

**Minutes of the Regular Meeting of the  
JEFFERSON COUNTY PUBLIC LIBRARY  
BOARD OF TRUSTEES  
September 17, 2020**

**CALL TO ORDER**

The regular meeting of the Jefferson County Public Library Board of Trustees was held online via WebEx on September 17, 2020. Library Board of Trustees Chair, Charles Naumer, called the meeting to order at 5:31 p.m. Other Trustees present: John Bodnar, Jill Fellman and German Zarate-Bohorquez. Trustee Kim Johnson joined the meeting at 5:47 pm.

Trustees not present: Pam Anderson and Jeanne Lomba.

**Staff present:** Donna Walker, Executive Director; 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; 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.

Chair expressed appreciation for the work done at the August 13, 2020 New Trustee Orientation.

**APPROVAL OF AGENDA**

**MOTION:** John Bodnar moved that the Library Board of Trustees approve the agenda as presented. Seconded by Jill Fellman 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. There was one public comment. The Chair advised the Board that one public comment was received from Edith Keiler of Morrison and that he would read her comment. The Chair advised the Trustees that Library staff will work with the Board on a response.

“In late July I asked JCPL to provide the Conifer area with library service in some manner during Covid. I was told to use the" close by location in Evergreen (15 miles from my house) and that the health department won't allow use of the bookmobile. I noticed the website announcing bookmobile service at Ken Caryl on Saturdays. I visited the site, found a JCPL van with canopy, Lucky day materials to check out and two librarians. Six weeks after asking for service JCPL triumphantly announced service was back for Conifer. We now can drop off returns in the book drop. Why can't we have the service that van provides? Conifer needs its own library building so that we can have ALL the library services the rest of the county gets. While other areas have their libraries remodeled Conifer cannot seem to get basic services much less a real library. JCPL likes to accommodate talk about underserved communities... the last sentence of my prior comment was cut off. I just want to add the fact that JCPL makes a high priority of servicing underserved communities. The library consistently underserves the Conifer community even though we are approximately 22% of the county land area. Please correct this slight! Thank you.”

#### **APPROVAL OF CONSENT AGENDA**

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

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

#### Items on the Consent Agenda for September 17, 2020

1. Minutes of August 13, 2020 Special Meeting
2. Minutes of August 20, 2020 Board Meeting

#### **FOUNDATION UPDATE**

This item was addressed later in the meeting to allow Jo Schantz, Foundation Executive Director, time to reconnect to the meeting.

#### **EXECUTIVE DIRECTOR REPORT**

The Executive Director addressed the Board and asked if there were any questions. In response to questions, the Board was advised that:

- The cross streets of the Ridge Recreation Center are Simms and Ward.
- The County received a grant from the CARES ACT. The Library is reporting eligible expenses to the County and they will reimburse the Library. Every month the finance team puts together a detailed report and submits the report to County.

Some of the reimbursable expenses include staff time directly related to Covid-19 issues, cleaning supplies and other items the Library had to purchase.

- The work with Community first Foundation and a group of community leaders involves looking into opportunities to support the need for child care.

### In-Person Meeting Information

The Executive Director introduced the topic and asked if there were any questions. In response to a question the Board was advised that:

- The recommendation is that we continue to follow the current order and the level allowed for us under that order. A new framework was released the day before yesterday. The County is in Level 2, Safer At Home. While we are still in that category we have requirements to have fewer people in person and have online meetings whenever possible. On September 28, the County can apply for the next level. The Library will look at that level of requirements as a trigger point for when we might have in-person meetings.
- The Board of County Commissioners is continuing to hold online meetings.

Trustee Kim Johnson joined the meeting at 5:47 pm.

### **FOUNDATION UPDATE**

Jo Schantz, Foundation Executive Director provided an update to the Board. The Foundation had a successful first time tent sale at the Brass Armadillo and raised \$7,000 at the two day event. Planning continues for the fall whale sale on October 14-18. There are lots of changes due to Covid including a very strict number of people who can be in the exhibit halls. Only 50 people are allowed in all three halls at any one time. For the first time reservations are required and there are registration fees. Planning also continues for Authors in the Afternoon event and our first guests will be W. Michael Gear and Kathleen O'Neal Gear. The event will take place on November 6, from 3:30 to 5 p.m., in the Monarch Room at the Denver West Marriott. We can only have 28 people in person in the room. There are two tiers of tickets, in person is \$50 and virtual for \$20. The task force is looking for locations other than the Jeffco Fairgrounds for future sales. There are still quite a few grants and solicitations out. We have submitted \$700,000 in proposals but everything is on pause due to Covid. Some that we have applied for have gone to other community needs.

The Chair expressed appreciation for the Foundation's continuing work on book sales.

### **EXECUTIVE TEAM OPERATIONAL UPDATES**

#### **Strategy, Engagement and Finance**

#### Finance and Budget

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

#### Financial Report (August)

Barbara Long advised the Board that the Library did get news of a settlement agreement with MillerCoors regarding property value that will result in a significant abatement of \$450,000. That abatement will show as a negative revenue amount to the Library and is included in Table 3 of the financial report. Expenses are coming in as is typical for this time of year. Two big capital projects are close to completion and we are expecting more expenses related to the Belmar project. In response to questions, the Board was advised that:

- The MillerCoors abatement is over a million dollars for the County and the \$450,000 is the Library's portion.
- In April, the Library knew that we would not be able to serve as many people and decreased the purchase of physical materials by \$500,000 which will now be used to offset the revenue reduction.
- The Library has no plans at this time to use the fund balance to offset the revenue reduction. The materials budget is more than adequate and with fewer physical materials being used there would not be any space to put a higher volume of additional physical materials.

#### Belmar Project Financial Report

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

#### Naming Agreements – Signage Change

The Executive Director advised the Board that Warren Roeske was a dear soul who lived a very interesting life and was committed to literacy. It was a wonderful experience to have him see the Standley Lake Outdoor Adventure space and memorial signage in honor of his wife. He did pass on and his family has asked that we add his name to the signage. In response to a question, the Board was advised that the cost of changing the signage is approximately \$300.

**MOTION:** John Bodnar moved that the Library Board of Trustees authorize the Executive Director to change the signage for the Standley Lake Outdoor Adventure Space to indicate that the space is in memory of both Warren and Shirley Roeske. Seconded by Jill Fellman the motion passed by unanimous vote of all Trustees present.

## Public Services

### Return to In-person Service

Julianne Rist, Director of Libraries addressed the Board and presented information on the Library's return to in-person service. Since June the Library has been providing information to the Library Board of Trustees about the vision and purpose of Jefferson County Public Library's return to in-person services. JCPL has created new 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. We have expanded or offered new services weekly such as curbside printing, grab and go bundles and summer reading prizes. At the same time we have implemented an 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.

## Patron Use of the Library



Curbside Checkouts May 16 - August 31	246,791
In-Library Checkouts July 13 - August 31	267,615
<b>Total Checkouts</b>	<b>514,406</b>

Curbside Visits May 16 - August 31	64,136
In-Library Visits July 13 - August 31	58,524
<b>Total Visits</b>	<b>122,660</b>

Summer Reading was extended through the end of August to give people more time to finish the program. The preliminary numbers show that we had 18,452 people register and take part in the program. We will be sending a survey to people who registered asking them for feedback on this year's program.

Other services continue to be popular. From March 15 through August 31 we have presented 480 programs and 12,276 people have participated in a live program or watched a recorded program. The call center has answered 22,203 phone calls and e-reference has answered 5,544 emails. Book a Librarian has completed 699 appointments. There were 13,304 print sessions/jobs since print services were made available. There were 98,000 Wi-Fi sessions and 8,622 in library computer sessions or 4,700 hours of use.

## Looking Ahead

- Reinstating Prospector and Mobius
- Reinstating Net Promoter Survey
- Evaluating open hours

Prospector is a group of academic, public and special libraries in Colorado and Wyoming that allows you to search and borrow materials and have them delivered to your local library. Currently there are 41 libraries active in Prospector. So far in September, 2,111 items were borrowed and JCP loaned 713 items. Later this month Mobius will also be coming back. Mobius is a group of academic, public and special libraries in Missouri and Kansas.

The first net promoter survey (NPS) survey was sent out on September 9. We will be sending this survey out weekly. Like the customer use survey that we reported on last month, the net promoter survey acts as a combination of a customer experience survey and a digital comment card. Customers are able to seek answers and contact from staff if they have specific questions or concerns. It will also provide us with an overview of how customers are experiencing the Library on an ongoing basis. The survey will be sent to a small percentage of recent users on a weekly basis, not to repeat to any one customer. It is a very quick survey to complete and provides each location with immediate feedback. We are also evaluating our open hours and looking to see how we can expand them.

## Raise a Reader Signature Event

- September 19, Outdoor Storytime at Lakewood Library
- September 26, Outdoor Storytime at Standley Lake Library
- StoryWalk® Olde Town Arvada

Raise a reader was held at the Colorado Railroad Museum last year with 1700 people attending. The program was reimagined this year to be a month long celebration of early literacy. It is designed to share fun and easy ways to help kids get ready to read with a September full of activities, including safe, socially distanced experiences for the whole family. This year, our Raise a Reader signature event features outdoor Story Times, virtual events, Take & Make activities for families to complete at home, and a StoryWalk® in Olde Town Arvada. The program in Olde Town Arvada is a self-guided adventure with a bilingual StoryWalk®. Each page of Angela Dominguez' *Maria Had a Little Llama (Maria Tenia una Llamita)* has been posted in the windows of local businesses, so people can enjoy the program safely from the sidewalk.

### South County and Mountain Areas

Beginning October 1, the machines formerly known as the "Belmar Holds Locker and Vending Machine" will now provide innovative and convenient Library service to residents of South County. Located outside of the lower entrance to the Ridge Recreation Center, JCPL patrons will have 24/7 accessibility to:

- Pick up reserved library materials at the Ridge Rec Center Holds Locker,
- Patrons can browse through new and -popular books and DVDs for adults and children and instantly borrow items from the Ridge Rec Center Lending Machine collection.
- Return library materials to the Returns Bin.

The Library is also expanding services for our mountain area patrons. The Conifer returns bin is now open. Library staff are currently working with Jeffco Public Schools on a reopening plan for walk in services for Conifer and hope to have this location open again in October.

In response to a question, the Board was advised that digital downloads have surpassed the one million mark. The Chair expressed appreciation to Library staff and noted that the Commissioners commented on how well the Library has responded during the pandemic and acknowledged the value being provided to the residents. The statistics speak volumes on how much the Library is being used.

### **ITEMS REMOVED FROM THE CONSENT AGENDA**

No items were removed from the consent agenda.

### **ENDS**

No items.

### **BOARD GOVERNANCE**

#### Trustees Adopt Bylaws

The Chair introduced the topic and advised the Board that following the two week review period in the guidelines, the Bylaws are being presented for adoption. He expressed appreciation to Jeanne Lomba, German Zarate-Bohorquez and Amber Fisher for all their work on the Bylaws.

**MOTION:** German Zarate-Bohorquez moved that the Library Board of Trustees adopt the Bylaws as presented. Seconded by Kim Johnson the motion passed by unanimous vote of all Trustees present.

## **EMERGING ISSUES**

There were no emerging issues.

## **BOARD SCHEDULE – NEXT MEETINGS**

- October 8, 2020 – Study Session – 5:30 pm – ONLINE via WebEx
- October 15, 2020 – Board Meeting – 5:30 pm – 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.

## **ANNOUNCEMENTS/GENERAL INFORMATION SHARING**

The Chair acknowledged the Board received an email from the Foundation and noted that an email was sent in response after the August 20, 2020 Library Board meeting. The joint meeting with the Board of County Commissioners this morning went very well. The topics were return to service statistics, the five-year CIP and planning for flexibility given the situation. The BCC suggested that we continue to look at CARES ACT eligibility opportunities. Jill Fellman and the Chair were both able to attend the CALCON online conference. The Chair noted that his impression from the conference is that we've been very forward thinking and our staff is doing a great job. The conference was a good opportunity to engage with Trustees from other libraries and he came away feeling confident that we are in good hands with our staff and that we are already addressing many of the issues that came up. Trustee Fellman acknowledged that impression and expressed appreciation to the rock star job staff is doing.

## **EXECUTIVE SESSION:**

The Chair called for a motion to adjourn the regular meeting and reconvene in Executive Session. He further noted that the Board requests the attendance of Amber Fisher, Donna Walker and Kurtis Behn in the Executive Session.

**MOTION:** At 6:23 pm 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. And, pursuant to CRS 24-6-402(4)(f) Personnel matters to review the Executive Director's performance and compensation (4.3.6). Seconded by Jill Fellman the motion passed by unanimous vote of all Trustees present.



The Chair announced a 10 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 6:33 p.m. with the following Trustees present: Kim Johnson, John Bodnar, Jill Fellman 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.

At 7:26 pm Kurtis Behn left the Executive Session.

At 7:28 pm Donna Walker left the Executive Session.

At 8:42 pm Donna Walker rejoined the Executive Session.

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

**MOTION:** At 9:08 pm Kim Johnson moved to adjourn the Executive Session and reconvene the regular meeting in five minutes. Seconded by Jill Fellman the motion passed by unanimous vote of all Trustees present.

At 9:17 p.m. the Chair reconvened the regular meeting with the following Trustees present: Kim Johnson, John Bodnar, Jill Fellman and German Zarate-Bohorquez. Also present were Donna Walker and Amber Fisher.

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 and Personnel matters to review the Executive Director's performance and compensation. The Trustees held those discussions and this summary is provided as required by Colorado Statute.

**MOTION:** Kim Johnson moved that the Library Board of Trustees authorize an increase to the Executive Director's salary to \$152,000 annually. Seconded by Jill Fellman the motion passed by unanimous decision of all Trustees present.

### **ADJOURNMENT**

The Board meeting was adjourned at 9:19 pm.

*Kimberly D. Hanson*

For: Pam Anderson, Secretary