

Jefferson County Public Library Board of Trustees
Study Session
August 12 2021 – 5:30 pm
Online Meeting via WebEx

TOPICS:

- Financial Review (June)
- 2022 Proposed Budget Revision
- Review Policy Governance Monitoring Reports 2.5 through 2.9
- Midwest Tape Contract Renewal Information
- CoCal and Bear Creek Snow Removal Contracts Information
- Standley Lake Clerestory Roof Contract Information
- Candelas IGA for Holds Lockers Information
- Express Library
- Arvada West Town Center Lease Space
- South County Site Selection Criteria
- 2021 Mid-year Report
- September Board Meetings – Cancel Study Session and Reschedule Board Meeting

Call to Order

Kim Johnson, Chair, called the Study Session to order at 5:30 p.m.

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

Trustees not present: Charles Naumer.

Staff present: Donna Walker, Executive Director; Julianne Rist, Director of Libraries; Bernadette Berger, Director of Technology and Innovation; Lisa Smith, Director of People and Culture; Steve Chestnut, Director of Facilities and Construction Projects; Barbara Long, Assistant Director of Finance and Budget; Padma Polepeddi, Assistant Director of Library Experience; Kelly Duran, Public Services Manager; Cheryl Murphy, Technology and Innovation Services Manager; Amber Fisher, Administrative Services Coordinator, Office of the Executive Director; and Katie O'Loughlin, Administrative Coordinator.

There were additional Library staff members attending the online WebEx meeting.

Guests: None.

Financial Review (June)

The Chair asked if there were any questions about the June 2021 financials. There were no questions from the Board.

2022 Proposed Budget Revision

The Executive Director introduced the topic and advised the Board of the revision to the 2022 budget. The Chair and Vice-Chair were advised of the revision and recommended that this information be presented to the Board at this meeting. The revised budget has been submitted to the County.

Barbara Long, Assistant Director of Finance and Budget, advised the Board that the revision of just over \$600,000 is included in the restated budget tables in the Board's information packet and does have an influence on the long term plan. The revision and other changes as the Library receives better numbers on salaries and other internal costs will be included when the Board votes on the budget in November or December.

The Chair thanked the Library for bringing the information forward and expressed appreciation for getting the revision in the 2022 budget. In response to a question, the Board was advised that the vote on the final 2022 budget will be held later in the year.

Review Policy Governance Monitoring Reports 2.5 through 2.9

The Chair introduced the topic and asked if there were any questions. The Executive Director advised the Board that there were only very minor changes.

Trustee Fellman inquired about policy 2.9, Materials Selection, Item 1: The Executive Director shall not fail to ensure that the Library collection: Reflects the full spectrum of political, religious and cultural beliefs and practices of the residents of Jefferson County.

Trustee Fellman noted that it should be really specific and say racial, it is implied but she believes we should be more specific.

The Executive Director expressed appreciation for the recommendation and advised the Board that one of the tasks on the Library's diversity, equity and inclusion project is to do an equity audit. That audit would likely include some revisions on collection development policies. The Board was advised that there is a longer timeline for that project and audit and for bringing that back to the Board.

Trustee Fellman indicated that the longer timeline was fine.

There were no further comments or questions from the Board on the monitoring reports. The Board was advised that this item is on the consent agenda for the August 19, 2021 Board meeting.

Midwest Tape Contract Renewal Information

The Chair introduced the topic and asked if there were any questions from the Board. In response to a question, Julianne Rist, Director of Libraries, advised the Board that this is the final renewal on the contract and the Library will be going out to bid. The Board was advised that this contract renewal is on the consent agenda for the August 19, 2021 Board meeting.

CoCal and Bear Creek Snow Removal Contracts Information

The Chair introduced the topic and asked if there were any questions from the Board on the CoCal or Bear Creek snow removal contracts. There were no questions or comments from the Board. The Board was advised that the contracts are on the consent agenda for the August 19, 2021 Board meeting.

Standley Lake Clerestory Roof Contract Information

Steve Chestnut, Director of Facilities and Construction Projects, advised the Board that there are some additional fees in the contract. Those fees are related to barriers for patron safety during the project. There were no questions or comments from the Board.

The Board was advised that this contract is on the consent agenda for the August 19, 2021 Board meeting.

Candelas IGA for Holds Lockers Information

Julianne Rist, Director of Libraries, introduced the topic and advised the Board that Candelas is the third offsite holds locker location and very similar to the other holds locker partnerships. This location in northwest Arvada was selected based on convenience of travel routes, proximity to the recreation center and the new school with 700 students. The location is in the middle of the Candelas community which currently has 13,000 residents with planned growth to 17,000.

In response to a question, the Board was advised that there were only minor changes in the inter-governmental agreement (IGA) compared to the Library's typical IGAs. The Board was advised that this item is on the consent agenda for the August 19, 2021 Board meeting.

Express Library

The Executive Director introduced the topic and noted that the Library presented the express library concept at the Board meeting last month. There was a lively discussion and the Board had lots of questions around security, success measures, costs and the staff-less operation. Library staff will be providing additional information and responding to those questions tonight. All costs for the express library are already included in the budget. The Library has also submitted to the County, a request for ARPA funds for full or partial funding for the express library and holds lockers to offset the costs. The Library is hopeful that some of the ARPA funds will come our way.

Off-Site Services – Express Library Pilot

Julianne Rist addressed the Board and noted that the Library is excited to continue the conversation and answer the Board's questions from the July meeting. Throughout the last few years we have followed a standard model for developing and implementing new Alternative Service offerings: Complete market research for best options; Piloting the product or service; Evaluating the product or service and then deciding on next steps for the product/program.

Strategy

- Research
- Pilot
- Evaluate
- Adapt

The Facilities Master Plan (FMP) presented to the Board in February 2018 recommended using Alternative Service Delivery (ASD) to complement JCPL's destination libraries and outreach services. The FMP identified Northwest Arvada as a potential area for Alternative Service Delivery through offsite services. After finding two locations in South County, the Library to You team turned their focus to Northwest Arvada.

Recreating the Library Experience

- Increased access
- Increased convenience
- Lower operating costs
- More flexibility

With the Express Library we can provide a more holistic library experience than what we can offer with lockers or a lending machine. "Express Library" is a remote staff-less library location enabled by technology. It represents an innovative development in alternative service delivery. This space increases access to library resources, and could help us meet the demand for resources in those areas of the county where population growth has outpaced our planned building expansions. The space can also serve as interim access to library services until a location can be built. Tonight the Library will be showing our recommendation for the location of the first Express Library.

Location

We have completed several months of research, and have been working with a real estate agent to find possible spaces in the northwest area of the county where we are seeing increased population growth and demand for library services. The location of the proposed lease space is Arvada West Towne Center. It is at the corner of 64th Avenue and Indiana Street. Both are major thoroughfares and on people's already established traffic patterns. The

location is further the 10 minutes (by car) from both Standley Lake and Arvada the closest JCPL locations. In addition the growth rate for this areas is expected to be higher than the county average. The shopping center is 90% full with established tenants. The Express Library space is just down from the post office space, and between a nail salon and dry cleaners. The front side of the shopping center is just off the main entrance and the Express Library space is in a good location within the shopping center.

Site Proximity to Residences

It is estimated that 10,300 people live within a 1 mile radius of the space and almost 65,000 live within a 3 mile radius. There are several demographic indicators for this population that show the need for library services. Within this 3 mile radius 45.3% have no college degree; 4.4% did not complete High School and 19% of the households earn less than \$50,000. The need for access to the internet and computers will be above average in this neighborhood.

Julianne introduced Kelly Duran, Manager of the Lakewood Library and Library to You services to provide information and answer questions from last month's meeting on safety and security.

Safety and Security

- Well frequented area
- Security camera
- Lighting
- Phone
- Limited to card holders in good standing
- Opt-in patron service

Kelly Duran addressed the Board and provided information in response to questions regarding safety and security. JCPL spoke with several library systems about their staff-less spaces, and heard that there were very few incidents of concern. This safe use of staff-less space was attributed to the combination of; commonsense safety measures that libraries can take to help make these spaces secure, the opt-in approach of the service, and the built in monitoring and features that the Open+ software provides.

"Commonsense" Safety measures:

- Express Library locations should be selected so that it is in well frequented areas with visibility and traffic from surrounding businesses
- High definition security cameras with off-premise monitoring of activity
- Ample lighting inside and outside, and windows that promote easy visibility from outside/inside
- A landline phone provided for emergency use

- Shelving, furniture and other spaces are arranged to maintain visibility throughout the location. Security cameras have line of sight and all areas of the space are visible

Opt-In approach:

- Access is limited to patrons who register to use the Express Library
- Express Library services are only available to people 18 and older who are in good standing
- When someone signs up for the Express Library, they receive a full orientation and training on the Code of Conduct and proper use of the service, including things like not allowing others to “piggyback” into the building with them and the fact that they will be on camera while using services
- The opt in approach is possible because of Biblioteka’s Open + Software

Technology

The Open+ technology for the Express Library includes an external panel that scans and authenticates a patron’s library card via the Library patron software (integrated library system (ILS)) to admit them into the building. The Open+ technology checks with the library software to make sure the patron has opted in for the service and gone through orientation; if they have, then the door will open.

Open plus technology also has safety features:

- Manages the occupancy limit. You do not have to scan your card to leave.
- Includes an integrated public address system for messages or alerts to patrons (like closing time)
- Knows the operating hours and when to allow patrons into the building and when to stop allowing entrance

This technology is currently in use at over 850 libraries in the U.S, Canada, and several European countries, and these systems have seen marked success expanding patron access using this software. As far as we know libraries in the US are currently using the system in connection with an existing location to expand their hours, they are not using it as a stand-alone location as we intend to. Some Libraries in Europe however have been using the technology in the stand-alone manner.

The Library anticipates that the Express Library will open with the same hours as other 65 hours per week locations and will have staff available through the onsite phone.

In response to questions, the Board was advised that:

- The Library is not sure there will be signs in the space regarding security cameras. However, the opt-in agreement does state that security cameras will be in use.

- For the pilot, the Library is recommending that we start with patrons 18 and older for safety and accountability. Younger people can come with adults who opt in.

Trustee Fellman noted a concern with the location and getting deadlocked into a location that she is not convinced is far enough north. She stated that the area further north is growing so fast and 64th and Indiana is an established area. What resonated with her was the percentage of people that don't have higher education and she thinks that may well be true but there is so much more area in Arvada that is left she is worried about it. She noted that she doesn't want us to get so comfortable with this location that we don't venture out and we don't look for a more permanent solution further north. She stated that she goes back and forth but wants her worries on the record.

Julianne Rist noted that the Library did look farther north and there was nothing available. The pilot location is not a permanent solution, it is a 5-year lease. The places the Library starting looking at was up where the new lockers are located. The only thing available in that area had not broken ground yet. When the Library does the Facility Master Plan (FMP) refresh this fall is when we start looking for permanent places and when we have the conversation.

The Chair acknowledged the initial reaction to the proposed location for the Express Library. However, the more she thought about it and read the information, she does think the further south area allows for additional data to be gathered because the income levels are lower closer to 64th than in the more northern area. To gather data from that area is important. It is a challenge to get to Standley Lake or Arvada from that area and she believes we will pick up some patrons, it is where the people are. Even if there could be an argument that the five parks area is better, there is nothing up there, certainly nothing affordable. The numbers on this recommendation are appealing. It is important for our public to know we thought about that.

Trustee Anderson noted that the refresh of the FMP is important and is her favorite topic. She noted that the more mobile nature of this format versus the brick and mortar owned building gives us flexibility when looking at the refresh for the FMP. And, when we get the data for how it's received and its usage versus square footage, versus costs – that triangle, it will be important to know the service provisions and underserved populations. This could be an extremely efficient model and we may want to try this in the next lease round in a different location or we may want to add one of these in another location. For me it is less of a buy in with the capital commitment than a brick and mortar owned building. She noted that she is excited about the pilot and getting the data.

Padma Polepeddi, Assistant Director of Library Experience, addressed the Board and provided information on costs, evaluation and success measures for the proposed Express Library.

Five-Year Cost Comparisons

The 5-year project cost comparisons for holds lockers, Lending Machine and the Express Library are show in the table – with the first tab showing costs for lockers, the second tab showing costs of the lending machine and the third tab showing costs for the Express Library.

5 Year Cost Comparisons



The total number for the lease space includes the startup costs, and lease costs for 5 years. The lease space for the proposed Express library is for a 1,584 square foot space. When we ran the numbers for purchasing new items for the Express library including shelving, we felt it was high for a pilot; so we have done some value engineering such as not purchasing new shelving but using shelving that the library already has to reduce costs. Startup costs for furnishing the library which will include all furniture, shelving, and equipment such as computers and cameras, total \$140,723. The Library to you staffing would be assigned and this would become another rotation as part of their stops for all their duties.

Evaluation and Success Measures

Evaluation would incorporate staff and patron feedback as well as usage data.

Successful ROI for Express Library:

- Daily Visits: 65-100

- Daily Check Outs: 100-150

We know that this is an innovative service, and that it may take time for patrons to begin fully utilizing all of the services that we envision offering at the Express Library.

This evaluation would incorporate staff and patron feedback as well as usage data.

Usage data points would include patron visits and circulation numbers.

In the first year, we believe that we would see a slow build in the number of patrons using the service. We would plan a robust evaluation at 12 months. In the second and third year, we would expect to see usage rates hit their normal around this time, which would help us to see whether our identified success measures for visits and circulations were in line with usage. We would gather feedback, monitor usage and implement changes. In the fourth and fifth year, we will continue monitoring usage and data, with a more robust evaluation occurring annually.

Padma expressed appreciation to the Board for their time and noted that their decision on the lease will determine the Library's next steps.

In response to questions, the Board was advised that:

- The Library can include the age restriction as part of the evaluation.
- The Library is working on the orientation plan and will incorporate a virtual component. There may also be an onsite orientation for patrons timed when there would be staff on site.
- The Library has several communication methods to let people know about a new service, including the monthly E-Connect newsletter and e-mail lists for patrons in that zip code area.

Arvada West Town Center Lease Space

Steve Chestnut, Director of Facilities and Construction Projects, addressed the Board and provided information on the lease. As part of Facilities responsibility, staff looked at the structure and utilities the Library would need for the Express Library space, and negotiated the lease agreement. The Library negotiated tenant improvements included in the lease agreement that we valued at approximately \$50,000. We negotiated with the landlord to assist in the construction and development of the space to fit our needs. The lease rate is \$21.00 per square foot the first year and escalates to \$23.54 in the fifth year. There is a common area maintenance (CAM) fee estimated at \$10.35 per square foot for the first year in addition to the base rate.

In response to questions, the Board was advised that:

- The Library did ask for a 5% cap on the common area maintenance fee.
- The start date for the lease depends upon the Board's authorization.

- The Library is hoping for tenant improvements to be completed in 45 days. However, the Library is aware that timeline may be optimistic given the current supply chain issues for construction.

The Chair asked the Board for their thoughts with having this item on the consent agenda for next week's Board meeting. The Board indicated that they are okay with having this item on the consent agenda. The Chair will reach out to Trustee Naumer.

The Executive Director noted that even though this was not the first choice for the location, the Library believes that it is a good location for the demographics.

South County Site Selection Criteria

The Executive Director introduced the topic and addressed the Board. Over the past several months, Jefferson County Public Library has engaged in conversations with our staff, community and patrons with the aim of identifying what the community wants to see in their new library. We've used that input to create a program of service with technical specifications that informed our site selection criteria.

Site Selection Criteria Process

- Engagement efforts
- Program of service
- Technical requirements
- Site Selection Criteria
- Inform Library Board
- Reach consensus
- Inform Realtor
- Communicate with public

Our next step is to inform the Board and get a consensus on these criteria. This is a very important steps in our project since the criteria will set off the search and help us refine it to help us find the most suitable properties for creating our new library. Our experience tells us that communicating clearly about our site selection criteria at the outset helps set expectations with the public at each stage of the project. These criteria are the guideposts for our decision-making and what you and our public will hold us accountable to.

Site Selection Criteria

Steve Chestnut addressed the Board and provided information on the site criteria.

Size

- Approximately 40,000 sq. ft.
- 5 acre minimum total lot size

An existing building for adaptive reuse with space to support outdoor learning environments, technology and innovation needs, indoor programs, and with sufficient parking to support larger events and programs. We know from our experience with Columbine and Belmar that we would want the building size to be approximately 40,000 square feet with a 5 acre minimum total lot size. (Columbine is 4.5 acres and Belmar is 5 acres for comparison)

Location

The location and design of the existing structure should provide for easy access and promote accessibility for all. It should be inclusive and safe, be accessible to walking and cycling routes, and ideally be located near public transportation routes. Location should have high visibility from through ways.

- Grading and environment suitable for outdoor activities.
- Sites with steep grades and drop off areas should be avoided
- Potential for co-location and/or partnering with outside entity(s)

Sustainability and Stewardship

The Library desires an existing building where we can promote an outdoor connection. The site should be a good value. A preferred site offers a design that could take advantage of renewable or energy efficient systems and that fosters environmental stewardship or has potential to allow for it. Building design should not require extensive investment to renovate. Cost per square foot purchase price should be consistent with similar properties in the market area.

- Ease of renovation.
- Cost per sq. ft.

Convenience

Convenience of the site includes it being on destination routes, how patrons will access the space, and its ability to provide intuitive wayfinding from the exterior.

- On destination routes.
- Accessibility.
- Intuitive wayfinding

The Executive Director shared information from the South County Library fact sheet where the Library informed the public that site selection will be based on an evaluation of more detailed criteria. The Library believes that the community's stated preference for a comfortable, convenient, and welcoming space will be met with these criteria. Once Board consensus is reached, we'll provide our realtor has a more detailed list based on these four criteria.

The Chair asked the Board if there were any questions regarding the site criteria. There were no questions from the Board.

The Chair asked the Board for consensus on the site criteria. The Board indicated consensus.

2021 Mid-year Report

The Executive Director introduced the topic and addressed the Board. One of the governance requirements is to report on midyear progress. The written report was provided in the information packet for the meeting. The presentation tonight will walk through some of the highlights of those priority projects from the first half of 2021, January through June, to receive feedback on our progress and answer questions. The topic is also on the regular meeting agenda in case we need to come back and make sure we fully answer any questions.

Strategic Planning 2020-2025 – Year Two

The Library presented an update for the second year of the five year strategic plan to the Library Board during the January and April Study Sessions this year to get input and provide clarity on our planning process and prioritization. The Library also received feedback on the Strategic framework, Board ends statements, strategic priorities, the revised multi-year initiatives and our 2021 strategic projects

The update to the five-year plan was well received, and Trustees made particular note of the scale and scope of the top three strategic projects as well as potential challenges ahead with extra work required due to the pandemic. The Board was right about the challenges. The full list of strategic projects with highlighted accomplishments are in your study session information packet

2021 Priority Projects

2021 Priority Projects



- COVID-19 Service and Staffing Response
- Accelerating Facility Master Plan (New)
- South County Expansion
- Hybrid Public Meetings (New)
- Philanthropy Development

The Library started with three priority projects on the left side of the slide:

- Covid-19 Service and Staffing Response
- South County Expansion
- Philanthropy Development

The two projects on the right side of the slide are what the Library sees as additional priority projects from the Board that came forward during the first half of the year.

- Accelerating the Facility Master Plan (new)
- Hybrid Meetings (new)

There is more detail about the projects in the information packet.

Covid-19 Service and Staffing Response

The purpose of this project to provide uninterrupted library services to our community while keeping the health and safety of our staff and community our first priority. Our onsite services and staffing responded nimbly and effectively as COVID restrictions waxed and waned January through June. Back and forth with social distancing, capacity limits, and equipment needs, and furnishings were some of the many ways our service and staffing were affected. Our offsite services expanded to create more options for contactless and convenient service

The Library found creative new ways of communicating with staff, evolving our all staff town halls of 2020 to shorter, more frequent, and more timely staff briefings not only for sharing the latest information on public health orders and vaccine availability but also to allow for staff to ask their most pressing questions directly to library leadership.

South County Expansion

- Stakeholder engagement
- Online community input
- Community output report
- Program of Service
- Architect RFP

The Library restarted the South County Expansion project this year, creating an entirely new approach to stakeholder engagement to respond to COVID conditions. In addition to Board involvement, this engagement included input from core service staff, multiple virtual community input meetings, an online interactive survey, a project webpage and a community output report as well as one-on-one meetings with influencers in the community. This input fed into an output report to the community and was the foundation for building our program of service. We also went out to bid for design services in the first half of 2021.

Philanthropy Development

- Consultant findings
- Amended MOU
- JCPL staff role

Like the COVID response and South County, our Philanthropy project continued from 2020 into 2021. The Library started the year with consultant support to inform us about the potential opportunities in the area of fundraising. The consultants presented their findings to the Board which helped pave the way for an amended and extended MOU between JCPL and JCLF. These findings and the ensuing discussions led to the creation of an essential role in the area of fundraising development for our new communications and engagement director.

Those were the initial top three priority projects from the Board for 2021

Accelerating Facility Master Plan (New)

- 2022 budget & five-year CIP
- Input from other libraries
- Updating the FMP

When the Library presented its 5-year CIP and financial forecast, the Board set a new course for the Library to create a strategy for accelerating the Facility Master Plan by doing building projects concurrently instead of successively. The work for this new direction included creating a new budget for 2022 and 5-year CIP to bring forward for Board approval. Other work on this project in the first half of the year included researching an approach for concurrent building and renovation projects, potential staffing requirements, and working on scoping an update to the Facility Master Plan.

Hybrid Public Meetings (New)

- Technology
- Governance
- Potential vendors

Early in 2021 it still seemed like we would all go back to meeting in person once everyone was vaccinated. As the pandemic and the world of work and public meetings evolved, so did our thinking. We went from planning how to go back in person to researching how to create effective public meetings in a potential new hybrid environment. Early work on this project in the first half of the year included researching technology solutions, governance considerations, and potential vendors for supporting this transition. This topic is on next week's agenda for fuller discussion.

Following are the responses to the Executive Directors request for questions or comments on the Library's progress.

The Chair stated that she can certainly appreciate the addition of the two new projects. In addition to Covid throwing curveballs, the Board has thrown some curve balls as well. She noted that there is no question in her mind that the Board has made it clear that updating the FMP and hybrid public meetings are a priority and it is important for the Executive Director to report on those projects as part of the mid-year report.

Trustee Anderson expressed appreciation to the Executive Director and the entire JCPL team. She noted that she can only imagine what the staff has been working through over the last year and a half.

Success Measures

Julianne Rist, director of Libraries, addressed the Board and shared information about the Library's success measures for this same period of time, January through June 2021.

2021 mid-year benchmark scores continue to be affected by COVID-19. While we measure the same time frame, January through June, the scenarios under which JCPL operated during these two years were very different. For example, 2020 is a combination of the first quarter normal and the second quarter (Q2) in which all Library buildings were closed to the public due to COVID-19. In comparison, in 2021 JCPL had two full quarters (Q1-Q2) of continuous operations with all Library buildings open to the public but with significantly reduced capacities and hours.

The total collection use increased 20% mid-year from 2020 to 2021, driven by an increase in the physical circulation, which is attributed to easier access to physical materials as hours were increased hours and capacity- was expanded. Digital circulation continues to remain strong with a 2% increase after a significant jump in 2020.

Patrons are returning to locations for the first six months of 2021 and our 10 locations have averaged over 2800 people visiting per day. The Library has continued virtual programming and in June, restarted in person programming. In 2021 the average live attendance per program was back up to 22. JCPL is starting to see those patrons come back and establishing a more normalized trend.

In response to questions, the Board was advised that:

- The Library is dipping its toes back in with story times and book discussion groups and believes there was some screen fatigue with online programs. The Library is positioned to pivot back to virtual mode from the planned in-person programs if necessary.

- Database use is school driven and there may be some impacts on those numbers in the end of year report.

Library Benchmark Measures				
Mid-Year Report	Mid-Year 2020	Mid-Year 2021	Change Mid-Year 2020-2021	% Change Mid-Year 2020-2021
Active households	110,604	107,828	(2,776)	-3%
Active households (in % of total Jeffco household)	47%	43%	-3%	-7%
Active cardholders	156,504	149,742	(6,762)	-4%
Net Promoter Score	83.9	82.6	(1.3)	-2%
Program attendance	49,258	10,972	(38,286)	-78%
Recorded views (Jan-Jun Weekly Views)	12,658	3,996	(8,662)	-68%
Total collection use	4,138,277	4,957,302	819,025	20%
Physical circulation	2,463,585	3,381,429	917,844	37%
Digital circulation	884,071	902,936	18,865	2%
Database use	790,621	672,937	(117,684)	-15%
Visits	482,318	509,917	27,599	6%
Curbside patrons served*	23,608	45,437	21,829	92%

Curbside services were available 2 months (May-June) in 2020 vs. 6 months in 2021 (Jan-June)

The Executive Director addressed the Board and noted that the story of the Library in the first half of 2021 has been like a split screen, doing whatever we could to help staff and our community get vaccinated while social distancing with outdoor story times and fulfilling the mission of the Library to provide equal access to information and opportunities.



The Executive Director shared a quote from a patron:

“I wanted to take a second and tell you that through all the pandemic, Jefferson library staff really went above and beyond to try to stay connected and provide ideas of things to do. Even when everything was shut down, you stepped up and I noticed.”

The Executive Director asked the Board for feedback and questions about the Library's progress on its priority projects for the first six months of 2021. Following are those comments and questions:

Trustee Fellman stated that she and the entire Board have noticed how hard the Library is working and expressed her appreciation to the Executive Director and Library staff.

Trustee Anderson noted that there is an additional accomplishment to recognize; the Library's work with County on the elections and setting up tents to provide the community with access to voting outside the libraries.

Trustee Zarate-Bohorquez expressed appreciation to the Executive Director for her leadership and the accomplishments of the Library and staff, noting that it was amazing.

The Chair stated that over the last year and a half the Library's flexibility and its ability to respond and provide modified services has been outstanding. She noted that she hopes Library staff takes the time to acknowledge that and expressed appreciation for everything they have accomplished.

In response to a question, the Executive Director advised the Board that the Library will continue to monitor the pandemic situation with the Delta variant. She noted that she spent 2.5 hours with the JCPH director and right now it doesn't look like there will be new capacity limits. JCPH may take a different approach and maybe Jefferson County will stay in level clear for another month for observation. The Library has masked up staff and is maintaining social distancing. There is a lot of concern for the fall and what that might look like. The Library is watching the situation closely and keeping staff and patrons safe is the priority,

The Executive Director thanked the Board for their kind words. The Library is planning a staff town hall at the end of the month and it will be nice to add these comments from the Board.

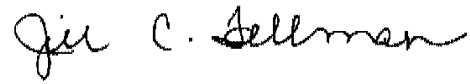
September Board Meetings – Cancel Study Session and Reschedule Board Meeting

The Chair advised the Board that she is considering cancelling the study session in September and having one Board meeting rescheduled to September 23. She noted that most of the time for that meeting will be in executive session for the executive director's review. The Chair asked for and received indications that all Trustees present would be able to attend a Board meeting on September 23. The Chair advised the Board that the meeting would still be held in a virtual environment.

Trustee Anderson noted that there is also a joint meeting of the Library Board and the Board of County Commissioners scheduled for the afternoon of September 23.

ADJOURNMENT

The Study Session was adjourned at 6:58 p.m.

A handwritten signature in black ink that reads "Jill C. Fellman". The signature is written in a cursive style with a large initial "J" and a distinct "C" before the last name.

Jill Fellman, Secretary