

**Minutes of the Regular Meeting of the
JEFFERSON COUNTY PUBLIC LIBRARY
BOARD OF TRUSTEES
August 20, 2020**

CALL TO ORDER – SPECIAL MEETING

The regular meeting of the Jefferson County Public Library Board of Trustees was held online via WebEx on August 20, 2020. Library Board of Trustees Chair, Charles Naumer, called the meeting to order at 5:34 p.m. Other Trustees present: Kim Johnson (Vice-Chair), Jill Fellman, Jeanne Lomba and German Zarate-Bohorquez.

Trustees not present: John Bodnar and Pam Anderson.

Staff present: Donna Walker, Executive Director; Steve Chestnut, Director of Facilities and Construction Projects; Julianne Rist, Director of Libraries; Rex Whisman, Director of Strategy, Engagement and Finance; Sandie Coutts, Director of People and Culture; Bernadette Berger, Director of Technology and Innovation; Barbara Long, Assistant Director of Finance and Budget; Lizzie Gall, Assistant Director of Library Experience; Padma Polepeddi, Assistant Director of Library Experience; Deirdre Keating, Assistant Director of Community Engagement; Amber Oeltjenbruns, Employee Relations Manager; Brad Green, IT Security and Systems Manager; Kurt Behn, County Attorney's Office; Amber Fisher, Executive Assistant, Office of the Executive Director; and Katie O'Loughlin, Administrative Coordinator.

There were additional Library staff members attending the online WebEx meeting.

APPROVAL OF AGENDA

MOTION: Jill Fellman moved that the Library Board of Trustees approve the amended agenda as presented. Seconded by German Zarate-Bohorquez the motion passed by unanimous vote of all Trustees present.

PUBLIC COMMENT

Public comments are currently being submitted to the Board via a link on the Board of Trustee's webpage. Comments will be acknowledged in the minutes of the meeting. No public comments were received.

APPROVAL OF CONSENT AGENDA

The Chair asked the Trustees if any of the items should be removed from the amended consent agenda. There were no requests for items to be removed.

MOTION: Jeanne Lomba moved that the Library Board of Trustees approve the items on the amended consent agenda as presented. Seconded by Kim Johnson the motion passed by unanimous vote of all Trustees present.

Items on the Consent Agenda for August 20, 2020

1. Trustees Adopt Policy Governance Monitoring Reports 2.5 through 2.9
 - 2.5 Financial Planning, Budgeting
 - 2.6 Compensation and Benefits
 - 2.7 Emergency Executive Director Succession
 - 2.8 Board Awareness and Support
 - 2.9 Materials Selection
2. Library Board of Trustees authorize the Executive Director to sign a renewal of the contract with MidWest Tape within the approved budgeted amount.

FOUNDATION UPDATE

Jo Schantz, Foundation Executive Director, advised the Board that the first sale of the season is underway at the Brass Armadillo Antique Mall. There are three tents and the most recent report indicated there are hundreds of people and \$4500 raised. The virtual Denver Post Pen and Podium event is Monday at 7:30 and JCLF has received \$1,000. A task force with Foundation Board members has been formed to help find locations for book sales because of the concern about the availability of the Fairgrounds. The Foundation will finish out the year's book sales events with the fall whale sale. There are modifications due to Covid 19 such as only allowing 50 people in at one time, reservation sign up and the Foundation is considering having a fee to attend. There are many pending grant proposals and the Foundation received \$1,000 unsolicited from the Sears Family Charitable Fund. A donor wants to start a named endowment at Rose and contribute \$25,000. The Foundation's 2019 annual report is done and posted on the website. In response to questions the Board was advised that:

- The Foundation is considering a \$5 admission fee for the fall whale sale and expanding the hours to full days on Thursday, Friday and Saturday and six hours on Sunday.
- The Fairgrounds has not contacted the Foundation directly but the Foundation is unable to make reservations
- The Library recently adjusted their quarantine of materials to 4 days.

Kim Johnson, Trustee Liaison to the Foundation expressed continued appreciation to Jo Schantz and her team.

EXECUTIVE TEAM OPERATIONAL UPDATES

Executive Director Report

The Executive Director advised the Board that the Library received an accolade from the County noting that our Continuity of Operations Plan (COOP) is one of the best plans in the County. It has helped the Library with its recovery response and weather this storm. The Executive Director expressed appreciation to the Board for their support and authorization to submit the proposed 2021 budget. The Library presented that budget to the Board of County Commissioners on Monday, August 17. The Board was advised that the Executive director is engaged in conversations with a potential donor and expressed appreciation to Trustee Bodnar for making that connection between the donor and the Library. The Executive Director noted that she is encouraging all staff to take vacation time. There are many staff who have been unable to take time off during these many months and to model that encouragement, the Executive Director is planning on taking vacation the first week in September. There is an ongoing study on library materials and how long the virus is active on those materials. Each time a new report comes out the Library makes any necessary adjustments, such as increasing the quarantine time from three to four days. The Library received a report regarding how long the virus lives on discs, CDs and DVDs and has reached out to County Public Health with that information. There might be another shift in the quarantine of materials.

The Chair addressed the Board and stated that the Executive Director certainly deserves the vacation and encouraged her to take that time. There were no questions from the Board about the Executive Director's report.

Strategy, Engagement and Finance

Finance and Budget (July)

The Executive Director introduced the topic and turned the conversation over to Barbara Long, Assistant Director of Finance and Budget.

Barbara Long provided a summary of the July Financial report and called the Board's attention to property tax revenue which is very close to budget and does include July's receipts. Expenses are tracking as usual. There is an item in Table 3 that is special this year in Federal and State Grants. The amount in the year-to-date column is \$161,962 and includes the funds received in July for the electric vehicle charging stations at the Belmar Library.

Belmar Project Financial Report

There were no questions from the Board on the Belmar project financial report.

Public Services

Return to In-person Service

The Executive Director introduced the topic and advised the Board that on July 13, JCPL started opening the libraries for the public to come in. It was a massive effort across all divisions and all levels of staff. Julianne Rist, Director of Libraries, will provide information on how people are using those services.

Julianne Rist addressed the Board and noted that the successful effort to provide curbside services and then reopen the libraries could not have been done without the work of every single person who works for JCPL. During the last two months JCPL has created and implemented a new agile process for providing services. We have piloted new services and within a week of offering them we began the evaluation and modification of these new services. Our strategy has remained constant despite the changing conditions. We will provide library services at our physical locations in an incremental manner, responding to current circumstances and changing conditions. At this time I would like to highlight the use of the library, and feedback we have received from our patrons through our customer use survey.

JCPL's use mirrors that of our neighboring libraries. We are all operating on reduced hours, some other systems are still only offering curbside service or limited in person access such as computer appointments only. All locations are seeing decreases in physical circulation and increases in digital circulation. In July, physical circulation is starting to catch up to 2019 numbers.

Use of digital items has remained high throughout this time. In fact we have already had over 1,000,000 circs for digital items this year. In 2019 it took until the fourth quarter to reach that milestone. Circulation for digital items has seen large increases in both the use and the size of the collection. Digital items saw a very large spike in the first 2 months and then stabilized for the last 2 months. When you combine the increased use in our digital use with the decreases in physical items, circulation is beginning to get closer to our normal monthly numbers. Current year-to-date numbers show we are 15% lower than last year's total.

The first location opened on July 13, and the eighth location opened on July 29. The number of patrons served by curbside services in July was 27,733 and in-library patrons served was 16,107. We will be watching closely what these numbers do in August which will be the first full month we are open for in person services and having our buildings open to the public.

Customer Use Survey

Beginning June 22 we began asking customers about the library services they were currently receiving during the Pandemic. The surveys were sent to 5% of people who had use the library during the last 90 days and offered in both English and Spanish. 13,613 were sent out during this time and 21% (2,744) completed response were received.

- Sent to 5% of customers who have used the library in the last 90 days
- 5 surveys sent between June 22 – July 23
- 21% completion rate

Awareness of Library & Library Services

Since March we have increased our communication with our community so that we can keep everyone updated about library services. The survey shows us that 32.3% of our customers are more aware of library services. And there were a lot of new services to keep our community informed about. We have created ways to work effectively and provide services remotely, digitally and in-person during these challenging and uncertain times. We have collaborated to ensure the well-being of our staff and community. While the buildings closed on March 15, programming was offered digitally and through call in options the next week. The Call Center was answering patrons' questions by April 4. Book a librarian never took a day off. Nine days after JCPL received notification that we could begin to provide curbsides services, we piloted those services at Standley Lake. We have also expanded or offered new services weekly such as curbside printing, grab and go bundles and summer reading prizes. Two months after offering curbside services we piloted walk in services such as computers, and browsing. The Website was updated with each new service and weekly emails were sent to all card holders to let them know about the services we were offering.

Digital Resources

Collections staff immediately shifted some of our purchasing from physical items to digital content back in March. Also many vendors expanded access to titles and content either at no cost or reduced prices. The survey gives us more detailed information about what cardholders are using. Not surprisingly eBooks and eAudio books are the two largest categories. Streaming services such as Kanopy and Hoopla are next. Digital magazines and online learning showed about equal use. The other category includes response such as I don't use digital resources, or titles of specific magazine such as Consumer Reports, what they were doing such as resumes for a job, or watching a virtual story time.

Satisfaction Rating

Nearly 70% of respondents said they are satisfied or very satisfied with how we're providing resources during this time. 48% of respondents have used curbside-including respondents with early activity during our physical closure. Of those, 85% were satisfied with the experience.

In the comment section of the memo in the Board's packet, you can see a trend in the early dates of the survey asking for social interaction, in-person services and the ability to browse for items in person. Your memo has a few comments from customers such as Thanks for doing curbside pickup! We really miss the library but understand the barriers to fully opening. Appreciate all the emails about what is going on at the library.

Looking forward we will be continuing the customer survey as part of our evaluation and feedback process to modify how we provide access to library resources. We are regularly adjusting our plans in response to changing conditions and are developing new approaches to meet the current needs of our community. We are currently planning how to modify our services and hours this fall to best support students, parents and other residents in our community. In response to a questions, the Board was advised that:

- In response to the survey the Library received four responses in Spanish.
- The Library is in the midst of evaluating hours going forward and balancing the amount of staffing we have and what it would take to provide in person and curbside with expanded hours.

The Chair noted what a major effort it took to provide these services and the more he heard about what was involved the more realized how huge a task it was. He expressed appreciation to the staff and noted that use has gone up and the trend lines look great. It will be interesting to see how the trends look in the coming months.

Technology and Innovation

Standley Lake Sorter Amendment

The Executive Director introduced the topic and advised the Board that Bernadette Berger, Director of Technology and Innovation, will provide overview of the project and answer the question the Board asked at the meeting last week.

Bernadette Berger addressed the Board and noted that the sorter budget is part of the funds set aside in the ARMs to make sure we fix things before they break and are part of the planned maintenance schedule. The Bibliotheca sorters, including the one at Standley Lake, is past its useful life and replacement parts are not available. Last year, the Library issued an RFP and selected RFID Library Solutions as the vendor for the next three years.

MOTION: Jill Fellman moved that the Library Board of Trustees authorize the Executive Director to sign the contract amendment with RFID Library Solutions, Inc. to complete the Standley Lake sorter replacement project in the amount of \$258,275. Seconded by Kim Johnson the motion passed by unanimous vote of all Trustees present.

ITEMS REMOVED FROM THE CONSENT AGENDA

No items were removed from the consent agenda.

ENDS

No items.

BOARD GOVERNANCE

A. Trustees adopt Sunshine Resolution

MOTION: Kim Johnson moved that the Library Board of Trustees adopt Sunshine Resolution LB 08-20-20 as presented. Seconded by German Zarate-Bohorquez the motion passed by unanimous vote of all Trustees present.

B. Trustees adopt Governing Policy 4.3

MOTION: Jeanne Lomba moved that the Library Board of Trustees adopt Governance Policy 4.3 as presented. Seconded by Jill Fellman the motion passed by unanimous vote of all Trustees present.

C. Trustees adopt Bylaws.

The Chair advised the Board that adoption of the Bylaws will be delayed to the next Board meeting in compliance with Bylaws Article XIII, which states that amendments to the Bylaws shall be submitted to the Trustees at least 14 days prior to their proposed adoption.

EMERGING ISSUES

Interpreter Services

Trustee Zarate-Bohorquez addressed the Board and provided demographic information related to the non-English speaking population in Jefferson County. Of the approximately 582,800 people in Jefferson County, 15.6% is Hispanic or Latino and 3.1% is Asian. 89% of the population speaks English while 10.65% speak other languages. Of those that speak other languages, 6.19% of that population in Jefferson County speak Spanish. Trustee Zarate-Bohorquez brought forward the information for the Board's consideration as a best practice in diversity and inclusion and help to represent the public, to provide interpreting services during the Board meetings. Patrons that would like to be part of the public board meetings could give us notice in advance (72 hours) to see if we can accommodate their languages needs.

The Executive Director expressed appreciation to Trustee Zarate-Bohorquez for bringing this forward. It does fit in with the Library Board's ends statement to be radically welcoming. She noted that staff would be happy to put that into policy and how to implement translation services, and come back to the Board with recommendations.

The Chair expressed appreciation to Trustee Zarate-Bohorquez for the suggestion and asked for Board consensus for the Executive Director to provide a recommendation. A show of hands indicated all Trustees present were in support of Trustee Zarate-Bohorquez' request and the Executive Directors' suggestion to have staff look into the policies and bring this item back to the Board at a future Board meeting.

Information about the Working Relationship with the Jefferson County Library Foundation

The Chair advised the Board that there is information in their packet about the working relationship with the Jefferson County Library Foundation (JCLF). This information includes a diagram describing the entities and relationship and the expired Memorandum of Understanding (MOU). He advised the Board that if they have questions specific to negotiating the agreement (MOU) that discussion will be limited to the Executive Session. The Chair noted that information received from the Foundation can be considered at a later time. There were no questions from the Board.

BOARD SCHEDULE – NEXT MEETINGS

The Chair advised the Board that the Library is proposing to hold the new trustee orientation on September 10, including a policy governance refresher and noted that he is hoping all Trustees can attend. The Chair confirmed that he and Trustees Johnson, Fellman and Zarate-Bohorquez are available on that date.

The Chair noted that the joint meeting with the Board of County Commissioners is scheduled for September 17, and that he will send out the suggested topics for that meeting which are (1) the wonderful news about return to service and (2) the five year capital plan and the Gallagher amendment. The Board was advised that invitations to the meeting have been sent to all Trustees.

- September 10, 2020 – Study Session & New Trustee Orientation/Policy Governance – 5:30 pm – CONFIRMED FOR ONLINE–via WebEx
- September 17, 2020 – Joint Meeting with the BCC – 11:30 – CONFIRMED FOR Online
- September 17, 2020 – Board Meeting – 5:30 pm – CONFIRMED FOR ONLINE via WebEx
- October 8, 2020 – Study Session – 5:30 pm – To be determined – Pam Nissler Conference Room at Library Administration or Online via WebEx
- October 15, 2020 – Board Meeting – 5:30 pm – To be determined – Lakewood Library Meeting Room or Online via WebEx
- November 12, 2020 – Study Session – 5:30 pm – To be determined – Pam Nissler Conference Room at Library Administration or Online via WebEx

- November 19, 2020 – Board Meeting – 5:30 pm – To be determined – Lakewood Library Meeting Room or Online via WebEx
- December 10, 2020 – Board Meeting – 5:30 pm – To be determined – Lakewood Library Meeting Room or Online via WebEx.

CONFERENCES

- Colorado Association of Libraries 2020 Conference (CAL) – September 10-12, Loveland CO - ONLINE

ANNOUNCEMENTS/GENERAL INFORMATION SHARING

There were no announcements.

EXECUTIVE SESSION:

MOTION: Kim Johnson moved to adjourn the regular meeting of the Library Board of Trustees and reconvene in Executive Session pursuant to 24-6-402(4)(e)(I) for discussion of strategy and instructions to negotiators with respect to re-negotiating the Jefferson County Public Library’s agreement with the Jefferson County Library Foundation. Seconded by Jeanne Lomba the motion passed by unanimous vote of all Trustees present.

The Chair announced a 5 minute break to allow the Board time to leave the existing WebEx meeting and then join the Executive Session using the information provided in the separate invitation.

The Chair called the Executive Session to order at 6:35 p.m. with the following Trustees present: Kim Johnson, Jill Fellman, Jeanne Lomba and German Zarate-Bohorquez. Also, present Donna Walker, Executive Director; Kurt Behn, County Attorney’s Office; and Amber Fisher, Executive Assistant. The Chair noted that the session would be recorded and that the recording would be retained for the required 90 days.

CALL FOR ADJOURNMENT OF EXECUTIVE SESSION AND TO RECONVENE THE REGULAR MEETING

MOTION: At 8:42 p.m. Jill Fellman moved to adjourn the Executive Session and reconvene the regular meeting in five minutes. Seconded by Jeanne Lomba the motion passed by unanimous vote of all Trustees present.

At 8:48 p.m. the Chair reconvened the regular meeting with the following Trustees present: Kim Johnson (Vice-Chair), Jill Fellman, Jeanne Lomba and German Zarate-Bohorquez.

The Chair provided the following Executive Session Summary as required by Colorado Statute: The Library Board of Trustees met in Executive Session to discuss positions relative to matters that may be subject to negotiations; developing strategy for negotiations; and instructing negotiators with respect to re-negotiating the Jefferson County Public Library's agreement with the Jefferson County Library Foundation. The Trustees held that discussion and this summary is provided as required by Colorado Statute.

MOTION: Kim Johnson moved that the Library Board of Trustees direct the Chair to draft a letter to the Jefferson County Library Foundation (JCLF) that the Library Board does not consider the JCLF storefront operation to be a support to the Library and directs the Executive Director to investigate moving the relationship with JCLF regarding the Library's donated and deaccessioned materials to a vendor agreement with JCLF. Seconded by Jill Fellman the motion passed by unanimous vote of all Trustees present.

ADJOURNMENT

The Board meeting was adjourned at 8:52 pm.

A handwritten signature in cursive script, appearing to read "Kimberly D. Anderson".

For: Pam Anderson, Secretary