

Jefferson County Public Library Board of Trustees
Study Session
February 14, 2019 – 5:30 p.m.
Administration Conference Room

TOPICS:

- Mandatory Sexual Harassment Training
- Financial Review
- Trustees Review Proposed Policy Governance Monitoring Reports
 - 2.0 General Management Constraints
 - 2.1 Treatment of Patrons
 - 2.2 Treatment of Staff
 - 2.3 Financial Condition and Activities
 - 2.4 Asset Protection
 - 2.7 EXD Succession
- 2018 Strategic Plan Achievements
- Wember Inc. – Edgewater Schedule Extension Costs Information
- Tolin Contract Information

Call to Order

The Study Session was called to order at 5:30 p.m. by Charles Naumer, Chair.

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

Trustees not present: All Trustees were present.

Staff present: Donna Walker, Executive Director; Julianne Rist, Director of Library Programs and Services; Steve Chestnut, Director of Facilities and Construction Projects; Bernadette Berger, Director of Information Technology; Barbara Long, Interim Director of Finance and Budget; Rebecca Winning, Director of Communications; Sandie Coutts, Director of Employee Relations and Development; and Amber Fisher, Executive Assistant, Office of the Executive Director.

Mandatory Sexual Harassment Training

In response to a question, the Board was advised that the Board of County Commissioners have directed that all Jefferson County boards or commissions, volunteers and appointees are required to complete annual sexual harassment training. The Library Board of Trustees completed the mandatory sexual harassment training.

Financial Review

There were no questions from the Board.

Trustees Review Proposed Policy Governance Monitoring Reports

The Board was provided with the following Policy Governance Monitoring Reports with proposed adjustments:

- 2.0 General Management Constraints
- 2.1 Treatment of Patrons
- 2.2 Treatment of Staff
- 2.3 Financial Condition and Activities
- 2.4 Asset Protection
- 2.7 EXD Succession

In response to questions, the Board was advised that:

- The COOP plan is updated whenever there is a change in personnel.
- The Library will make the following adjustment to Policy 2.4.2 Asset Protection
 - The Continuity of Operations Plan (COOP) is updated as personnel changes require but no less than annually.
- The Library requires criminal background checks on all to be hired employees and volunteers. A criminal background check is done through CBI (Colorado Bureau of Investigation). If the applicant has not lived in Colorado for the past seven years, the Library orders an out-of-state criminal background check. If the position required a degree, the Library orders an education verification in addition to the criminal background check.
- The Library maintains internal controls to prevent or detect fraud and is covered under the County's crime policy, which the Library participates in as part of the Risk Management pool. Only elected officials are bonded.
- With the proposed changes, the Executive Director is reporting compliance. The Board will be asked to adopt those changes at the February Board meeting. The Board evaluates the Executive Director's compliance with the monitoring reports during the annual review of the Executive Director's performance.
- The proposed adjustments to Policy 2.3.10 reflect the Executive Director's interpretation of "material receivables" as something larger than fines on overdue books.

Wember Inc. – Edgewater Schedule Extension Costs Information

Steve Chestnut, Director of Facilities and Construction Projects introduced the topic and addressed the Board. Delays in the Edgewater Library project increased the original 15-month schedule to 19 months and resulted in increased Owner's Representative costs in the design phase and the construction phase. The Board was provided with itemized

information regarding those additional costs. At the February Board meeting, the Trustees will be asked to amend the contract with Wember Inc. by increasing the contract amount by an additional \$32,444.

In response to questions, the Board was advised that:

- Owner's Representative contracts are based on time and schedule not a flat fee.
- Architect contracts are based on certain deliverables.
- The additional costs will come out of the contingency budget for the project.
- Including the \$32,444, the total project costs are anticipated to come in under budget by approximately \$100,000.

Trustee Johnson noted that she has never worked with an owner's representative that would work for a flat fee. She further noted that the Board should expect extensions and that is why a project contingency fund is included in a project's budget.

Tolin Contract Information

Steve Chestnut addressed the Board and provided information on the Tolin HVAC contract and the recommendation to renew the contract for the second year of the 5-year contract. In response to a question, the Board was advised that:

- The contract is for the maintenance of the Library's HVAC systems and based on a preventative maintenance schedule for items like filters.
- There are additional funds for emergency services. The Library doesn't pay if it is not used. The maintenance bucket belongs to Tolin.
- The Library will provide information on the amount of the maintenance portion and the amount of the emergency services portion.
- Note: Later in the meeting Steve Chestnut provided the following correction:
 - The emergency services "bucket" is not included in the \$81,000 maintenance contract and that separate emergency fund is not accessible by Tolin unless authorized by the Library.

2018 Strategic Plan Achievements

Donna Walker, Executive Director, led the Board on a review of the 2018 strategic plan highlights.

- Our Facilities Master plan listed Belmar as the library next in line to be refurbished to address critical infrastructure issues and keep our promises to take care of our assets.
- The Edgewater Library was a priority and opened in November. All Library departments and the Board were involved in this massive effort to create a new library in a new civic center. Since Edgewater opened visits and circulation have both doubled.

- Another priority was to ensure appropriate staffing levels. The Board approved the hiring of 14.5 FTE and the Library filled the critical needs first, relieving pressure on front line staff and addressing safety and security and training positions.
- Eliminating fines on children's materials increased checkout by 5% or more than 84,500 kids items checked out.
- The first Family Place was opened.
- The Standley Lake Outdoor learning environment broke ground in September with final installation scheduled for Spring 2019.
- Signature events included Western Reboot with 700 people in attendance and another 6,100 live streamed the event.
- The Summer Reading program had 45,000 participants and the community read almost 50 million minutes.
- Fandomonium was a great family event and had 446 attendees.
- The All Staff conference was attended by 70% of the workforce and received a 95% positive evaluation.
- The new intranet was launched and has made a difference as a communication and efficiencies tool.
- In circulation – we saw a decline in overall circulation due to decline in renewals - 1% increase in checkout; 21% decline in renewals – we are still performing well above the 75%ile in circulation per capita
- Visits – exceeded our target and performing over the 50% percentile – aiming at 50% and cleared the bar with room to spare
- Programs – way exceeded our target – finally realized Pam's goal of fewer programs with more people at each!
- Square footage per capita – Edgewater gave us a little bump – still well below the 50% percentile as we know
- Public Services hours/1000 capita – we hit our target with the opening of Edgewater at 65 hours per week and 7 days – we can see how the addition of 10,000 feet improves our metric
- FTE's/1000 capita – as we make progress on implementing the findings of our organizational analysis, we are making progress – we hit our target.
- Industry measures –nothing material to report
- Customer Satisfaction survey – did not get enough responses to be statistically valid – will be replacing this tool with a more effective one for 2019 –
- Edge scores – took specific steps to increase this score. We installed photo-editing equipment at three libraries and increasing classes and online tools for e-government – we are still performing well above the industry average.
- Impact – per our 2018 target - we focused our efforts solely on improving our score on the impact of our e-government services—we did see a slight increase there as we hoped – more classes on government and our team created a curated

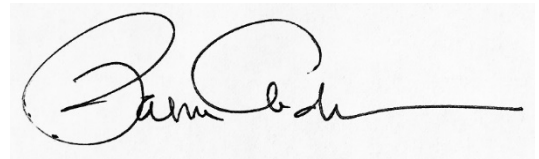
list of online resources for government services - we see that our efforts slightly increased impact

- Project Outcome – Made some progress in summer reading – confidence, application of new skills and awareness of resources. Just started surveying and tracking early literacy events

The Executive Director acknowledged the concern that the addition of Edgewater made only a very small impact on the square footage performance indicator and advised the Board that the information that will be presented at the extended Study Session in March will put all of this data in context.

ADJOURNMENT

The study session was adjourned at 7:06 p.m.

A handwritten signature in black ink, appearing to read "Pam Anderson", is centered on the page. The signature is written in a cursive style with a long horizontal line extending to the right.

Pam Anderson, Secretary