

Minutes of the **Joint** Meeting of the
JEFFERSON COUNTY PUBLIC LIBRARY
BOARD OF TRUSTEES and THE JEFFERSON COUNTY LIBRARY FOUNDATION
BOARD and the FRIENDS COUNCIL and the **Regular** Meeting of the JEFFERSON
COUNTY PUBLIC LIBRARY BOARD OF TRUSTEES
October 20, 2016

CALL TO ORDER – JOINT MEETING

The joint meeting of the Jefferson County Public Library Board of Trustees, the Jefferson County Library Foundation Board and the Friends Council was held in the Lakewood Library meeting room on October 20, 2016. Library Board of Trustees Chair, Brian DeLaet called the joint meeting to order at 4:48 p.m. Other Trustees present; Julia Hill-Nichols (Vice-Chair), John Bodnar (Secretary), Deborah Deal and Charles Naumer.

Trustees not present: Ben Davis.

Jefferson County Library Foundation Board members and staff present: Tami Bandimere-Shrader (President); Jo Schantz (Foundation Executive Director); Jeannie Mann (Vice-President); TJ Bowen; Mary Stahl; Amy Arlander; Kimberly Wall; Bill Knott; and Neal Browne.

Library Staff present: Pam Nissler, Executive Director; Donna Walker, Director of Public Services; Richard Sosa, Director of Budget & Finance; Julianne Rist, Assistant Director of Public Services; Sandie Coutts, Director of Employee Relations & Development; Pat Klein, Director of Information Technology; Rebecca Winning, Director of Communications; Steve Chestnut, Director of Facilities & Construction Projects; Danny LaGage, IT Operations Supervisor; and Amber Fisher, Executive Assistant, Office of the Executive Director.

Welcome and Appreciation/ Introduction

The meeting opened with Brian DeLaet, Chair, initiating introductions of the Library Trustees and Foundation Board members. The Chair noted that the Friends Council members would not be present at the meeting. Pam Nissler, Library Executive Director expressed appreciation and provided a summary of the many contributions of the Foundation and Friends that help the Library enrich the lives of the patrons and communities. The Foundation donated more than \$80,000 to support the Library's Summer Reading program and helped achieve the most successful program in its history. Total participation increased 17% to more than 36,500 participants; total minutes read increased 46% to more than 27,500,000 minutes; and the number of participants who met their reading goals increased 77%. The program included an innovative school contest with 17,448 students from preschool through high school participating in the program reading a collective 14,442,452 minutes. Thanks to

contributions from the Library Board of Trustees, the Library was able to present the top five schools with a trophy and a \$300 cash prize to support their school library. This year's program generated an enormous amount of goodwill with Jeffco Schools and the Library looks forward to expanding their participation in 2017. The Foundation also provided more than \$10,000 to support early literacy efforts including the monthly American Sign Language Story Times; the Raise a Reader events and another exciting pilot program – 1,000 Books Before Kindergarten. The Foundation's support extended to new LibLab kits and the many creative programs associated with the LibLab Create series. Other programs the Foundation funded include the Swank movie license which allows the Library to show movies – a very popular program with parents especially during the fall, winter and spring school breaks; the culture pass program which offers free passes to local cultural attractions and Book Pages, Book Club Kits and Mango, the Library's language learning database.

Foundation Report

Tami Bandimere-Shrader, President, introduced Jo Schantz, Foundation Executive Director and noted that the Foundation staff; Sarah Whelan, Don DuBe and Jenaveve Linabary were all at the Jeffco Fairgrounds getting ready for the Foundation's Fall Whale Sale. Tami expressed appreciation to the Foundation staff for their amazing work. Jo noted the seven new members of the Foundation Board. The Foundation has had a very busy year. Last year the Rare and Novel event included 150 guests, 12 new sponsors, raised \$21,000 and launched the Legacy Award. Arrangements for this year's Rare and Novel event, Holmes for the Holidays, are in full swing. The event will be held on November 17, at Baldoria on the Water. The Foundation is partnering with Colorado Acts, a local theater group and the Jefferson County Sheriff's Department. Foundation Board member, Neal Browne, will be the MC. The Friends Annual Meeting was held at the Wheat Ridge Recreation Center. More than 60 people attended this breakfast event. The Foundation Board held a strategic planning retreat looking at the Foundation's future 3-5 years out and beyond. Over the last year the Foundation also held a new board member orientation; the Titanic Tea Party at the Molly Brown summer house; a Speakeasy event featuring a couple of Broncos players; the Friends Annual meeting – a breakfast at the Wheat Ridge Recreation Center; and the Spring Whale Sale. The Foundation also launched several book drives at different locations including the Federal Center, several First Bank locations and at the Jefferson County Administration Building. The Foundation is working on a pilot recycling project with Leif Books at the Arvada Library. Online book sales are increasing – selling \$600 per week. The Foundation expects online book sales to increase even more after the first of the year when staff member Don DuBe begins working full time.

Brian DeLaet addressed the meeting and noted that the Foundation's work has been delightful and exciting to see. The Library and Foundation are stronger together and the Board looks forward to continuing this successful relationship.

The Trustees expressed appreciation to everyone for their work on behalf of the Library.

The **Joint** meeting was adjourned at 5:30 p.m.

**REGULAR MEETING OF THE JEFFERSON COUNTY PUBLIC LIBRARY
BOARD OF TRUSTEES, October 20, 2016**

CALL TO ORDER – REGULAR MEETING OF THE LIBRARY TRUSTEES

The regular meeting of the Jefferson County Public Library Board of Trustees was held in the Lakewood Library meeting room on October 20, 2016. Library Board of Trustees Chair, Brian DeLaet called the joint meeting to order at 5:43 p.m. Other Trustees present; Julia Hill-Nichols (Vice-Chair), John Bodnar (Secretary), Deborah Deal and Charles Naumer.

Trustees not present: Ben Davis.

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

APPROVAL OF AGENDA

MOTION: John Bodnar moved that the Trustees approve the agenda as amended to note the 3rd Quarter Statistics report would be included. Seconded by Deborah Deal the motion passed by unanimous vote of all Trustees present.

APPROVAL OF MINUTES

MOTION: John Bodnar moved approval of the minutes of the September 8, 2016 Special Board Meeting. Seconded by Charles Naumer the minutes were approved by unanimous vote of all Trustees present.

The Chair advised the Trustees that a copy of the amended minutes of the September 15, 2016 Board meeting were provided in their red folders. The amendment is on page 7 and includes the addition of the sentence: "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: John Bodnar moved approval of the amended minutes of the September 15, 2016 Board Meeting. Seconded by Julia Hill-Nichols the amended minutes were approved by unanimous vote of all Trustees present.

PUBLIC COMMENT

There was no public comment.

FOUNDATION REPORT

Jo Schantz reported on the activities of the Foundation and advised the Board that the Preview Night for the Fall Whale Sale is being held tonight at the Jeffco Fairgrounds. Julia Hill-Nichols encouraged all of the Trustees to attend the Rare and Novel event on November 17. The Chair acknowledged Julia Hill-Nichols and the work she does serving as the Library Board liaison and board member on the Foundation Board.

HOST REPORT

Padma Polepeddi, Manager of the Lakewood Library, Edgewater Library and Library2You addressed the Board and noted that her staff would be providing the host reports. Padma provided a handout for the Edgewater Library update and expressed regrets from Amy Beebe, Edgewater Patron Experience Supervisor who was unable to attend the meeting. Kami Fallert, Lakewood Library Operations Supervisor advised the Board that the Lakewood staff continued offering service to patrons during the parking lot project. Six weeks before the repaving project due dates were extended for Lakewood patrons. Two weeks before the library closure pick up times for holds were extended. To serve patrons during the closure Lakewood staff moved 1500 items from holds shelves onto carts so pickup services could be offered through the Administration entrance. Staff moved all the holds a second time to the east staff entrance and served 3600 patrons. On Sunday night before the re-opening of the library, staff moved 3000 holds from the staff entrance and placed them back on the holds shelves in the library so patrons would find them Monday morning. The Trustees expressed appreciation to Kami and her staff for the extraordinary efforts to continue serving patrons during the closure.

Kelly Duran, Lakewood Patron Experience Supervisor addressed the Board and provided information on a collaboration developed with the Starr Center, a day program for young adults with developmental disabilities through the Seniors' Resource Center. Kelly and her staff noticed a group of young adults coming into the Lakewood Library once a week and started engaging with them. The Library had a booth at the Lakewood Mural Festival and noticed that the same group from the Starr Center also had a booth. Kelly and her team wanted to find a way to collaborate and looked at the artwork programs at the Starr Center. A mini-program was developed where the group displays 12 of their canvas pieces at the Lakewood Library. They come out every three months and change out the artwork. The Lakewood staff held a

ribbon cutting ceremony to open the program with the CEO of the Seniors' Resource Center. The Trustees commended Kelly and her staff for their outstanding efforts to collaborate with the community.

Cecelia LaFrance, Library 2 You Coordinator introduced Jacob Browne, Patron Experience Associate and advised the Board that Jacob is this year's recipient of the Colorado Association of Libraries Jean Maio Award for Excellence in Adult Literacy. Jacob Browne is truly deserving of recognition for his dedication to literacy outreach. Library 2 You serves those with limited access to library services: residents homebound due to disability, older adults in retirement or assisted living facilities, and men and women serving their sentence in incarcerated institutions within Jefferson County. Adult literacy is equally about keeping connection to reading as it is to fostering literacy. The Library 2 You Home Service Program, directly impacted by Jacob's involvement, has grown from serving 20 Jeffco residents 10 years ago to currently serving 146 residents who are unable to come to a library due to a disability. Literacy continues through direct services. Library 2 You also promotes literacy and learning to incarcerated populations within Jefferson County. Three of our bi-monthly bookmobile stops include the Federal Correctional Institute located at Kipling and Quincy, and both the Men's and Women's Intervention Community Corrections Services, which are halfway reentry housing for Jefferson County inmates, located in Lakewood. Will McCormick, Education Supervisor of FCI Englewood provided comment on JCPL's service: "The guys out at the camp never want to lose the bookmobile. For many of them, it's the highlight of their two weeks. They don't have the opportunity to access those resources without the bookmobile." Cecelia shared comments from inmates including: "... the Bookmobile is the brightest hope I have seen in the five years I've served in the Federal Bureau of Prisons... Every two weeks, I receive a priceless gift, books to read and study so I may prepare for my future... your bookmobile is my only source to self-educate by reading. I cannot put a price on how valuable this is to me." In 2015, the bookmobile served 2,052 visitors at its incarcerated stops and circulated 12,063 items, representing nearly 29% of the Bookmobile's overall circulation. Library 2 You is well on its way to surpassing this number in 2016. The Trustees applauded Cecelia and Jacob on their amazing accomplishments and dedication to providing library services.

SENIOR MANAGEMENT TEAM (SMT) OPERATIONAL UPDATES

Executive Director Update

Pam Nissler, Executive Director, reported on the activities of the Executive Director's office. In response to a question from a Trustee regarding the Urban Libraries Council meeting she attended, Pam advised the Board that despite the challenges of the last few years, JCPL is well on its way and even ahead of other libraries in using data and focusing on outcomes and impacts in the community. The other attendees were also

complimentary of the work of our data analyst, Brigitte Lindner. In response to a question from a Trustee on any trends identified at the meeting, Pam responded that again, JCPL was performing well and has been focused on return on investment for several years now. The Board was advised that the Senior Management Team will be holding its annual retreat on October 24 and 25, to work on strategic initiatives for 2017. In response to a question from a Trustee about All Staff Day, Pam advised the Board that it went very well and it was wonderful for our staff to see that the Trustees are very much engaged in the mission. The Board of County Commissioners attended and handed out breakfast burritos to the staff. Libby Szabo and Casey Tighe addressed the staff and acknowledged the trust the people of Jefferson County put in the Library. The Library's asset audit is almost complete and the COOP (Continuity of Operations Plan) has been fully accepted by the Sheriff's Department, who has been put in charge of COOP plans for the entire county. The 2017 Holiday schedule and the background on Jefferson County Public Library document were shared with the Board. Trustee Hill-Nichols noted that the background document is excellent and outlines the governance of the library including roles and responsibilities. The Board of County Commissioners will have a discussion about the vacancy on the Library Board at their meeting next week.

The Executive Director asked Sara Lara, Project Director with NV5 to provide a brief update on the Columbine remodel project. Sara advised the Board that the team is continuing work on the conceptual design. Meetings with the architect, Humphries Poli are scheduled to talk about cost parameters. The team is preparing for a presentation on the conceptual design to the Trustees at its November 10, Board meeting. The team has also scheduled community meetings to present this information after the November Board meeting. In response to a comment from a Trustee about the excellent program of service document, Sara advised the Board that the document was put together by JCPL staff members Julianne Rist and Steve Chestnut.

Finance Department

Richard Sosa reported on the activities of the Finance department. The financial report presents only the changes between the full financial report in your packet dated October 20, 2016 for the month of September and the Jefferson County JDE financial system close for September. For this time, one item has been updated. In your report, payroll was accrued (estimated) for the third payday in September that resulted in a reporting total Year-to-date of \$11,357,101 and actual posting for the third payroll resulted in a Year-to-date total of \$11,371,216, the difference is \$14,115. The accrual is reversed and actual posted. The small variance is an indication that our accrual methodology is effective. Thanks to feedback from the Board the charts have been reformatted. In response to a question from a Trustee regarding electricity charges and the significant drop, Steve Chestnut advised the Board that the drop is a result of efficiencies and the reduction in the cost of electricity. The energy efficiencies the

Library has implemented over the last few years has resulted in approximately \$900,000 in savings. In response to a question from a Trustee regarding the fund balance breakout indicating the Library will add \$2.4 million to the fund balance this year, Richard advised the Board that it is the current estimate. In response to a question from a Trustee on whether it would make sense to take that and do something with the debt service instead of putting it into the fund balance, Richard advised the Board that he has not done an analysis on paying down debt service.

There was some discussion on the fund balance forecast, the Board's fund balance policy relative to the maximum and minimum fund balance, and the increase in revenue. It was noted that it would not be prudent to pay down debt service without a full analysis and considering the procedural restrictions of going to the County now and requesting money from the fund balance to pay down debt. What is the forecasted at the beginning of the year? A Trustee noted that \$2.4 million is a lot of taxpayer money sitting in an account when the Library could be paying debt. It was noted that some portion of the funds being discussed represents the planned coverage for the Columbine Library project in 2017.

Public Services Department - 3rd Quarter 2016 Statistics

Julianne Rist, Assistant Director of Public Services provided information on the 2016, Third Quarter Statistics. The third quarter report focuses on expanding the Summer Reading movement in the community. The reading goal of a marathon (26.2 million minutes) was surpassed with a total of 27.5 million minutes read by JCPL's avid readers. The number of participants increased by 17% from last year, and this success is further substantiated when looking at the number of Summer Reading participants that finished the program. 77% more people finished the Summer Reading program this year in comparison to 2015. Since the expansion of open hours earlier this year in Q2, we have seen more use of library facilities and services by the community. This trend continues, and the third quarter marked 10% more visits, 9% more circulations, and 11% higher program attendance in comparison to last year. While Q2 comparisons showed skewed (higher) percentage increases in comparison to 2015 as a result of the temporary closure of Golden (remodeling), Q3 figures show us a more relevant comparison with almost all 10 branches operating fully. However, Lakewood library was closed for 10 days in September for parking lot resurfacing, which has impacted public service hours. Alternate library services were available to patrons to pick up holds or return items. In response to a question from a Trustee regarding the increase in teen volunteers, Julianne advised the Board that the increase is a direct result of staff and current teen volunteer outreach efforts and active recruiting by the teen core services group. The full statistics report was provided to the Board.

Ends Statements – 3rd Quarter 2016 Strategic Priorities Update

The Executive Director addressed the Board and provided an introduction to the third quarter strategic priorities update. The full report on the 2016 strategic priorities was provided to the Board in their meeting packet. The Senior Management Team provided highlights on the progress made in the third quarter related to keeping the promises made to the residents of Jefferson County.

Ends Statement 1: All Jefferson County residents have equal opportunity to access information, resources, ideas and technology, and they are supported in using those resources.

Donna Walker, Director of Public Services, presented information on the promise to increase books and materials. All of the Library's progress over the last three years to buy to the Executive Director's vision of a collection of high interest materials was able to be ramped up to high speed this year. For the last 3 years, the Library has been using patron use and demand data to make purchasing decisions. JCPL has been able to buy more eMaterials and more high interest materials and the public has responded with a 9% increase in circulation of materials year to date which equates to 473,828 more items circulated this year.

Sandie Coutts, Director of Employee Relations and Development reported on recruitment, retention and development of staff. Employees are the Library's most valuable asset and the primary support for patrons in accessing the information and resources they need. JCPL continues to successfully attract and hire new employees across the system with 36 total positions filled in the third quarter including cohort hires of patron experience substitutes and page Substitutes. The Library completed three orientation events in September. Additionally, JCPL contracted with a videographer to make a short documentary celebrating our staff and our success which will now become an integral part of our new employee orientation events. The Diversity Campaign has continued with training on the second pillar, Knowledge, for the Library's Combined Management Team and the Library hosted two Open House conversations that had excellent system wide staff participation. Location Awareness training has now been completed at 9 locations and will wrap up in the final quarter of 2016. The Employee Recognition Task Force finalized its first ever All Staff Day Oscars program to publically recognize 10 outstanding employees. There were also several small location or team specific appreciation activities in the third quarter, rewarding staff for their creativity, flexibility and efforts in completing milestones towards our strategic initiatives. Also in the third quarter, 24 JCPL supervisors continued to attend training as part of the Covey All Access Pass program, the Public Services Management Team benefited from a full day retreat, and the Senior Management Team retreat dates were scheduled.

Rebecca Winning, Director of Communications, presented information on her departments' third quarter accomplishments. A critical part of ensuring equal access to resources and opportunities is informing Jeffco residents of their availability. The Communications Team has three strategic initiatives to support this objective. The first initiative is to communicate information about the budget and the impacts of the recent mill levy initiative. We want to assure Jeffco residents that the Library is delivering on its promises. As a result of the efforts of the communications team, library cardholders increased over 24,000 to date (62.2% of the population).

Ends Statement 2: All Jefferson County residents have safe, convenient and inviting places to go to access information and resources and participate in community life.

Julianne Rist, Assistant Director of Public Services, advised the Board that Library visits increased along with open hours. The second quarter visits had not only shown increases in number of visits, but had also allowed visits to spread out over longer hours. While patrons were finding their best times to come to the library with the new schedules, JCPL had initially seen a decrease in the number of visits recorded per open hour. The gap in second quarter visits recorded per open hour was 15 between pre-expansion visit/hour ratios (2015) and post-expansion visit/hour ratios (2016) became smaller in the third quarter with a difference of only eight visits less per open hours in comparison to last year. Year to date, 2,027,390 people have visited in 2016, an increase of 141,931. Julianne also provided an update on the Columbine Library remodel project, advising the Board that the design documents will be presented at the November 10, Board meeting. The design reflects input from the community.

Steve Chestnut, Director of Facilities and Construction Projects provided the third quarter progress report on the delayed maintenance projects. The Lakewood parking lot project was completed in the third quarter. The geotechnical report on the Evergreen hillside indicates that the movement appears to be surface or just below the surface, likely from the heavy rains in 2013. There will be some construction necessary to mitigate erosion and a maintenance plan to keep the hillside vegetated, but the report didn't include any deep soils issue. More information will be coming to the Board as the plan to address the Evergreen hillside is developed.

Ends Statement 3: Jefferson County will thrive as the library understands and supports community aspirations with the goal of advancing positive community outcomes.

Donna Walker updated the Board on the third quarter progress on the Library's efforts to create a culture of reading. The Library had three goals for this initiative: Increase the number of participants; increase the number of finishers, and increase the number of minutes read. As noted earlier in the Joint meeting, approximately 1,600 more kids (8% increase), and 2,000 more teens (42% increase) and 1,700 more adults (17% increase) participated this summer than in 2015. The project outcome (a strategic priority for 2016) was used to survey participants in August, and it allowed JCPL to evaluate its

responses against other libraries. 1,450 (5.4%) of JCPL's summer reading registrants filled out the survey, and can currently be compared to the aggregated 14,760 patron responses of 134 public libraries in the US and Canada. 87% of Jefferson County parents and caregivers (vs. 86% national average) reported that through participating in the Summer Reading program, their child maintained or increased their reading skills. The 2016 data shows increased participation by 17%, minutes read by 46% and the number of finishers by 77%. In 2015 8,632 people finished the summer reading program. In 2016 15,259 finished. There were 36,546 participants and 27,547,858 minutes read. The school contest with prizes supplied by the Library Board of Trustees had 17,448 public school participants with 14,442,452 minutes read.

Ends Statement 4: All Jefferson County residents receive maximum return on their shared investment in library services.

Danny LaGage, IT Operations Supervisor, addressed the Board and provided information on the progress of IT infrastructure improvements in the third quarter. Phase I of the network upgrades to critical IT systems have been completed which included the Library Service Center, Evergreen Library, Belmar Library and Standley Lake Library. Bandwidth was increased to 100 Mbps between the large libraries and 50 Mbps between the small libraries and the Library Service Center. The amount budgeted for these network upgrades was \$139,718 and, while not final, the Library anticipates receiving an eRate reimbursement of \$69,359. Internet access was increased from 200 Mbps to 1000 Mbps. The amount budgeted for this project was \$52,800. The actual contract was negotiated for \$34,000 and, while not final, the Library anticipates receiving an eRate reimbursement of \$17,400.

Richard Sosa, Director of Finance and Budget, advised the Board that in support of their fourth ends statement the Library strives to ensure efficient and cost effective operations to meet the needs of residents while delivering a maximum return on their investment in the Library. In the third quarter the 2017 budget was presented to the Board of County Commissioners.

BOARD SCHEDULE – NEXT MEETINGS

- November 10 – Combined Study Session & Board Meeting – 5:30 pm – Administration Conference Room
- December 1 – Library Board & BCC Meeting – 1:00-2:00, 5th Floor
- December 8 – Combined Study Session & Board Meeting – 5:30 pm – Lakewood Library Meeting Room

ADJOURNMENT

The Board meeting was adjourned at 7:18 p.m.

A handwritten signature in black ink that reads "Julia Hill-Nichols". The signature is written in a cursive style with a large initial 'J'.

Julia Hill-Nichols, Vice-Chair
For

John Bodnar, Secretary