action item and recommendation is for the Board to authorize the contract in the amount of \$58,083. The Executive Director advised the Board that this is a study to provide information on the Library's service area including demographics in underserved areas, non-users, and detailed information to help the Library make decisions on long term facilities planning. In response to a question from a Trustee, the Executive Director advised the Board that this is a county-wide study and not just for Columbine. In response to a question from a Trustee regarding what kind of demographic information will be provided, the Executive Director advised the Board that the demographic information will include education level, income level, interests, heaviest users, distance from library locations, high concentration of families, etc. The analysis of the information will help in decision making, for example, do we need another library in that area or can we remodel and improve services in the existing library to meet that need. In response to a question from a Trustee, Julianne Rist advised the Board that the difference in

the cost between the two vendors is in what they offer. One vendor only provides access to the data and the vendor the committee selected provides the data and the data analyst. The Library does not have the organizational capacity for an internal data analyst. In response to a question from a Trustee, Julianne Rist advised the Board that the last time the Library did a demographic study was in 2009 and much of that data was based on 2000 census information.

MOTION: John Bodnar moved that the Library Board of Trustees authorize the Executive Director to sign a contract with Orange Boy for the Demographic and Market Analysis software in an amount not to exceed \$58,100. Seconded by Deborah Deal the motion passed by unanimous vote of all Trustees present.

Columbine Remodel General Contractor

Richard Sosa introduced the topic and advised the Board that in July 2016, a Request for Proposal (RFP) was issued for the services of a General Construction Contractor for the Columbine remodel project. In August, a contractor walk through was conducted for interested vendors. The project team members of the selection committee reviewed and scored eleven vendors from the proposals and interviewed four companies. General Contractor Fransen Pittman was selected on September 13, 2016 as the general contractor and the total contract amount is \$178,499. The funds for the major construction portion of this project are budgeted in the 2017 Capital Budget. There are funds in the 2016 budget for planning and the time table of work may change as the Architect and Contractor begin working together, necessitating a priority change of projects planned in 2016. The Executive Director advised the Board that a key factor in the selection was the preconstruction analysis that the Fransen Pittman team provides including bringing in sub-contractors for critical areas to make sure the entire project is well planned in the very beginning. They have a proven pre planning ability that results in fewer change orders and have extensive experience having constructed a majority of the new libraries constructed in the metro area. While Fransen Pittman have pre-qualified sub-contractors they still do open bidding and the Library will have access to that information to make sure the Library receives the best quality and services for the dollar. Bringing the general contractor and sub-contractors into the process also helps secure the labor and materials in a very tight market to keep the project on time and on budget. They have also worked with the Library's architect, Humphries Poli. During the interview their experience working with libraries was evident and they discussed some of the pros and cons of closing a library during construction versus only closing portions of the building. In response to questions from a Trustee, Julianne Rist advised the Board that the Library's Owners Representative, NV5, toured the Columbine Library with each of the respondents to provide information about the remodel project. There are no design drawings at this point in the process, however, the existing cad drawings were provided. The authorization before the Board is for the entire project; the pre-construction services fee is \$7,500; the remainder of the funds will be released as the

phases are completed. Fransen Pittman is comfortable that they can complete the services requested by the Library in the RFP for this amount. During the RFP and interview process, Fransen Pittman noted that 80% to 90% of their business is the CMGC (construction management general contractor) process; this is their area of specialty. In response to a question from Trustee Bodnar if the contract amount of \$178,000 represents the total income from the Columbine remodel to Fransen Pittman less any change orders or anything of that nature, the Library advised Trustee Bodnar that the authorization before the Board is for the entire project and the contract before the Board is in the amount of \$178,499.

MOTION: Julia Hill-Nichols moved that the Library Board of Trustees authorize the Executive Director to sign a contract with Fransen Pittman, for General Contractor planning and design services related to the remodel of the Columbine Library in the amount of \$178,499. Seconded by Deborah Deal the motion passed by unanimous vote of all Trustees present.

The Board noted that it would be helpful to have the Owners Representative present when the topic of the Columbine remodel is on the agenda. The Board also requested that they receive more detailed information in advance so they are fully informed about the topics and action items that are presented to them so they can fully understand the whole process. The Executive Director advised the Board that the Owner's Representative, Architect and General Contractor will be at the next meeting in October and that the Library will develop a process to fully inform the Board and provide detailed information in advance.

Update on the Standley Lake Trailhead Intergovernmental Agreement

The Board was advised that the intergovernmental agreement is with the attorneys and will be brought to the board when it has undergone the legal review.

CONSENT AGENDA

The Trustees received the adopted 2017 Board Study Session & Board Meeting Schedule and the Policy Governance Manual as adopted at the August 18, 2016 Library Board meeting.

EMERGING ISSUES

Update from Policy Governance Committee

Trustees Naumer and Hill-Nichols, members of the Policy Governance Committee, advised the Board that they held a teleconference with Pam Nissler, Rebecca Winning and Amber Fisher. Information was requested and has been received. The committee will be reviewing that information and will keep the Board apprised. The Chair advised the committee members that they may contact Bill Charney with any questions they may have.

BOARD SCHEDULE – NEXT MEETINGS

- October 13 – Study Session – 5:30 pm – Administration Conference Room
- October 20 – Lakewood Library Meeting Room:
 - Joint Library Board, Foundation Board & Friends Council Meeting, 4:45-5:30 pm
 - Regular Library Board Meeting, 5:45 pm - Lakewood Library Meeting Room
- November 10 – Board Meeting – 5:30 pm – Administration Conference Room
- December 8 – Board Meeting – 5:30 pm – Lakewood Library Meeting Room

ANNOUNCEMENTS/GENERAL INFORMATION SHARING

The Chair noted that it is very important for the Trustees to respond to the request for quorum determination.

ADJOURNMENT

The Board meeting was adjourned at 7:11 p.m.

A handwritten signature in black ink, appearing to read 'John Bodnar', written in a cursive style.

John Bodnar, Secretary