

**Minutes of the Meeting of the  
JEFFERSON COUNTY PUBLIC LIBRARY  
BOARD OF TRUSTEES  
October 10, 2019**

**CALL TO ORDER – REGULAR MEETING**

The regular meeting of the Jefferson County Public Library Board of Trustees was held in the Pam Nissler Conference Room at Library Administration on October 10, 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), Pam Anderson (Secretary), John Bodnar, Jill Fellman and Jeanne Lomba.

Trustees not present: German Zarate-Bohorquez.

**Staff present:** Donna Walker, Executive Director; Julianne Rist, Director of Libraries; Bernadette Berger, Director of Information Technology; Steve Chestnut, Director of Facilities and Construction Projects; Barbara Long, Assistant Director of Finance and Budget; Sandie Coutts, Director of People and Culture; Lizzie Gall, Assistant Director of Library Experience and Amber Fisher, Executive Assistant, Office of the Executive Director.

**APPROVAL OF AGENDA**

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

**WELCOME TO NEW TRUSTEES**

The Chair introduced Jill Fellman. Jill served as an elected member of the Jefferson County School Board from November 2011 to November 2015. She now serves on the Board of Community Table and on the Sooper Credit Union Foundation Board. The Board and Library staff welcomed Jill Fellman to the Library Board of Trustees. The Chair advised the Board that German Zarate-Bohorquez was also appointed to serve on the Library Board and that Kim Johnson was reappointed. German was not able to attend due to a previous commitment. They will serve 3-year terms from September 30, 2019 to September 30, 2022.

**PUBLIC COMMENT**

There was no public comment.

## **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:** Pam Anderson moved that the Library Board of Trustees approve the items on the consent agenda. Seconded by Jean Lomba the consent agenda was approved by unanimous vote of all Trustees present.

## **FOUNDATION REPORT**

The Trustees were provided with a report from the Foundation.

## **EXECUTIVE TEAM OPERATIONAL UPDATES**

### **Executive Director Update**

Donna Walker, Executive Director, provided an update to the Board. The Trustees were reminded of the All Staff Conference on Monday, October 14. The holds pick-up lockers are installed and people are using them. Belmar patrons are also using the Lakewood Library. The Belmar Library building has been cleared and turned over to HDR. In response to a question, the Board was advised that the Library has wanted to install a book drop at the Conifer Library for quite some time. There are many stairs for patrons to climb to return books. The book drop is located in the round a bout and provides better service to our patrons.

### **Finance and Budget Department**

#### Financial Reports

Barbara Long, Assistant Director of Finance and Budget addressed the Board. Because of the timing of the Board meeting, there are no financials in this month's report. The financials for September will be provided by email before the next board meeting. In response to questions about property tax, the Board was advised that:

- The tax lien sale is set for next Monday, October 14.
- The Library will likely see lower property tax revenue than the budgeted amount in 2019. The Board passes the budget in June, and then there are updates by the County in August/September. The assessor's preliminary certification of value comes out at the end of August and the final certification is in November. There was a drop in the final, which was after the Library's budget was passed and too late to modify. There was a difference to the Library of \$600,000. The Library expects that its revenue will come in lower and plans to put in a projection in the next financial tables. Tax lien revenue will likely be included in the financial tables presented at the November board meeting. For the 2020 budget, the Library made some slight modifications in response to the preliminary report of assessed value

and will inform the board if there significant changes from the preliminary report to the final report this year.

## **Public Services**

### Auto Renewal

Julianne Rist, Director of Libraries, addressed the Board and introduced Lizzie Gall, Assistant Director of Library Experience, who presented information on auto-renewal of library materials.

Auto-renewal of library materials is a new service the Library is excited to provide to patrons. Through this service, eligible items checked out on a patron's library account will be automatically renewed providing an easy and convenient customer experience. The system renews the items. Patrons do not have to log into their account online, call or visit a library for eligible items to be renewed. Items that are on hold for another patron, have reached their renewal limit, are some examples of when something would not be eligible for auto-renewal. The Library anticipates that these changes will delight our patrons and increase their usage of library materials and services.

Some of the benefits of auto-renewal include:

- Supporting the strategic initiative to eliminate barriers to physical materials
- Increasing convenience and ease of use for patrons who check out physical items
- Increasing circulation statistics (based on the experience of other libraries with auto-renewal)
- Increasing use by removing worry about due dates, patrons may keep materials longer because they have been renewed
- Providing a better experience for patrons. In staff testing of the service, patrons feel a sense of relief when an item is renewed for them
- Providing better service for patrons who utilize multiple library systems
- Will not impact holds- items on hold are not eligible for auto-renewal
- JCPL stays relevant in the library field and makes policies based on best practices

The auto renewal feature includes the following changes:

- Increased renewal limit to six renewals for most items, 18 weeks for an item that has a three-week circulation period, 6 weeks for a one-week item.
- Automatic renewals for eligible library materials
- Patrons receive a notification that eligible items were automatically renewed 2 days before the due date
- Increase blocked account threshold from \$10 to \$20
- Increase threshold for accounts sent to collections from \$25 to \$50

The Library will be launching this service in 2019. Auto-renewal is a natural corollary to fine free. Providing the service now will set the stage for fine free in 2020. This service will also provide patrons with more support and options during the Belmar Library closure and during future capital projects. The Library moved up the implementation to serve Belmar patrons, in part because we were unable to locate an alternative space for services during the closure. The Library wants to turn on this new service as soon as possible.

In response to questions, the Board was advised that:

- The system renews items two days before the item is due. The new due date will be the full amount of the renewal.
- Lucky day items are ineligible.
- Right now patrons can renew items three times and this feature will extend that to six times. If an item is in demand by someone else, it is not eligible for auto renewal.
- The intent of increasing the block threshold is to make it easier to use the library and remove barriers.
- The lost item fee is based on the actual replacement cost of the item. Some of the Library's DVD sets are over \$100.
- The Library has been concerned for quite some time about the current threshold amount.
- The Library's return on investment on collection services is at least 4 to 1. What happens most of the time is that the Library gets the item back.
- The Library will track and measure the impact of this service during the first year and determine if any adjustments need to be made.
- Locally, five of our neighboring library systems have already implemented auto-renewal. Nationally, JCPL would be more leading edge with this service compared to our benchmarking group.

## **Facilities & Construction Projects**

### South County Phase I – Notice to Proceed Authorization

The Chair addressed the Board and noted that the report provided to the Board includes follow-up to some of the Board's questions. South County is a big project and very few Boards have the opportunity to build a new library. Many members of the Library staff have done this before but this Board has not and this project is a different model from what this Board has done before.

The Executive Director expressed appreciation to the Board for their questions about Phase I and giving staff the opportunity to provide more information and connect the dots for the Board on deliverables and costs. The contract with HDR had an option clause to use them for a future project. Steve Chestnut and Julianne Rist reviewed that option and the option of going out for another RFP. Their decision, based on the Library's experience

with HRD was to exercise the option to use them for this project. They did a lot of work to determine what JCPL needs to do for community engagement and the Executive Team believes that what we have in the scope of work is a good value for the taxpayer dollar. This is a \$12 million project with an approved planning budget of \$350,000. There was a question from the Board on comparing this project to Belmar. The Belmar project was about half the size of this project and the scope for this project is twice as much as Belmar.

Steve Chestnut, Director of Facilities and Construction Projects, addressed the Board, provided information and answered questions on the deliverables and costs as outlined in the report.

The Board was provided with a sample of a Fact Sheet that HDR developed and provided for one of its clients. A fact sheet will ensure that we are talking about the project and providing information in the same way. When the Board and the Library is out in the community, everyone can talk about what the South County project is and have a fact sheet to provide. Developing a fact sheet takes a massive amount of data and information and gets it all down to a single page.

Julianne Rist provided information and a demonstration of an online meeting. Online meetings allow for an interactive dialogue. In the past, the Library has done an online community survey. The online meeting is an innovative way to connect with people we might not ordinarily hear from. One of the deliverables for this task is a final report of the community input and engagement findings with data, charts and graphs. Also included in the scope of work are HDR facilitated community engagement and programming meetings.

Steve Chestnut advised the Board that next steps include the initial assessment. If the project team finds something (property/building), HDR would engage their consultants to evaluate the site for feasibility. If the property is promising throughout the initial assessment, there would be a detailed assessment including code analysis, civil, structural and MEP engineering evaluations as well as environmental assessments.

In response to questions, the Board was advised that:

- Response to community meetings and surveys vary. For Edgewater, there were 67 responses, Belmar was 319 responses and Columbine was over 200 responses. The Library expects a good response rate for South County.
- The timeline for the three tasks presented tonight is about three months for the fact sheet and three months for community input. Then the Library will be able to design the program of service and begin the location search in earnest because the Library will have more information and know what to look for. Unknowns are

how long it will take to find the right property, purchase negotiations. Another factor to consider for the timeline is that this is a much larger geographic area. Once the Library finds something it will take about nine months for the design process.

- The Library has used a fact sheet for every project. It has all the information located in one place. Along the way, Library staff have done project fact sheets with varying degrees of quality and success. The Library does not have the capacity to do a fact sheet for South County.
- One of the things the Library has learned from community meetings is that people tell us surprising things. Going out to the community and asking what they envision their library to be and what they want in a library gives us valuable input. For South County, there is no municipality to engage in planning and development. JCPL does not know what the South County business community wants from a library. JCPL does not know what the communities in South County want from a library. The Library would not propose doing a project without community input and South County is a much larger geographic area to serve.

Trustee Anderson noted that one of the obstacles in South County is that there is no municipality to engage with. South County is unique and the Library needs to engage that community and receive feedback, not so much in terms of numbers but the quality of the input is important. The community input and the fact sheet are well worth the cost.

Trustee Johnson noted that the cost for the deliverables is a worthwhile investment. It is a tremendous amount of work and very important. Trustee Johnson further noted that she would be afraid to move forward on a \$20 million project without getting the community engagement. For a project of this size and scope, the Library needs someone to manage this and the Library does not have the staff to do this. The online meeting would provide more in depth responses.

Trustee Fellman noted that she likes the timeline. October, November and December are a great time to do a fact sheet and the beginning of the year is a great time to do community engagement.

Trustee Bodnar noted that he is torn about the necessity of the fact sheet and community input. Is the community going to tell us what we already know? Who would be getting this \$11,000 dollar document? These fact sheets drive the community input. He noted that community feedback is good at some point but he would not approve this.

The Chair thanked the Library staff for the detailed information in the report and that the deliverables are clearly defined. From a fiscal standpoint in terms of the overall budget,

this could be saving money and help to use it more wisely. This South County library will serve for decades to come – and we do not want to make a mistake. We need experts and it would be highly unusual if we did not do this. What is proposed here is best practice. We are expecting the staff to do a lot more than they ever have – we have major capital projects and we are short a very valuable team member. Staff has a lot on their plates and this is reasonable and responsible.

#### South County Phase I – Notice to Proceed Authorization

**MOTION:** Kim Johnson moved that the Library Board of Trustees authorize the Executive Director to issue the Notice to Proceed with HDR Architecture as outlined in the Board report in the amount of \$91,949 and to engage with consultants to evaluate potential sites within the approved 2019 South County project planning budgeted amount of \$350,000. Seconded by Pam Anderson the motion passed by majority vote of all Trustees present with John Bodnar voting against the motion.

#### **Facilities & Construction Projects**

##### Snow Removal Contract Authorization - Evergreen

**MOTION:** Kim Johnson moved that the Library Board of Trustees authorize the Executive Director to sign the contract with Bear Creek Landscape for snow mitigation services at Evergreen within the approved 2019-budgeted amount of \$50,000. Seconded by John Bodnar the motion passed by unanimous vote of all Trustees present.

#### **Facilities & Construction Projects**

##### Snow Removal Contract Authorization

Steve Chestnut addressed the Board and introduced the topic. In response to a question, the Board was advised that under the terms of the contract, the Library is charged only for the location that receives the service. For example, if snow removal is needed only at Standley Lake, the Library is charged only for Standley Lake.

**MOTION:** John Bodnar moved that the Library Board of Trustees authorize the Executive Director to sign the contract with CoCal Landscape Services Inc. for snow mitigation services at all locations other than Evergreen within the approved 2019-budgeted amount of \$150,000. Seconded by Jill Fellman the motion passed by majority vote of all Trustees present.

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

No items were removed from the consent agenda.

## **EMERGING ISSUES**

The Chair noted an article about e-material that appeared in the Denver Post. The Executive Director advised the Board that there is a conversation going on about e-materials and publishers limiting libraries access to those materials. The Executive Director is gathering information and will be learning more about the issue at the ULC conference next week. There will likely be a call for action and advocacy for the Board. The Executive Director will come back to the Board with useful, succinct information and solid messaging.

## **BOARD SCHEDULE – NEXT MEETINGS**

- October 14 – All Staff Conference
- October 16-18 – Urban Libraries Council 2019 Forum – Salt Lake City
- October 17 – Board Meeting – Rescheduled to October 10
- November 14 – Study Session – 5:30 pm – Pam Nissler Administration Conference Room
- November 21 – Board Meeting – 5:30 pm – Lakewood Library meeting room
- December 12 – Board Meeting – 5:30 pm – Lakewood Library meeting room

## **ANNOUNCEMENTS/GENERAL INFORMATION SHARING**

The Chair advised the Board that he will be attending the All Staff Conference in the morning and encouraged the Trustees to attend. It is a valuable and energizing experience to see the excitement of the entire staff when they come together for this conference. The Board also received a very nice letter expressing appreciation for its support of 1A.

## **ADJOURNMENT**

The Board meeting was adjourned at 6:40 pm.



For: Pam Anderson, Secretary