

Jefferson County Public Library Board of Trustees
Study Session
February 13, 2020 – 5:30 pm
Administration Conference Room

TOPICS:

- Financial Review
 - 2019 Financial Tables
 - Carryforward Information
 - Budget Supplemental Information
- New Open Meeting and Public Comment Information
- 2019 Strategic Plan Achievements
- Trustees Review Proposed Policy Governance: Monitoring Reports
 - 2.0 General Management Constraints
 - 2.1 Treatment of Patrons
 - 2.2 Treatment of Staff
 - 2.3 Financial Condition and Activities
 - 2.4 Asset Protection
- Tolin Contract Information

Call to Order

Charles Naumer, Chair, called the Study Session to order at 5:30 p.m.

Other Trustees present: Pam Anderson (Secretary), Jill Fellman and German Zarate-Bohorquez.

Trustees not present: John Bodnar, Kim Johnson, Jeanne Lomba.

Staff present: Donna Walker, Executive Director; Julianne Rist, Director of Libraries; Bernadette Berger, Director of Information Technology; Rex Whisman, Director of Strategy & Engagement; Barbara Long, Assistant Director of Finance and Budget; Sandie Coutts, Director of People and Culture; Steve Chestnut, Director of Facilities and Construction Projects; Padma Polepeddi, Assistant Director of Library Experience; Lizzie Gall, Assistant Director of Library Experience; Deirdre Keating, Assistant Director of Community Engagement; and Amber Fisher, Executive Assistant, Office of the Executive Director.

Guests: No guests.

Financial Review

2019 Financial Tables

Barbara Long, Assistant Director of Finance and Budget, addressed the Board and presented information on the updated financial results for the end of the year 2019. While the financial year is not officially over, the Library is not aware of anything significant that is still outstanding. There were savings in operating expenses including unspent contingency funds. Capital projects will flow into the project carryforward request. Should the Board approve the carryforward request next week, the Fund Balance Table reflects the Board's policy on reserve funds and shows the year end funds committed to capital projects and the reserve fund balance.

In response to questions, the Board was advised that:

- Table 3 expands the revenue information and displays all the sources of revenue and the year-end results. Investment income is significantly higher than the projected amount.
- For the savings in salaries and benefits, the Library did plan to add a significant number of positions and they did not come on board as quickly as expected. Some of those positions will come on board this year (2020).
- For the savings in supplies, one area is the furniture and equipment that would have been expended for the positions that did not come on board in 2019.
- It is not the Library's practice to carry over operating funds. There are contingency funds in the 2020 budget the Library could utilize if needed.

Carryforward Information

Several capital projects funded in 2019 were in process at the end of the year and will continue into 2020. The carryforward requested is either equal to or less than the balance of unspent funds at the end of the year. Funding requests less than the total project balance are based on outstanding purchase orders. The projected project completion date has been included.

| <i>Project</i> | <i>Amount</i> | <i>Projected Completion</i> |
|---|---------------|-----------------------------|
| ARM-01 Capital Maintenance (Admin Project) | 57,000 | Q2, 2020 |
| ARM-04 Book Sorter Replacement (Lakewood) | 170,000 | Complete |
| 16-14 High Availability Internet Redundancy | 41,000 | Q1, 2020 |
| 18-07 LSC Garage & Loading Dock | 122,583 | Q2, 2020 |
| 18-08 Bookmobile Replacement | 400,000 | 2021 |
| 19-02 Document Management System | 160,000 | June, Phase I |
| 18-01 Belmar Library Remodel | 4,602,522 | Q2, 2020 |
| 19-03 South County Library | 344,100 | Ongoing |

Total Carryforward Request

5,897,205

In response to a question, the Board was advised that the Library anticipates part of the bookmobile purchase will be completed this year.

Budget Supplemental Information

The bookmobile the Library is using now was purchased in 2009. The Library is planning to purchase a new bookmobile in 2020. Funding for the new bookmobile of \$200,000 was included in the Library's capital budget both in 2018 and 2019.

Accumulated funds of \$400,000 are in the Library's project carryforward request. Part of the monthly expense for operating the bookmobile has been a payment into the County's fleet replacement fund for the purpose of offsetting the cost of a new vehicle purchase. The Library's bookmobile is a specialized vehicle which is no longer considered part of the County's fleet and the monthly payment into the fleet fund was discontinued in November of 2019. This supplemental request is to recognize additional revenue of \$147,441 which will be transferred from the fleet replacement fund to the Library and to increase the budget for the new bookmobile by this amount. With this transfer, the total budget available for the new bookmobile will be \$547,441.

In response to questions, the Board was advised that:

- Each vehicle is owned by County Fleet. The Library pays monthly for each vehicle, for maintenance and for a replacement fund. The bookmobile is a specialty vehicle and the Library has been maintaining the bookmobile and also paying County Fleet for replacement. The program is structured that way so there is no big hit to County Fleet at one time for replacements.
- This is the only County program like that.

The Executive Director noted that the project carryforward request and the budget supplemental request are both on the consent agenda for the February 20, 2020 Board meeting. The Board was asked to send any additional questions to the Executive Director.

New Open Meeting and Public Comment Information

Proposed adjustments to Bylaws and Sunshine Resolution - H.B. 19-1087 Public Meetings - notice - online posting.

The Executive Director provided an overview of the changes suggested for the Bylaws due to a change in the law regarding the meeting-posting requirement. Meeting notices can now just be posted online to comply with the open meetings law. The recommended changes are for the bylaws committee to consider during their work

Trustee Fellman stated that there is something that does not match in the Bylaws. It says that the Board has meetings at least once a month and says the Library Board may cancel a meeting. Amber Fisher will refer this to the Bylaws committee.

The Executive Director advised the Board that the change in the law will also affect the Sunshine Resolution. Recommended adjustments to that Resolution are included in the information packet for the Board's consideration.

Proposed adjustments to Bylaws and Governing Policy 4.3 - Public Comment/Public Participation at Board Meetings

The Executive Director advised the Board that a significant amount of research was completed to determine best practices related to public comment/public participation at Board meetings. The recommendations for the Board's Bylaws and Governing Policy 4.3 are included in the information packet. Following are some comments and suggestions from the Board:

- Include a statement about the purpose of public participation
- Consider ways to accommodate public participation for people who may speak languages other than English. When the Library Board meetings are open to the public to participate it is important to provide information in different languages, or to have an interpreter – English as a second language. It would be great to have this ability as an open library.
- It was noted that there may be operational challenges involved in accommodating different languages. If we knew that something may come forward and we had the time we could accommodate. It was also noted that the number of languages other than English could be difficult to accommodate and find interpreters.

The Executive Director advised the Board that the Library will investigate and may consult with the County Attorney. It was noted that Library practice is to accommodate hearing impaired patrons and staff and provides interpreters at meetings and programs. The Board was advised that the Library will provide a statement for the Board to consider regarding the value of public comment/public participation.

2019 Strategic Plan Achievements

Donna Walker, Executive Director, introduced the topic and presented information on the Library's 2019 strategic plan achievements.

The Edgewater Library was open for its first full year in 2019. The Cargo Van, which goes places the Bookmobile cannot go, launched its services in 2019. The first lobby stop service was successfully piloted. A demonstration of the lobby stop service is planned

for next week's Board meeting. There will also be a presentation on Raise a Reader, one of the Library's signature events.

JCPL partnered with R1 schools and homeschoolers for another signature event, EPIC STEM. This event was held at the Jefferson County Fairground. Mentors from schools and businesses participated in the event and helped middle school kids learn to put scientific method into practice and see if a career in STEM is for them.

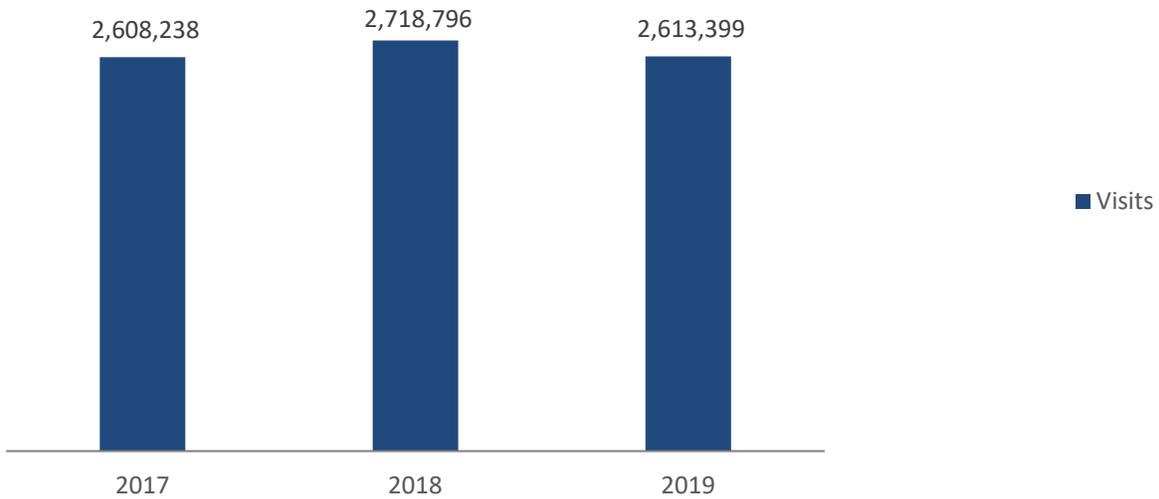
Belmar redesign community input meetings were well attended with a full house for public participation at each input meeting. The project went from design to construction in 2019. The past year also highlighted the Library's approach to responsive planning; including engaging the Library Board and community in the Library's strategic planning and evidence based decision-making. A big part of 2019 achievements included identifying and developing leadership teams and establishing a new organization chart that reflects a focus on strategic planning, community engagement and evidence based decision making.

Another priority in 2019 was to integrate and execute leading edge services. Examples include alternative services like hold lockers and materials vending machines. For the six weeks they were operational in 2019, usage totaled 2,370 visits and circulation of 7,354. The Standley Lake Outdoor Adventure Space is another leading edge service that opened in 2019. It is the first in Jefferson County and a model for future spaces. Built in partnership with Open Space and an Eagle Scout who built an amazing insect hotel, it has become a real community gathering space where kids can learn through play.

The numbers show that we are delivering quality, relevance and value with the high level of demand for our services. While our scorecard shows percentiles, percentages, and per capita, the raw numbers that go into those calculations help put context around the scorecard numbers.

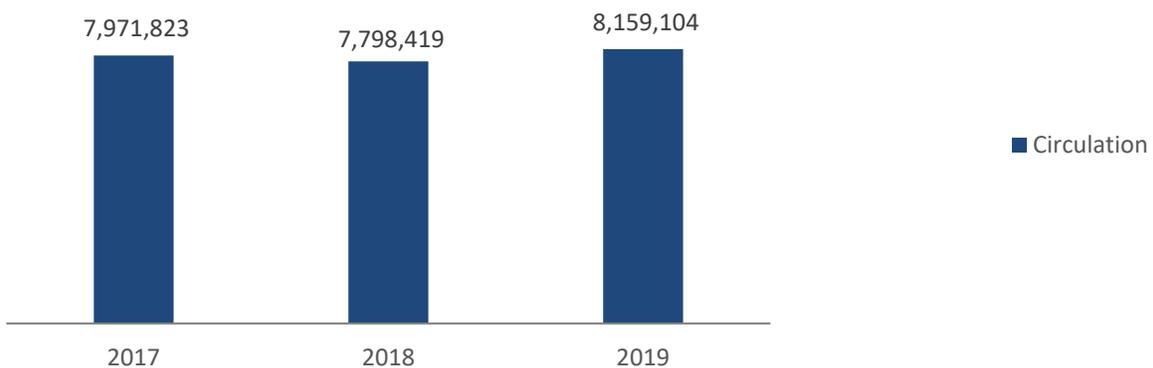
For example, when we have a library benchmark measure of 4.48 visits per capita and our 2019 Jeffco Population is 583,105 that equates to over 2.6 million visits to our physical locations, including our bookmobile and alternative services. Visits to physical locations remained stable in 2019. We made up some ground with our alternative services, but still saw a slight decline in overall visits. Our projections show that if Belmar Library had been open, visits would have been stable or slightly increased.

PHYSICAL VISITS



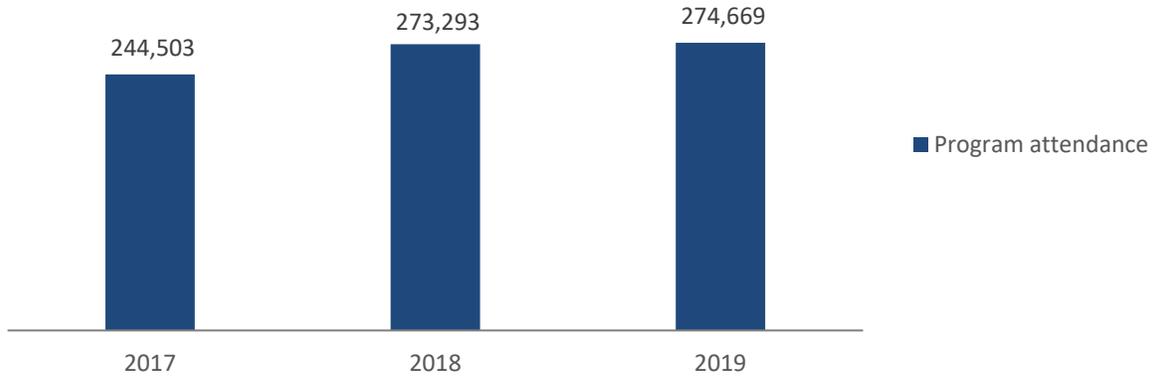
Our library benchmark is 13.99 circulation per capita, which means for each person in Jefferson County, 14 items were used from our collection. In addition, that raw number is over 8 million items used in our collection, an increase of 5% from 2018. We finally made it over 8 million! We have had this as a team goal for years. It is a watershed moment for JCPL. Even with the closure of Belmar Library for a full 3 months of the year. Some contributing factors were instituting auto-renewal and use of e-materials.

CIRCULATION



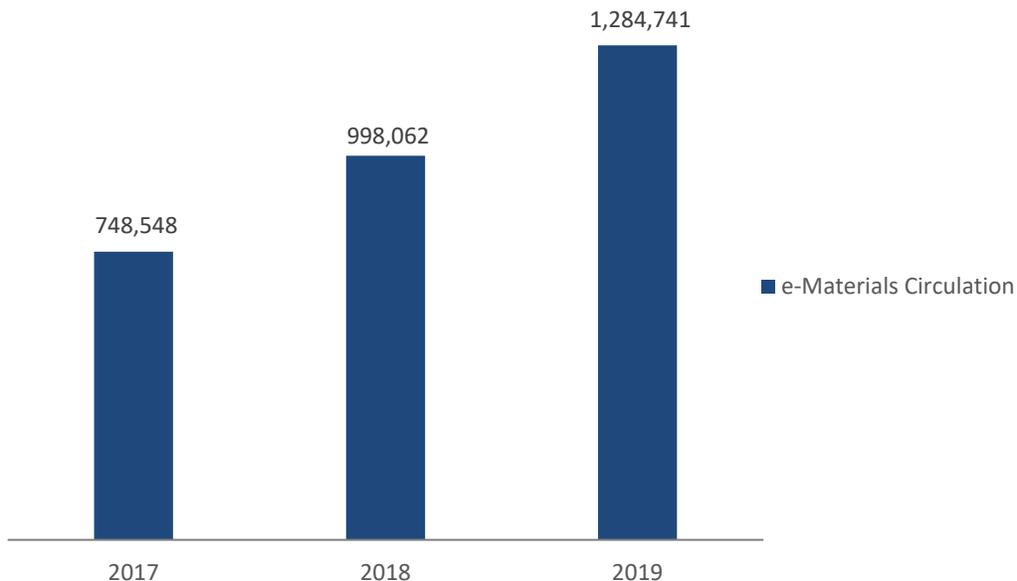
Our library benchmark for program attendance per 1000 capita is 471. What that means in real numbers is over 274k in total attendance. Program attendance was maintained, despite closure of the Belmar Library. A contributing factor was greater participation in signature events like Epic STEM and Raise a Reader.

PROGRAM ATTENDANCE



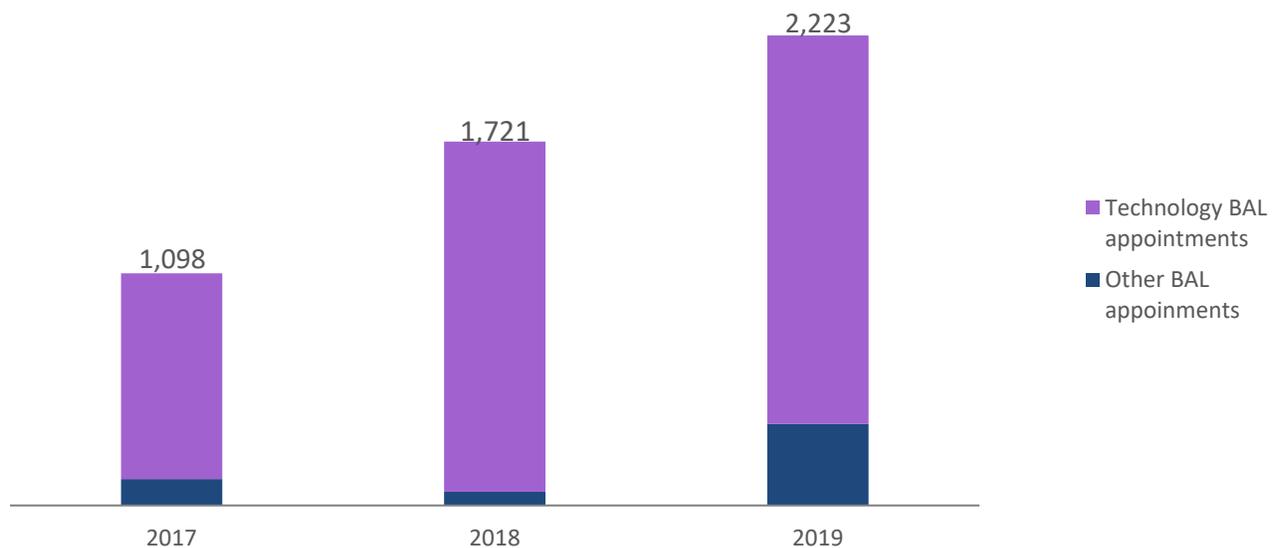
The Board is always interested in our circulation of e-materials. So even though they aren't in our scorecard, we wanted to share them here. e-Materials circulation increased 29%. Some contributing factors were more items in the collection that support our residents' interests and expansion of titles to support the platform for Kindle Paperwhite users. Circulation of e-materials is about 16% of circulation.

E-MATERIALS CIRCULATION



An important service to highlight is the one-on-one reference service we offer. This service was built from the ground up with our first appointments booked in 2014. Since then we have managed the growth of the service, refining our approach and outreach so that it is now well known and well used. Book a Librarian appointment requests also increased 29%. The main contributing factor was the increase in outreach through more presentations to local groups, more participation in local events and more offsite programs. It is significant that our book a librarian requests increased at the same rate as downloading of e-materials – these two services represent the two ends of the spectrum in how people use the library – and that both of those experiences are increasing at the same pace

BOOK-A-LIBRARIAN APPOINTMENTS



Another example of a leading edge service is the new Lakewood Library sorter. During the Board meeting recess next week, the Board will take a tour and see the new sorter in action. The same sorter will be installed at Belmar.

The Executive Director thanked the Board for trusting the Library with the resources needed to achieve these outcomes. The Executive Director advised the Board that any questions they have about the 2019 strategic plan achievements would be recorded and the Library would return with full responses at next week’s Board meeting.

In response to questions, the Board was advised that:

- The Library will come back in March with additional information regarding trends.

- At the February Board meeting next week, the Library will provide more information on the first full year of operation at the Edgewater Library.

The Board expressed appreciation to the Library for their efforts to work with the Board on strategic planning and for the thoughtfulness put into that effort and delivering great outcomes.

Trustees Review Proposed Policy Governance: Monitoring Reports

The Executive Director advised the Board that proposed adjustments to Monitoring Reports 2.0 through 2.4 are minor. In response to a question, the Board was advised that this item is on the consent agenda for the Board meeting next week. The Chair asked the Board to send any questions about the Monitoring Reports to the Executive Director before the February Board meeting.

Tolin Contract Information

Steve Chestnut, Director of Facilities and Construction projects, presented information on the Tolin Mechanical Systems contract renewal to provide HVAC maintenance. JCPL entered into a contract for HVAC maintenance with Tolin in 2017. This contract was set up to allow for renewal for up to four (4) additional one-year terms at the Library's discretion. Our current contract ends February 29, 2020 and JCPL would like to renew the contract with Tolin Mechanical for a third time. This third renewal term would provide for services from March 1, 2020 through February 28, 2021. The 2019 contract cost was \$81,024 and the 2020 renewal cost will be \$76,068.00. The decrease in price reflects the reduction in services that will be required with the upgrades and new equipment being installed in Belmar. In response to questions, the Board was advised that:

- The contract amount is \$76,068 and the budget is \$135,000. The contract amount is lower because it does not include the Belmar Library which will be covered under warranty. The Belmar warranty is for one year.

ADJOURNMENT

The Study Session was adjourned at 6:43 p.m.

A handwritten signature in black ink, appearing to read "Pam Anderson", with a long horizontal flourish extending to the right.

Pam Anderson, Secretary