

**Minutes of the Meeting of the
JEFFERSON COUNTY PUBLIC LIBRARY
BOARD OF TRUSTEES**

January 19, 2017

CALL TO ORDER – REGULAR MEETING

The regular meeting of the Jefferson County Public Library Board of Trustees was held in the Lakewood Library meeting room on January 19, 2017. Library Board of Trustees Chair, Brian DeLaet called the meeting to order at 5:29p.m. Other Trustees present: Julia Hill-Nichols (Vice-Chair), John Bodnar (Secretary), Ben Davis, Deborah Deal, Kim Johnson and Charles Naumer.

Trustees not present: All Trustees were present.

Guests: Owners Representative: Sara Lara, Project Director, NV5

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

APPROVAL OF AGENDA

MOTION: Deborah Deal moved that the Trustees approve the agenda as presented. Seconded by Kim Johnson the motion passed by unanimous vote of all Trustees present.

APPROVAL OF MINUTES

MOTION: John Bodnar moved approval of the minutes of the December 8, 2016 Board Meeting. Seconded by Ben Davis the minutes were approved by unanimous vote of all Trustees present.

PUBLIC COMMENT

Tom Atkins, a resident of Golden, stated that he was pleased to see the performance statistics in the board report for tonight. To see visitors at Golden increasing in 2016 and looking at the relative size of the Golden Library, shows just how important that library is to the community. Mr. Atkins expressed appreciation for everything the staff and Board are doing and providing an attractive library for people to go to. The Board thanked Mr. Atkins for his comments.

FOUNDATION REPORT

Jo Schantz, Foundation Executive Director provided an update on the activities of the Foundation. The Foundation wound down a wonderful year in 2016; last month there were a couple of huge fundraising endeavors – Colorado Gives Day and the Year-End Direct Mail Campaign raised almost \$24,000. The Foundation is working on events for March and April; the Friends Annual breakfast meeting on March 17, at the Wheat Ridge Recreation Center and the 2017 Volunteer and Awards reception in April. The part time warehouse coordinator position has been increased to a full time position. The Friends of the Library is undertaking a reconstitution of the organization and Trustee Deborah Deal is taking the lead in helping with that effort. There is a meeting in February and the Foundation is hoping to revitalize and reenergize the group. There is more information on that meeting on the Foundation website.

SENIOR MANAGEMENT TEAM (SMT) OPERATIONAL UPDATES

Executive Director Update

Pam Nissler, Executive Director, provided an update to the Board. The Executive Director advised the Board that she met with Jacqueline Murphy with the Colorado State Library and Ms. Murphy is interested in working as a facilitator for the Board's work with the Aspen Institute Action Plan and strategic planning. Ms. Murphy is very familiar with the goals of the Action Plan and is also willing to do policy governance training. The Aspen Institute has selected five states to hold focus groups regarding the Action Plan and Colorado is one of the five states. More details and information are not yet available but the Library will be following this closely. In response to a request from a Trustee, the Executive Director noted that she will provide Ms. Murphy's biography to the Board.

Budget and Finance Department

Richard Sosa, Director of Budget and Finance reported on the activities of the Finance department.

Columbine Alternative Services Location Lease

MOTION: Kim Johnson moved that the Library Board of Trustees authorize the Executive Director to sign the lease agreement between Vestar Bowles Crossing LLC and Jefferson County Public Library for Suite # 2T in the Bowles Crossing Shopping Center, for a term of seven (7) months at a rental fee of \$2,000 (two thousand dollars) per month. The motion was seconded by Julia Hill-Nichols. The vote was suspended for additional discussion.

The Trustees held additional discussion regarding the lease space. In response to questions from the Trustees, Steve Chestnut, Director of Facilities and Construction Projects advised the Board of the following:

- The space does have a fire system, emergency lights, and meets ADA standards for entrances and bathrooms.
- The space has two unisex bathrooms
- The Library does feel that conditions of the lease that may imply risks can be mitigated
- The 45 day notice of termination is still a condition in the lease and is one of the conditions the Library will require
- The County Attorney brought three conditions in the lease to the attention of the Library:
 1. If something happens the Library cannot seek money damages beyond the licensor's rents and profits arising solely out of this shopping center
 2. If they sell, the licensor's mortgagee or other successor-in-interest would not be liable to the Library for basically anything, including: a claim against licensor, security deposit, casualty repair, modification of the agreement, etc. Essentially, the licensor could transfer the license to another party and cut off any of the Library's rights that arose against the original licensor.
 3. If they sell or transfer the property; the original licensor transfers its interests, the original licensor is also not liable for any of Library's rights or claims that arose against the original licensor. This essentially cuts off any of the Library's rights in the event of a transfer of the license - they don't extend any rights of this lease – the Library would have to renegotiate with the new owners.

The Chair called for a vote on the motion before the Board.

MOTION: Kim Johnson moved that the Library Board of Trustees authorize the Executive Director to sign the lease agreement between Vestar Bowles Crossing LLC and Jefferson County Public Library for Suite # 2T in the Bowles Crossing Shopping Center, for a term of seven (7) months at a rental fee of \$2,000 (two thousand dollars) per month. Seconded by Julia Hill-Nichols the motion passed by unanimous vote of all Trustees present.

Financial Report

Richard Sosa, Director of Budget and Finance advised the Board that final 2016 financial reports will be provided as soon as County closes the books and posts all journal entries. For example, the journal entry for the Library's debt service was posted just yesterday. In response to a question from a Trustee, Richard advised the Board that the fund balance reporting will include a projection column and will also include a list of the items included. There will also be a presentation on the Library's fund balance at the March Study Session.

Public Services - 2016 Year-End Statistics

Julianne Rist, Assistant Director of Public Services, provided highlights of the 2016 year end statistics report that was provided in the board packets. The Library purchased an additional 264,837 physical items for the collection and 20,561 downloadable items. Open hours to the public were increased by 25 percent (with 117.5 additional weekly hours scheduled). The number of programs was also increased by 25 percent in comparison with 2015 (a total of 2,003 programs were added throughout 2016). This was to fulfill a long promise to the Jefferson County community to increase access to library services. New cards issued had a 5 percent increase with 30,842 Jeffco residents signing up for library cards. Public computer use increased in all three measures (number of hours of public computer use up by 9 percent, internet sessions up by 1 percent and the number of wireless sessions grew 16 percent). Even though computer use rose, the number of sessions may decrease. This is a result of a new reservation system with a longer session time (from 30 minutes to one hour). In response to questions, the Trustees were provided with the following information:

- There is no consistency between vendors and platforms with regard to downloadable items and the number of times the item can be downloaded (used). The Library deals with these items on a case-by-case basis.
- By law, the Library does not disclose any record or other information that identifies a person as having requested or obtained specific materials or service or as otherwise having used the library. Therefore there is no tracking or data available regarding whether or not the same people are using library computers over and over.
- The Library is tracking computer use and has not experienced lines for computer use because of the increased session time.
- There have not been any incidents of overbooking in the book a librarian program.
- The customer satisfaction survey is continually available
- The Library has reviewed the new Colorado State Library Public Library Standards and is very pleased with where JCPL lines up. The Executive Director noted that the Board may want to consider the standards in their strategic planning discussions.
- The Library believes that the increase in cardholders is directly related to the increase in public service hours.
- JCPL ranks very high nationally at 63% of Jeffco residents currently holding a library card.

Columbine Library Remodel

Sara Lara, Project Director with NV5 provided an update on the Columbine Library remodel project. The Board was advised that Katie Welfare was offered a fellowship and has started a PHD program and introduced Dan Killian, Senior Project Manager who will serve on the team. The project has progressed to the design development drawings which were issued earlier in the month. The general contractor is pricing those drawings and the team will meet next week to make sure we are still in budget. There is an RFP for a

replacement sorter at Columbine. The design of the new drive-up book drop, which was a high priority for the community, required modifications to the existing sorter. After researching the modifications needed, it was determined that the current sorter could not be expanded as needed due to parts being unavailable. JCPL staff will be dismantling the sorter and saving those parts to be used for the other sorters in the system. It was noted that parts for the sorter series the Library has throughout the system are no longer being manufactured. The Library has noted this in the past and, with Board approval, has been allocating money to a sorter replacement fund. In response to questions regarding the sorter and drive-up book drop, the Board was advised of the following:

- The parts from the Columbine sorter will be used to extend the life of other sorters.
- The Library has not broken out the specific cost of the drive up book drop, however, the project, including the drive up book drop is within budget. The Owners Representative will ask for a breakout of the construction of that piece of the project.
- The drive up book drop was one of the highest priorities noted by the community during the community meetings.
- The entry way relocation was one of the highest priorities noted by the community during the community meetings.
- By moving the entrance the sorter will have to be modified; however, parts are not available so the sorter must be replaced. This is indicative of the fact that the Library will have to eventually replace all the sorters.
- Whether or not there is a book drop the sorter will have to be replaced.
- The Library anticipates issuing the RFP for the sorter next week. The RFP is currently under legal review.

The Board was advised that the Library will make two recommendations at the next regularly scheduled Board meeting. Those recommendations are for the following services from Humphries Poli for the Columbine remodel:

- 1) Full FF&E services for Gulash Designs to handle the integration, purchase, and shipping and set up of FF&E. This scope has always been anticipated and is budgeted within the original remodel budget. It was not included in the architectural RFP because at the time of RFP development we didn't know who would be awarded the contract and JCPL wanted the ability to choose who would be doing the FF&E design integration. The total cost of this additional service is \$10,800.
- 2) Additional design, engineering and permitting services for modification of the entry area and the drive up book drop. This scope was not included in the architectural RFP because it was not known what the design would look like. The total cost of this additional service is \$20,565 and covered by the remodel budget.

In response to questions, the Trustees were provided with the following information:

- The costs will be covered by the project preconstruction contingency fund that was set aside for these types of modifications to the project and will not go beyond the previously approved budget.
- The project has a 5% contingency fund with 2% of that allocated to preconstruction
- The Board authorized a not to exceed contract and any services beyond the not to exceed amount will be brought before the Board

The project team has requested additional HVAC review of the Columbine Library. Fransen Pittman has assisted with coordinating a mechanical subcontractor to do investigative work to measure airflow values at VAV boxes, measure outside air values, verify hot water flow, verify control operation sequence, verify VAV/Fan powered box operation and if needed, add \$750 for drain camera video for the main underground drain.

The project team is scheduling a meeting with the Foothills Parks and Recreation District regarding their thought process on any future paths planned in the immediate area.

The material and furniture selection process has begun and will take approximately four to six weeks to work through. The project budget is maintained at a not to exceed amount of \$4 million. Community meeting dates are being evaluated and finalized.

CONSENT AGENDA

Trustees Adopt the Sunshine Resolution

MOTION: Julia Hill-Nichols moved that the Library Board of Trustees adopt the Sunshine Resolution LB-01-19-17. Seconded by Deborah Deal the motion passed by unanimous vote of all Trustees present.

Bylaws Committee Appointments

The Chair announced the appointments of Ben Davis and Charles Naumer to serve on the committee to review the By-Laws.

Nominating Committee Appointments

The Chair announced the appointments of John Bodnar and Deborah Deal to serve on the committee to nominate board officers. The committee will report back to the Board in February, 2017. The Trustees will elect officers at the March, 2017 board meeting.

Chair appoints Trustee representative to Foundation Board

The Chair announced the appointment of Julia Hill Nichols as the Trustee representative to the Foundation Board.

Emerging Issues

Policy Governance Committee

Trustee Naumer advised the Board that the Committee is recommending that the Board use some of the study sessions to work through the Aspen Institute Action Guide and entrust staff to work this into the Study Session schedule. The Executive Director noted that the Board focus could be on sections seven through ten; and the staff will be working simultaneously on the other sections. Trustee Hill-Nichols suggested that every Trustee take the time to go through the Action Guide with the intention of starting work at the April Study Session.

ENDS

2017 Strategic Plan

There were no comments or questions regarding the 2017 Strategic Plan. The Executive Director advised the Board that one of the revisions to the Bylaws adopted by the Board last year included adoption of the strategic plan.

MOTION: Julia Hill-Nichols moved that the Library Board of Trustees adopt the 2017 Strategic Plan. Seconded by Deborah Deal the motion passed by unanimous vote of all Trustees present.

2016 Year End Strategic Plan – Keeping Our Promises – Year End Results

The Executive Director reviewed highlights of the 2016 year end strategic plan. The entire strategic plan document was provided to the Board. The Library met or exceeded expectations on the majority of initiatives and some initiatives were moved out to 2017. The highlights of the year show how JCPL is keeping its promises to the voters.

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.

Increase Access to Books and Materials: For the last three years, JCPL has been using patron use and demand data to make purchasing decisions. With the increase in the budget this year the Library was able to buy more eMaterials and more high interest materials. The public has responded with a 10% increase in circulation of materials year-to-date which equates to 740,013 more items circulated this year.

Recruitment, Retention and Development of Employees: The Library successfully completed 60 recruitments in 2016, representing JCPL at several job fairs and utilizing social media to attract highly skilled and well qualified applicants. The Library's annual turnover rate decreased significantly from the 2015 rate of 15.15% to 11.54%; one of the reasons for this is the number of additional positions added due to expanded hours, another is the

number of positions filled internally through promotion - indicating improved retention of current highly qualified employees. Training efforts in 2016 focused on developing the skills of supervisors and future leaders. The Combined Management Team received intensive training on all four pillars of diversity – Awareness, Knowledge, Tools and Advocacy. The entire team attended the inaugural County Diversity & Inclusion Summit in October.

All Staff Day 2016 was a huge success, with more than 300 employees attending a full day of training, wellness and recognition activities. Twenty-four JCPL supervisors are on target to graduate from the Covey All Access Pass program in February and all supervisors received training on coaching skills and managing performance in 2016. The Library's Performance Evaluation completion rate at the close of 2016 was 100%. In December the Library learned that three JCPL supervisors had been accepted in the new Jefferson County Leadership Academy and will represent the Library at the first County wide program of its kind.

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.

Visits per Capita: Before the mill levy passed, patrons were telling the Library that limited open hours was affecting their use of the Library. At year end the Library had 2,668,834 visits to physical locations (over 200,000 more visits than in 2015). JCPL is confident that the increase in open hours made it possible for more people to visit the library more frequently.

Columbine Library Remodel: The project is on schedule and on budget. JCPL held two community meetings in November, where Humphries Poli presented their ideas for the remodel. 105 residents came to hear about the Library's plans and provide input on ideas. The plans were well received. The schematic design has been completed and a second round of cost estimates will be done in January to ensure the construction costs are within budget. Staff has found an alternative site for library services.

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

New Literacy Initiatives: One of the ways the Library was able to support its community's aspiration to have all our kids ready to start kindergarten was with the expansion of efforts to support early literacy. In addition to a gang-busters Summer Reading program, JCPL built on the success of the Raise-A-Reader event held in the fall. With improved planning, coordination and promotion in 2016, JCPL tripled the number of kids and their grown-ups reached with this event. Because of the growing success of the program, it is designated as a signature event in 2017. JCPL also started something new in Jefferson County that only a few libraries in the country are doing – a program called 1000 Books Before Kindergarten. In order to build this into a program with long-term sustainability JCPL piloted the program at three libraries in the highest need communities: Edgewater, Wheat Ridge and Lakewood.

Almost 300 children have signed up, many already nearing the finish mark. An evaluation is planned for January so the Library can roll out this innovative program to the rest of the libraries in 2017. Another way JCPL is setting a trend is that this program has been added to the Public Library Association's *Project Outcome* survey for all libraries in the country to use to measure the impact of the 1000 Books Before Kindergarten programs on individuals in its communities. It feels great for JCPL to be making a contribution to the larger world of public libraries as the Library makes strides in early literacy programs and services.

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

Critical IT Systems: For JCPL's Information Technology Department, 2016 was a very busy time with many accomplishments. A full list of accomplishments was provided to the Board. Some of the highlights noted were:

- Replaced Sierra (ILS) Servers
- Replaced Core Network Equipment
- Increased Bandwidth
- Replaced PC Reservation System
- Replaced 221 Computers and 16 Laptops
- Replaced Information Display System

2017 will again be a busy year beginning with some items purchased in end of 2016 that will be implemented in the first and second quarter of 2017. Including: 24 New Self-checks; 216 Computers; 256 monitors; a VM Server and Backup Server and 60 RFID Pads. Network Upgrade Phase II Planning includes Arvada, Conifer, Edgewater, Golden, Lakewood, Wheat Ridge and Columbine. For the security camera upgrades, two vendors are being vetted for final selection. The Document Management RFP was developed to go out in January 2017. Self-Check Kiosks were received and will be installed in January and February. Patron and Staff Computers have been received and IT is finishing distribution in the first quarter of 2017.

The Trustees expressed appreciation to the staff for their remarkable accomplishments.

Governing Policies: Management Limitations (Monitoring Reports)

Monitoring Executive Director's Performance

The Chair called for a consensus of the Board to delay the Executive Director's performance and compensation review (4.3.6) to the February 16, 2017 Library Board Meeting. The Board reached consensus.

BOARD SCHEDULE – NEXT MEETINGS

- January 26 – Chair & Vice Chair New Trustee Orientation – 11:00 am to 1:00 pm – Administration Conference Room
- February 9 – Study Session – 5:30 pm –Administration Conference Room
- February 16 - Board Meeting – 5:30 pm – Lakewood Library Meeting Room
- March 9 – Study Session – 5:30 pm – Administration Conference Room
- March 16 – Board Meeting – 5:30 pm – Lakewood Library Meeting Room
- April 13 – Study Session – 5:30 pm – Administration Conference Room
- April 20 – Board Meeting – 5:30 pm – Arvada Library Meeting Room

ANNOUNCEMENTS/GENERAL INFORMATION SHARING

Trustee Bodnar asked for clarification on the fund balance and was advised that the presentation on the fund balance and debt service is scheduled for the March study session.

Trustee Davis advised the Board that he visited the Golden Library and took a tour of the DIY lab and was very impressed with the program and the partnerships with the School of Mines and the DECTech program. Trustee Davis expressed appreciation to the Golden staff.

Amber Fisher, Coordinator for the Library Board, provided information to the members of the Bylaws Committee and Nominating Committee regarding reporting requirements and guidelines related to the work of their committees.

The Executive Director clarified that the current sorters were financed through COPs offered to the Library by the County because the sorter implementation represented a significant savings in staffing costs.

AJOURNMENT

The Board meeting was adjourned at 7:03 p.m.

A handwritten signature in black ink, appearing to read 'John Bodnar', with a large, stylized initial 'J' and 'B'.

John Bodnar, Secretary