

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

April 18, 2019

**CALL TO ORDER – REGULAR MEETING**

The regular meeting of the Jefferson County Public Library Board of Trustees was held in the Arvada Library meeting room on April 18, 2019. Library Board of Trustees Chair, Charles Naumer, called the meeting to order at 5:30 p.m. Other Trustees present: Kim Johnson (Vice-Chair), John Bodnar, Deborah Deal, Brian DeLaet and Jeanne Lomba.

Trustees not present: Pam Anderson

Guests: Julianne Scherer, HDR; Whitney Grant, HDR; Sara Lara, NV5.

**Staff present:** Donna Walker, Executive Director; Julianne Rist, Director of Libraries; Rebecca Winning, Director of Strategy and Engagement; Bernadette Berger, Director of Information Technology; Barbara Long, Assistant Director of Finance and Budget; Padma Polepeddi, Assistant Director of Library Experience; and Amber Fisher, Executive Assistant, Office of the Executive Director.

**APPROVAL OF AGENDA**

**MOTION:** Deborah Deal moved that the Library Board of Trustees approve the agenda as presented. Seconded by John Bodnar the motion passed by unanimous vote of all Trustees present.

**APPROVAL OF MINUTES**

**MOTION:** John Bodnar moved approval of the minutes of the March 14, 2019 Extended Study Session as presented. Seconded by Jeanne Lomba the minutes were approved by majority vote of all Trustees present.

**MOTION:** John Bodnar moved approval of the minutes of the March 21, 2019 Board meeting as presented. Seconded by Deborah Deal the minutes were approved by majority vote of all Trustees present.

**PUBLIC COMMENT**

There was no public comment.

**FOUNDATION REPORT**

Nina Gomez, Foundation Office Coordinator, provided an update to the Board on the activities of the Foundation. The Foundation is seeking volunteers for the Spring Whale of a Used Book

Sale, scheduled for May 30 through June 2, at the Jefferson County Fairgrounds. The Foundation is supporting the Summer Reading program with \$35,000. Foundation staff attended the Volunteer Fair held at the Foothills Animal Shelter signing up 32 interested volunteers.

## **EXECUTIVE TEAM OPERATIONAL UPDATES**

### **Executive Director Update**

Donna Walker, Executive Director, provided an update to the Board. JCPL is participating in One Book Colorado, putting a free book into the hands of every four-year-old. On April 26, the Executive Team will participate in a tour of the recently purchased office building for the Golden Civic Center. The Executive Team is developing a fact sheet about that opportunity and plans to share that information at the May Study Session. The Executive Director advised the Board that answers to Trustee questions that do not require a full agenda item, will be answered in her monthly Board report. In response to a question, the Executive Director advised the Trustees that an invitation and details about the Golden Civic Center tour would be sent to the Board.

### **Budget and Finance Department**

#### Financial Report

Barbara Long, Assistant Director of the Finance and Budget Department, addressed the Board and presented information on the March financial report. For first time this year, property tax receipts have been posted. Property tax revenue includes February's receipts. Most property tax revenue is received between February and July, so the next few months should include significant receipts. March property tax receipts were not posted when the report was completed. There is some seasonality with expenses for supplies, including the summer reading program. There is also some delay in charges from the County. Debt service payments occur later in the year. There is a new budget procedure. This year each department is doing a staff briefing with the Board of County Commissioners. The Library's briefing is scheduled for April 30, sometime between 10:00 am and 2:00 pm. Trustees are welcome to attend but it is not necessary. In response to a question, the Board was advised that:

- There are significant outstanding charges for the Edgewater project. The Library does not expect to exceed the budgeted project amount and any remaining funds will go back into the fund balance. The Library will provide a project reconciliation when the final numbers are in.

#### Preliminary 2020 Budget Planning Calendar

The Chair advised the Board that over the next two study sessions the Trustees will be busy with budget and capital improvement discussions. There were no questions from the Board regarding the 2020 budget-planning calendar.

## **Public Services**

### Belmar Schematic Design

Julianne Rist, Director of Libraries introduced Julianne Scherer, with HDR, who presented information on the Belmar Library schematic design. In January, the Board was presented with the results of the community meetings and the online survey and how they shaped the conceptual design. HDR presented the next level of detail on the Belmar project and how the community input is reflected in the schematic plans. Next steps include a community meeting to share the schematic design (scheduled for next week) and then presenting the finalized plan and actual construction numbers for the project to the Board in June.

Through the community input and online survey, six top themes were identified:

- Inclusive: Serves all ages, abilities, races, incomes, etc.,
- Promotes lifelong learning and teaching, discovery and creativity
- Family and Kid friendly
- Cutting-edge, high-tech, innovative
- Comfortable, welcoming
- Flexible, adaptable

From the community meetings' activities, the survey and the staff library visits, the guiding principles were established to guide the conceptual design.

- Safety and security – not only outside but throughout the inside as well
- Inclusive
- Promote lifelong learning
- Sustainability and Resilience
- Enhanced Way-finding and organization
- Welcoming Atmosphere
- Connection to adjacent park and outdoors
- Convenience Factor

Highlights of the schematic design included:

- A Canopy that signals the entrance and provides protection from the weather (welcoming)
- Benches allow for outdoor reading while waiting (convenience). Benches also help keep vehicles in the drive lane, and pedestrians aware of the drive lane (security)
- Planting for sustainability
- Bike Racks (convenience factor, security, welcoming)
- Swivel Seat (playful, welcoming, inclusive)
- Great wayfinding leading us to this location (welcoming)
- Safety - Proposed to be well lit and designed to limit view obstructions
- Welcoming, warm materials and colors with the cantilever “opening up” to the patrons as they enter

- Materials to be wood (renewable) – steel galvanized to be long lasting and require minimal maintenance (sustainability).
- Meeting room – flexible space – can be one large room or two smaller – with movable wall.
- Main lobby hall: Relocated entry; will have book return; Friends of Library store; art wall and power wall. .
- Adult stacks are well-defined – integrated seating – rhythm of opportunities when exploring the library.
- Dedicated teen space – sound attenuation.
- Staff space in one area
- Daylighting to be enhanced and natural – bringing natural light in
- ADA upgrades and universal design throughout
- Study rooms increased and varied in size
- MEP (mechanical, electrical and plumbing) systems – updated to newer energy standards.

The proposed renovation does not expand the building, but through efficiencies, more public space has been created.

In response to questions, the Board was advised that:

- Meeting room capacity is over 70
- The mechanical room does have to be large, as it will contain all mechanical, electrical and plumbing, a very large air-handling unit and boilers. There will need to be separate rooms for electrical and boilers.
- The reason for the raised area when the initial building was designed is unclear
- There is a staff entrance/exit. People will not have to go through the MEP room.
- The proposed plantings (trees) were selected to keep the area open. There are no plans to plant evergreens.

### Alternative Services

Julianne Rist introduced Padma Polepeddi, Assistant Director of Library Experience. Padma has been with JCPL for five years including serving as the Lakewood Library Manager and overseeing alternative services including Library-2-You operations. Padma has a doctorate and specializes in services to underserved populations. The Board asked for more information on alternative services during a discussion on the facility master plan. The Library is pleased to have Padma present her findings during her alternative services journey of exploration and discovery and how alternative services aligns with JCPL's mission.

Padma Polepeddi shared the new understanding of what JCPL means by Alternative Library Services, including:

- How it supports the mission
- The vision for alternative services

- A summary of current outreach services at JCPL
- Current alternative services
- Future trends in service delivery and
- Next steps for JCPL

The central and over-riding mission is to provide equal access to information and opportunities. This is reflected in the Board's first ends statement and remains central to everything we do.

#### JCPL Mission

Jefferson County Public Library helps to build an educated and vibrant community by providing equal access to information and opportunities.

#### Board Ends

All Jefferson County residents have equal opportunity to access information, resources, ideas and technology, and they are supported in using these resources.

#### Alternative Services Vision

The vision for alternative library services is to expand and innovate access beyond physical library locations.

- Undertake to understand and respond to known community needs
- Address barriers to access
- Work to expand into new markets.

#### Address Barriers to Access

Alternative services were provided since libraries began. Often called Outreach Services, the goal is to address and eliminate barriers to access. We want to make sure that we provide extreme equity of access without regard to demographics, socioeconomics, age or infirmity, physical or mental disability, time, distance, lack of transportation or any other thing that might make it hard for people to get to a library.

#### Expand into New Markets

A relatively new area for alternative services is responding to emerging market conditions and evolving customer demands. Patrons increasingly cite convenience as a barrier to library usage, and so we are looking for ways to fit the library into our patrons' increasingly busy lives. More and more people are accessing services on line, through our digital service vendors -- and new technologies are evolving every day that might support new alternative services. We are responding to these evolving trends.

#### Current Trends in Alternative Services

As we sought to evaluate alternative services, we did a comprehensive literature review to see what other libraries are doing. The Ottawa Public Library (Yarrow, 2018) gathered input from

140 public libraries in Canada and the U.S. on alternative services to inform their long-term planning. Their research showed that:

- 2/3 of libraries used home delivery services, which also included lobby stops and mini libraries.
- 1/3 of them used bookmobiles
- 29% used depots or remote collections
- 18% utilized pop-up or storefront Libraries
- 16% delivered books by mail, and
- 14% delivered services through automated kiosks and/or lockers
- We've introduced a number of these services here at JCPL, and we are evaluating others for 2020 and beyond.

## Current Trends in Alternative Services

*"Trends in Mobile and Outreach Services", (Yarrow & McAllister, 2018).*

Services	% of Libraries	JCPL
<b>Home Delivery, Homebound</b>	<b>61%</b>	√
Interlibrary Loan	41%	√
<b>Bookmobiles</b>	<b>31%</b>	√
Depots, Remote Collections	29%	
<b>Talking Books</b>	<b>23%</b>	
Pop up/Storefront Libraries	18%	
<b>Books by Mail</b>	<b>16%</b>	√
Kiosks/Lockers	14%	

### JCPL Approach – Alternative Services – Outreach

#### Current Outreach Services

Outreach at JCPL is often targeted to underserved populations, high-risk populations with socio-economic & demographic barriers. We have longstanding partnerships with Jeffco Schools, economic development organizations and other community partners. Outreach services support shared community goals -- such as kindergarten readiness, grade-level proficiencies, and support for economic development, community engagement and aging well.

#### Outreach: Kids and Families

Our outreach team that works with kids and families connects with preschools, daycare locations and collaborates with Jeffco Schools with the goal of helping every child in Jefferson

County be ready to read when they enter kindergarten by bringing story times, and support grade-level proficiencies to at-risk students through participation in Summer Reading program.

- 6,792 total Story Times ; 166,014 Total Story Time Participants (Nearly a quarter of our total Story Times (1,507) were delivered outside library walls)
- 100 books to newborns through Babies First Books
- 5,300 Free Books for 4-year olds through One Book Colorado
- 2,434 Participants in 1000 Books Before Kindergarten with 368,565 books read,

#### Outreach: Teen Services

Another example of JCPL outreach is staff who work with teens are out in the schools making connections with teens and teachers throughout the year, to promote library resources and create connections for students and teachers with our teen librarians.

They also recruit teen volunteers to help with Summer Reading, offering a chance to earn service hours, and invaluable job experience and training in customer service. In 2018, we recruited and trained nearly 350 teen volunteers to help with Summer Reading registrations.

#### Outreach: Adult Services

Our programming and connections to Chambers of commerce and other economic development organizations is another great example of outreach to meet community goals. Our Book-A-Librarian Services – where expert adult services librarians meet with Jeffco residents and businesses – outside the Library -- provide personalized help with technology, job searches, small business help, and more. We are now averaging more than 200 appointments a month for this service.

#### Outreach: Diversity and Inclusion

JCPL outreach staff provides library materials, story times and technology access to homeless and at-risk populations at The Family Winter Center, Archway Housing and Services and other community partner locations. They also help Spanish speaking populations connect to health resources by working with community partners like Adelante, and bring library resources to bilingual children in schools and affordable housing communities.

#### JCPL Approach – Alternative Services – Delivery

Our delivery services, which we also consider Outreach, is another way we demonstrate our commitment to equity of access to library services to meet community outcomes. A key focus area of our outreach is providing access to Library services for folks who cannot get to the Library because of age, infirmity, physical or mental health issues, incarceration or any other physical barrier. We do this through a robust schedule of delivery services via our Bookmobile and Cargo Van. Our Bookmobile visits senior centers throughout Jefferson County. It also visits locations for the incarcerated. This year, we are using our new Cargo Van for lobby stops to deliver library materials to senior centers and set up a browsing library **inside** the facility, to provide access to folks who may not be able to access the bookmobile.

Our home delivery service brings Library resources to patrons who have a medical condition that prevents them from getting to a Library. And we use mail delivery to reach homebound patrons in more remote areas of the county. Finally, we are using our bookmobile to bring services to South County every Saturday.

#### Alternative Services – Expanding Markets

As we transition to the idea of expanding into new markets, we start to look at geographic challenges that may keep Jeffco residents from visiting a Library. Typical touchstones used in this analysis include:

- Square footage per capita, i.e., is there enough physical library space to serve our growing population and meet their need for community and connections
- Are we in convenient locations, as evidenced by drive times or proximity to a Library

#### Locations: Alternative Services

- Complement Library facilities
- Provide gap services
- Address barriers
- Enhance access and convenience

Our Facilities Master plan has given us a good roadmap for expanding our building facilities to meet the space and proximity needs of Jeffco residents. We also utilize Alternative Services to complement our physical libraries. For example, alternative library services helps us to provide gap services during building closures. The storefront Library we provided in Bowles Crossing while the Columbine Library was closed is a great example of that.

There are also things we can do to provide gap services in underserved areas as we wait for facilities to be built or expanded. In addition, they can supplement library serves in outlying areas that may not meet the criteria for a Library building, but still have underserved populations seeking more convenient access to Library Services.

#### Alternative Services – Future Trends

- Convenience is Key
- Retail Model
- Community partner model
- Expanded and innovative technology trends

In today's fast-paced environment, convenience is key. People are used to instant gratification and businesses are introducing new models to keep their customers satisfied. You can look to the retail model, used by Amazon, Walmart and others. We also look to the community partner model, where:

- Banks, clinics and other services are locating in grocery store locations.



- Libraries are co-locating with civic centers (i.e., Edgewater) and other community partners. The rendering shown here is of the Brooklyn Sunset Park Library collocated with an affordable housing development.
- Amazon is placing pick up and return lockers at 7-11 stores and other convenient locations;

Evolving technologies are enabling new self-service options, including lockers and vending machine models. An exciting emerging trend is the 24/7 library – a staffless, automated, self-service library. There are more than 200 staffless libraries currently operating in the UK and the US, with proven success. In short, there are plenty of exciting options – so let's look at what we're doing now and planning for the future.

### 2019 Alternative Services Initiatives

We have a number of alternative services that are expanding our outreach. In 2019, we're-

- Piloting lobby stops with two senior centers
- Purchasing a new bookmobile
- Installing a book drop – not at a library - to supplement bookmobile service in south county
- Expanding mail delivery to address time and distance barriers in addition to our current criteria; and
- We will be delivering alternative services to provide gap services while the Belmar Library is closed for construction.

### Alternative Services – Next Steps

Going forward, we will refine priorities and criteria for evaluating alternative services, and we will be budgeting for Alternative services so we can respond to expanding to new markets.

In response to questions, the Board was advised that:

- Talking books are available through the Colorado Talking Book Library for patrons with vision challenges.
- JCPL provides story times outside of its locations – in low-income housing areas, head start centers and daycare centers. Wherever children congregate in residential or educational areas. It is highly requested and JCPL serves 2,950 kids per month. JCPL also has a partnership with Triad Early Childhood Development to take story times into day care centers where providers are taught pre-reading skills. Of the 6,792 story times in 2018, approximately 1,507 of those story times were delivered outside library walls.
- The Library will provide information on the current resources (budget/expenditures) dedicated to alternative services. There will be additional funding in the 2020 budget that will be shared with the Board during the 2020 budget presentation.
- JCPL has 45 volunteers who deliver to 350 homebound patrons.

- JCPL does provide story times to preschool programs offered inside Jeffco schools. Many of those schools have the highest rate of participation in the free and reduced lunch programs.
- JCPL is looking at the data from Orange Boy to learn more about non-users. Convenience is a big factor as are drive time and proximity to physical libraries. Mobility issues are also a factor.
- The cargo van pilot program is addressing barriers to access because of age and mobility. Many seniors at assisted living centers were unable to access the bookmobile. The cargo van program includes setting up carts with books in lobby areas. The lobby-browsing set-up is very popular.
- In reviewing the literature on alternative services, outreach services are most often aligned with community goals, partners and outcomes. Alternative services are mostly initiated by the Library to diversify their services and expand into new communities and markets.

## **Facilities and Construction Projects**

### Carpet Cleaning Contract Amendment

**MOTION:** Kim Johnson moved that the Library Board of Trustees authorize the Executive Director to amend the Kleen Tech Service Corp. contract with an adjustment of an additional \$5,996.00 annually to accommodate the increase in scope of the original contract. Seconded by Jeanne Lomba the motion passed by unanimous vote of all Trustees present.

## **ENDS**

### 2020 Board Strategic Planning

The Chair expressed appreciation to the Executive Team for updating the strategic framework document and noted that the Board will come back to the document in future months.

## **BOARD SCHEDULE – NEXT MEETINGS**

- May 9 – Study Session – 5:30 pm – Pam Nissler Administration Conference Room
- May 16 - Board Meeting – 5:30 pm – Columbine Library Meeting Room
- June 13 – Study Session – 5:30 pm – Pam Nissler Administration Conference Room
- June 20 – Board Meeting – 5:30 pm – Evergreen Library Meeting Room
- July 11 – Study Session – 5:30 pm – Pam Nissler Administration Conference Room
- July 18 – Board Meeting – 5:30 pm – Golden Library Meeting Room
- August 8 – Study Session – 5:30 pm Pam Nissler Administration Conference Room
- August 15 – Board Meeting – 5:30 pm – Standley Lake Library Meeting Room

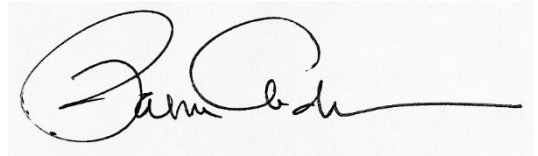
## **ANNOUNCEMENTS/GENERAL INFORMATION SHARING**

The Chair advised that Board that he will be looking at consolidating some study sessions into board meetings and asked for the Board’s feelings in terms of a maximum length for meetings.

After some discussion, 2.5 hours in length was noted as a reasonable maximum and a single two-hour meeting was preferable to two one-hour meetings.

**ADJOURNMENT**

The Board meeting was adjourned at 6:48 p.m.

A handwritten signature in black ink, appearing to read "Pam Anderson", is centered on a light gray rectangular background.

Pam Anderson, Secretary