Meeting date:  Wednesday, February 6, 2019
Location: Main Library, 1001 Arapahoe Ave., Canyon Meeting Room

Meeting start time:  6 p.m. (Note: There is no access to the building after 8 p.m.)

1. Approval of agenda

2. Public comment

3. Consent agenda
   a. Approval of Jan. 9, 2019 minutes

4. Library policy update
   a. Public Hearing: draft Computer Use and Internet Safety Policy
   b. Review preliminary changes to the library rules of conduct and examples of rules prohibiting use of abusive and derogatory language

5. Library Commission update
   a. Items from commission
      i. Commissioner update on outreach to stakeholders
      ii. Community education activities - Plan A/Plan B discussion
          Staff’s ideas about what should be on the A/B list and how to better personalize these statistics (stories, anecdotes, pictures) to make these relatively abstract concepts real for community members.
   b. Boulder Library Foundation update
   c. City project representative update
      i. EcoDistricts
      ii. Civic Area East Bookend
      iii. Alpine Balsam
   d. Responses to patron emails from the Library Commission

6. Library and Arts Director’s Report
   a. Report on outcome of City Council retreat
   b. Update on library polling project
   c. Library Cardholder Residence
   d. 2019 Budget increases and service level changes
   e. 2019 4th Quarter performance measures
   f. Revised commission meeting plan
   g. North Boulder Branch Library Project Update
   h. Main Library Restroom Renovation Project Update

7. Adjournment

2019 Library Commissioners
Joni Teter, Chair  Tim O’Shea  Juana Gomez  Joel Koenig  Jane Sykes Wilson
Name of Board/Commission: Library Commission
Date of Meeting: January 9, 2019 at the Main Boulder Public Library, 1001 Arapahoe Ave.
Contact information preparing summary: Celia Seaton, 303-441-3106
Commission members present: Joni Teter, Juana Gomez, Joel Koenig, Jane Sykes Wilson
Commission members not present: Tim O’Shea

Library staff present:
David Farnan, Director of Library & Arts
Jennifer Phares, Deputy Library Director
Celia Seaton, Administrative Specialist
Antonia Gaona, Public Services Manager
Leanne Slater, Corner Library Supervisor
Zack Weaver, Creative Technologist
Mandy Vink, Public Art Program Coordinator

City staff present:
Sam Veucasovic, Facilities Coordinator III, Facilities & Asset Management
Michele Crane, Facilities Design and Construction Manager, Facilities & Asset Management
Edward Stafford, Development Review Manager, Development Services

Members of the public present:
Dan Wood (WorkAC Architecture Team), Erin Robinson, Ted Habermann, Dave Hartzell, Laura Duncan, Adelaide Perr,
Kennett Peterson, Mikkel Blanton, Sidney Bittman, Brett Sawchak, Betsey Asher, Lewis Groswald, Amy Morfas, Cheryl Runyon, Amy Roberts

Type of Meeting: Regular

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<tr>
<th>Agenda Item 1: Call to order and approval of agenda</th>
<th>[0:00:10 Audio min.]</th>
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<td>The meeting was called to order and Teter asked if there were any changes to the agenda. After polling the public and finding that their topic was regarding the NoBo project, comment was shifted to Item 5. Teter also noted the addition of Agenda Item 4. There was a nod of approval from the commission for this amended agenda.</td>
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<th>Agenda Item 2: Public comment</th>
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<th>Agenda Item 3: Consent agenda</th>
<th>[0:01:05 Audio min.]</th>
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<td>a. Approval of December 5, 2018 Meeting Minutes: Teter had sent in an edit by email (see handouts). Koenig moved to approve these amended minutes, Gomez seconded, and the motion was unanimously approved.</td>
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<th>Agenda Item 4: Discussion about creating a policy/rule prohibiting use of abusive and derogatory language</th>
<th>[0:01:20 Audio min.]</th>
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<td>Teter asked Farnan to speak to the impetus behind this item. Farnan reported the uptick in unfortunate incidents over the recent holiday season. One especially egregious event involved a patron who resorted to using a “hateful, misogynistic” slur directed toward a staff member. Staff decision made to suspend him for 60 days. However, after reviewing with CAO, it was decided that “we could not uphold this suspension.” Complicated issue involving freedom of speech, legal limitations of the definition of “obscenity,” “hate speech,” and the idea of “fighting words.” Suspension was ultimately vacated. To prevent this sort of allowance in the future, Farnan spoke to potential new rule to prohibit verbal abuse. Push toward civility as opposed to restriction of freedom of speech.</td>
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<td>Cheryl Runyon, attorney licensed in Colorado who previously worked at the library and long-time substitute staff, spoke. Arriving at Meadows after coming back from vacation, she heard staff conversations indicating low morale. Unable to locate anti-bullying policy on city website, she was pointed to sexual harassment and harassment policies. She believes that the CAO advice conflicts with this anti-harassment verbal policy. “Why would anyone want to work for the City of Boulder if they do not have these protections.”</td>
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Gomez asked whether the CAO is now looking into language and whether this rule would be separate from city policy. Farman: these would be rules for behavior specifically in the library. Teter noted her agreement with Ms. Runyon’s interpretation of the city policy against verbal harassment. Teter wants to move expeditiously as possible to put a policy against verbal abuse in place. Want to be sure staff know “[commission has] their back.”

Phares outlined the policy update schedule. Upcoming policy for next month will be a draft of the internet safety policy. At this meeting, we may bring in similar examples of language policies/rules from other organizations regarding this verbal abuse issue. Retreat on March 9th could see a draft. Examples of inclusivity statements (in conjunction with the restroom renovations) would also be invited. April brings approval of internet safety policy. May could bring a review of the draft inclusivity statement. After review by the CAO and public comment, a draft may be brought back in June for commission review.

Koenig asked about number of incidents in the past year where patrons had to have their library privileges suspended. Farman estimated 80 in the past year. Koenig asked about staff communication re: this recent issue and Farman explained that he has individually responded to emails received and also spoke about this in the staff chat held yesterday.

Gomez asked about whether patrons are held to city policy. Phares explained that they are held to municipal code and to library rules.

Teter asked commission if there was any objection to moving forward as expeditiously as possible; there was none. Phares will come back with a projected schedule.

Teter then broached the issue of the CAO not supporting the suspension. She noted the potentially different outcome if the offending party had been an employee themselves. She also noted a possible equity issue of this individual having resources to hire an attorney or seem threatening – would someone with less resources not be taken as seriously? Teter would like to see a discussion of reinstating this suspension, noting her discomfort both with this incident and with the response to it. The commission expressed their agreement with Teter’s statements.

**Agenda Item 5: Presentation: north Boulder branch library concept design**

Wood presented on the design concept which strove to address issues raised through community engagement activities as well as the recent public comment gathered at commission meetings. Reviewing some of his past presentation, he spoke to getting to know the unique aspects of Boulder as a place and community, geographically and socially, outlining ideas and connections garnered through “reading Boulder.”

Vision to make this new space more of a community center and less of a book repository. Wood explained that all design plans are in flux; sensitive to the community, he is excited to incorporate input. Plans to now set back building further from the existing apt buildings. Showcased the library building’s views from the windows for the entire community at the southern side, focused on kids and community space. The northern will be internally focused for makerspace, staff, BoulderReads, and quiet space - incorporating heavier, more traditional masonry aspects. Clarification that the makerspace will contain windows, just not as the main feature.

Design was informed by community desires – incorporating views, community gardens, makerspace, outdoor space, etc. Overhang to shield from sun for the southern window facing side. Discussed the public outreach efforts, including architect and staff visiting individual homes in the area. Motivation behind moving the building was to impact views as little as possible. Working in a complementary way with Parks and Recreation as they begin the Violet Park renovation. “Exciting opportunity for your neighborhood.” Showed existing space to indicate the potential, activating Broadway space for retail. Iconic presence – building will appear to disappear into the distance. Showed views from the nearby apartment complex, indicating partial obstruction of mountain views. Further than any other building’s proximity from another in the current complex, this new library will be set at a distance of 75 feet away.

Gaona reiterated the flexible nature of this project – audience tonight has seen more than Planning and Development Services. Extensive 12 to 18-month review process planned where public will be invited to engage. Tonight’s presentation truly a “vision,” “napkin sketch.” “We listened to you a lot in August,” and Gaona noted that there will be further opportunity for one-on-one discussions. In-depth design charrettes planned for March (tentatively 9th and 10th) with a variety of community engagement activities. After this additional influence, reworked concept will be presented again to public at May’s commission meeting. Further information to be posted on project webpage.
Traffic studies ongoing, but expectation to have patrons entering through 14th St., mostly walking or on bicycle, with minimal addition of traffic.

Gomez asked about strategies regarding the “iconic presence” of the building. Wood presented the view from Broadway; the “swooping form should read interestingly.” Also noted bookshelf-like structure (“shelf” of playground, “shelf” of meeting space, etc.) Responding to whether there is a functional reason for the chimneys at the south wall, Wood explained that this is due to majority of public space at the south.

Responding to Koenig’s inquiry about internal square footage, Wood noted 12,800 feet. Roughly comparable with other branch libraries, with the additional makerspace footprint.

Sykes Wilson: prior presentation referenced visible sustainable features - is that still in the works? Wood: yes, observable energy technology is the plan, e.g., wind ducts as part of the façade. Permeable, non-traditional parking lot.

Gomez noted importance of encouraging pedestrian access while still allowing the possibility of emergency vehicle access.

Teter expressed appreciation for the team’s considerations of traffic issues that affected the design, she feels it has been very responsive to the concerns expressed by commission last time. Stafford referenced the capital improvement program and future connection to Violet. In this case, new street connections are a low priority in the capital program. Would just want to make sure that the library design does not preclude 14th St.

Gomez: “really good integration of all the pieces sustainability, landforms, view corridors,” she is “excited to see [the project] go forward.” Teter next welcomed public comment on the north Boulder project.

Adelaide Perr: “everything that you add, adds square footage.” She requested an explanation of footprint requirements. Gaona noted that the site analysis report could assist and will email directly.

Sidney Bittman expressed curiosity about the non-thru street and strategies that will be employed to direct traffic along 14th. Wood noted that at this point he can only assure that the goal is to reduce traffic and keep it along 14th with techniques such as changing material of the street and additional signage.

Audience member noted that she would like to see the actual traffic report; Gaona will email her with the direct link which is currently on the website.

Audience asked how bikes will navigate to the complex without going through parking lot. Wood explained that bike paths have not yet been designed. Gaona assured that the connection to the bike path won’t be severed.

Lewis Groswald asked for more information regarding the potential dog park at Violet. Pertaining to parking and transportation, he also wondered whether there was consideration for the parking to be split with some down closer by Violet, leaving the space near library more for deliveries etc. Wood explained the necessity of providing adjacent parking. Gaona – dog park is conceptual, but funding is in place. High level of collaboration between Parks and Recreations and the Library to incorporate complimentary features.

Audience member asked how far into the floodplain this build is planned. Stafford noted that most of the site is entirely out of the floodplain (the site planned to be built upon is out of the 100-year floodplain according to the latest FEMA maps).

Referring to the routing of traffic down 14th St., an audience member who tries to park everyday spoke to the dearth of spaces. Wood explained that they are not intending to need those parking spots.

Regarding budget for this project, Farnan spoke to the preliminary figure of approximately $10 million (including $5 million from the Community, Culture, and Safety Tax culture, $2.8 million in impact fees, and $1.4 million from the savings in the library reserve fund. Fundraising could assist.

Sykes Wilson questioned maintenance of the landscaping and liability of the playground. Farnan noted that there is still discussion with Parks and Recreation. Financial shortfalls from Library mean these outside items will be the first to be cut, opportunity for Parks and Recreation to step up to accomplish those items if desired.
Koenig was puzzled at the $5 million asked for in the CCS tax – Farnan noted that he asked for 6 and got 5. Cost was more than expected. Koenig asked whether one can be sure that the shortfall can be met “before we break ground.” Farnan explained that the architecture team has been alerted that budget might need to scale back to $8.5 million. Teter, commenting on the City’s Climate Commitment, asked for additional calculation that includes Net Zero qualification.

Sykes questioned timeline of fundraising for this building versus the districting election and balancing the deferred maintenance on existing buildings with desire for a brand-new building. With a district, this backlog of maintenance needs would be an issue for the board. Farnan noted that the groundwork for fundraising would be laid in summer 2019.

Teter thanked WorkAC for being so responsive to the community needs. Asked Gaona to clarify with the public that the commission does not represent the City; it concerns itself more with budget and interior programming than site planning and elements of design. May 8th determined as a more amenable date for the May commission meeting (one week later than usual). Also, to ensure enough space for the potential public audience, Seaton will reserve a larger room.

**Agenda Item 6: Main Library restroom renovation project update**

Gaona noted that the schematic design in the packet has been updated since yesterday afternoon. Included in handouts. Very different from initial design, now a fully functional space. Motivations behind changes: privacy for caregivers, control of odors, line of sight issues. Door added to gender specific with additional signage. Half-wall removed to reduce compartmentalization (per Gomez’s suggestion). Water fountain space moved to outside the bathroom. Gaona noted input from caregivers she met for – a changing table near a sink and not in handicapped stall to allow better access. Spoke to the input about automatic flushers and hand driers being alarming to children (especially those on the spectrum). Effort to create a more serene atmosphere by incorporating elements such as a quiet Dyson design dispenser/dryer.

Planning and construction teams are “speccing” it out now, about 2 weeks behind the ambitious schedule. March start for construction (pushed back from February) with four-month construction window expected to overlap with Summer of Discovery, completed end of June. Working now with DAG (design advisory group) to develop talking points for library staff as this is such a progressive design. Artist recommendations collected by the end of this month will then go to the Arts Commission for February approval.

**Agenda Item 7: Library Commission Update**

a. Items from Commission
   i. Review/update Library Commission Handbook: no further input
   
   ii. Commissioner update on outreach to stakeholders
      1. upcoming meetings with community members interested in the campaign committee
   
   iii. Community education activities – Plan A/Plan B discussion
      
      Staff ideas about what should be on the A/B list and how to better personalize these statistics (stories, anecdotes, pictures) to make these relatively abstract concepts real for community members.
      
      1. Aspen Walker provided Teter with the following updates: “1)We are working on getting the initial landing page “Funding Our Library Future” up later this week, and will add This American Life episode to the list of links. 2)Communications is refining the FAQ and it will be linked to on the landing page. 3)Alyssa Setia is working on a “Funding Our Library Future” graphic to tie together landing page, FB posts and newsletter articles. 4)Aspen will investigate library testimonial editing possibilities and reach out to Brenda Ritenour and Ryan Hanchion about messaging avenues available through the city’s community engagement team.”  Webpage expected to go live 1/11.
   
   2. Panel with FoCo is set for Feb. 4th
   
   3. Channel 8 interviews with Teter and Farnan will air in February.
   
   4. Sykes Wilson drafted first newsletter, now in Aspen Walker’s hands.
   
   5. Koenig working on one-pager and Gomez/O’Shea working on talking points.

   Teter to send along the preliminary Plan A/Plan B document to Patrick for his input. Gomez noted some generational disparity re: the term “Latinx,” primarily favored by younger people.
She has no personal feeling against it, just curious. Farnan noted that this is becoming common parlance with the city communications.

b. Boulder Library Foundation update – Sykes Wilson will begin serving on BLF and O’Shea plans to exit in order to concentrate on the campaign.

c. City project representative update
   In two weeks, Gomez will attend a workshop on Alpine Balsam.

d. Responses to patron emails from the Library Commission

### Agenda Item 8: Library and Arts Director’s Report

[2:55:00 Audio min.]

a. Update on library polling project

b. New program ideas for 2019 BLF grants – Farnan noted the departure of staff running Summer of Discovery (Shannon Kincaid). As Kincaid vacates the role, funding has been scaled back significantly. Approval for a fulltime branch librarian and outreach staff.

c. Upcoming rules of conduct review – preview of staff recommended revisions, discussed above. Teter would like clarification around why there is city policy prohibiting this type of behavior. Why does the library need a separate policy? Phares noted that it potentially wouldn’t need to be separate, but she isn’t sure at this point whether the city policy is public.

### Agenda Item 9: Adjournment

[3:02:02 Audio min.]

There being no further business to come before the commission at this time, the meeting was adjourned.

**Date, time, and location of next meeting:**
The next Library Commission meeting will be at 6 p.m. on Wednesday, February 5, 2019, in the Canyon Meeting Room at the Main Library, 1001 Arapahoe Ave., Boulder, CO 80302.

**APPROVED BY:**

_________________________________________
Board Chair

______________________________
Date

**ATTESTED:**

_________________________________________
Board Secretary

______________________________
Date
DATE: February 1, 2019  
TO: Library Commission  
FROM: David Farnan, Library and Arts Director  
       Aimee Schumm, eServices Manager  
       Jennifer Phares, Deputy Library Director  
SUBJECT: Computer Use and Internet Safety Policy Review  

This memo provides information about the updated Computer Use and Internet Safety Policy.

BACKGROUND
The current Computer Use and Internet Safety policy was approved and adopted by the Library Commission in April 2017. Since then, the library has added public internet computers to the children’s area and added filtering to the library’s wired and wireless networks to be compliant with the Children’s Internet Safety Act (CIPA). This is necessary for the library to apply for E-rate funding in the future. The City Attorney and Library Leadership Team reviewed this policy in January 2019 and recommends the updated policy in Attachment A for the commission’s consideration.

POLICY CHANGE HIGHLIGHTS
- Clearly state Boulder Public Library’s role in computer use, and internet access.
- Include a link to the new Consumer Data Privacy law (enacted in September 2018) and will also be referenced in the library’s patron privacy policy which the commission will review later this year.
- Specifically address use by children and teens and provide options for parents and caregivers around internet use.
- Provide additional content in the Terms of Use section.
- Remove Electronic Information Resources Use Policy title and fold that policy into the Internet and Computer Terms of Use.

COMPUTER ACCESS BY JUVENILES

Computer and internet access may be obtained with a library card guest pass. All patrons including juveniles may obtain a guest pass if they do not have a library card. Juveniles may do so without parent or guardian permission. Parents and caregivers are responsible for accompanying children in need of supervision on library visits to ensure their safety and well-being. However, some parents and caregivers may not be aware that their child is using a guest pass to access the internet nor are they always present when their children are using library computers. This might leave some
parents and caregivers feeling powerless to monitor or control their child’s access to the internet. As the policy states, the library cannot act in loco parentis (i.e. in the place or role of parent or caregiver). However, parents and caregivers may request that the consider blocking websites with inappropriate information by completing a Request for Reconsideration of Library Materials. Similar to requests for reconsideration of books or other materials, the request are reviewed--the library director appoints a library staff committee to review the request in relation to the Library’s mission and selection criteria and makes a recommendation to the library director.

**NEXT STEPS**

To be in compliance with CIPA, a public hearing to review community input on this policy is required which will be held during the February 7, 2019 Library Commission meeting. Staff also requests the commission’s review and input on this policy. Staff will incorporate the commission’s and community’s input and bring the revised policy back for the commission’s approval at the April 3, 2019 meeting.

**QUESTIONS FOR THE LIBRARY COMMISSION**

Does this policy adequately inform parents and caregivers of their responsibility for computer and Internet use at the library?
DRAFT: Computer Use and Internet Safety Policy

Policy Statement

The Boulder Public Library (BPL) provides access to the internet as a service to the community. The internet contains a wide variety of material and opinions from various points of view. Not all sources provide information that is accurate, complete or current and some information may be considered offensive or inappropriate to users. While BPL is sensitive to the concerns of users about internet content, no one, including the library, can control the information available on the internet. Everyone is responsible for his or her own use of the internet in the library. The library assumes no responsibility for the safety of equipment or for laptop configurations, security, or data files resulting from connection to the wireless network.

Internet Filters

The Boulder Public Library complies with state and federal law mandating the use of filtering software in public libraries. Both internet computers and wireless access are filtered for obscene or harmful websites in accordance with the Federal Children's Internet Protection Act (CIPA) and Colorado Library Law, C.R.S. 24-90-100, part 6. Users should be aware that filtering software is inherently imprecise and flawed and may not block information that some individuals may consider offensive, inaccurate, or inappropriate. Additionally, the filter may limit access to sites which have legitimate research value. Due to technological limitations, the library cannot guarantee that the filter will protect against access to internet material that is illegal, obscene, child pornography, or harmful to minors. BPL may not infringe on users' First Amendment rights other than as provided by law. Any user in a library facility who is 18 years of age or older may request an authorized library employee to disable the filter on public computers in the adult services area. Use of the internet and sites chosen for the library’s website uphold the American Library Association (ALA) guidelines*.

*Guidelines from The Library Bill of Rights, the Freedom to View and Freedom to Read statements are part of the ALA Access to Electronic Information, Services and Networks: An Interpretation of the Library Bill of Rights.

Use of the Internet by Children and Teens

Parents and designated caregivers are responsible for their minor children’s use of computers, the internet and the wireless network while in the library. All computers and wireless network are filtered to meet the Children’s Internet Protection Act standards. Filtering software is not perfect and may not block everything that might be considered objectionable. The Boulder Public Library does not act in loco parentis (i.e. in the place or role of parent or caregiver). The Library will not make judgements about what type of content or how much internet usage is appropriate for minors. Parents are expected to accompany children in need of supervision on library visits to ensure their safety and well-being. Parents and designated caregivers have the right to request reconsideration of access to a specific website(s) by submitting a Request for Reconsideration of Library Materials Form associated with the library’s Collection Development Policy. All requests are carefully considered.

Boulder Public Library’s Role

- Provide access to the internet and its resources to all users.
- Assist users with navigating the internet and identifying reliable sources of information.
• Cannot guarantee a wireless connection or access to all online resources will always be available or that they will be available via wireless connection.

• Abide by the Colorado Consumer Data Privacy Law.

• Staff may not be able to provide technical assistance.

Internet and Computer Terms of Use

• Users must abide by the City’s Wi-Fi Internet Access Policy when using library computers or the wireless network.

• Users are responsible for complying with state and federal laws.

• Users are responsible for complying with Federal copyright laws.

• Users must respect the rights and privacy of others.

• Users may not attempt unauthorized access (including disabling filters or so-called hacking) to any computer system.

• Users may not damage equipment, software or data.

Restriction or Suspension of User Access

Failure to comply with Boulder Public Library Rules of Conduct or the Internet and Computer Terms of Use contained in this Policy may result in restricted access or suspension from library facilities, resources, and services.
To: Boulder Library Commission

From: David Farnan, Library and Arts Director
Jennifer Phares, Deputy Library Director

Subject: Review preliminary changes to the library rules of conduct and examples of rules prohibiting use of abusive and derogatory language, and the Unattended Children Policy

Background:

In response to recent incidents with negative patron behavior, the library commissioners requested the opportunity to begin the review the library rules of conduct earlier than April 2019. They also requested examples of rules and policies from other public libraries prohibiting the use of abusive and derogatory language.

Rules prohibiting use of abusive language:

Staff researched several public library websites and compiled a list of examples of rules prohibiting the use of abusive language (Attachment A). No examples were found of singular policies addressing this topic. Staff consulted the city attorney to see if any of the examples provided had language that was too broad and those were removed from the list.

The library leadership team discussed the list of examples and recommends that the commission consider a rule that includes the language from the Denver Public Library’s rule and incorporates the second part of the Seattle Public Library’s rule addressing written language and all forms of electronic media. Both are highlighted in Attachment A.

Review of the current rules of conduct:

Staff reviewed the current rules of conduct and included some suggested possible revisions in Attachment B.

- Change rule #2 to cover violations of any term of use or library policy.
- Add the word vaping to rule #5.
• Make rule #6 more concise.
• Under the suspension of privileges section, add restricting access to resources and services.

Unattended Children Policy:

Staff reviewed the Unattended Children Policy and recommend very minor edits which are tracked in Attachment C.

Next steps:

Once the commission's input is incorporated, the leadership team will request input from the library staff and city attorney. An updated revision for commission’s consideration will be included in the March 2019 Library Commission retreat packet. If there is alignment on the revisions, the rules could be published for public comment immediately following the retreat.
Examples of Rules or Library Conduct Policies That Address Language

**Dallas County Public Library**
- Using abusive or profane language with staff or other patrons.

**Denver Public Library**
- Using profane, obscene or abusive language, including epithets directed at race, ethnicity, sexual orientation, gender identity, or other personal characteristics

**The Houston Public Library**
- Use of obscene, abusive, insulting or threatening language.

**Lafayette Public Library**
- Verbal abuse: using language, words, expressions, gestures, or other behavior that is intimidating or abusive
- Obscene, profane, threatening, abusive, or racially disparaging language, gestures and behaviors

**Loveland Public Library**
- Disorderly conduct, harassment, verbal abuse, foul language, or bullying of, against or toward Library staff, volunteers, and/or patrons of the Library.

**Pueblo City County Public Library**
- Using obscene or vulgar language

**The Seattle Public Library**
- Verbally intimidating staff, volunteers, or other patrons.
- Threatening other patrons, volunteers, or staff - verbally, physically or in writing, including all forms of electronic media.
Rules

Purpose:

The Boulder Public Library Commission and the Library staff welcome you to the Boulder Public Library. We encourage your use of the library spaces and resources, and we are committed to providing a welcoming, clean, and comfortable space for our community. We recognize the need to maintain an environment in which patrons and staff can be free from harassment, intimidation, threats to safety and well-being, in which library resources and facilities are protected from damage. Our libraries are spaces for reading, studying, writing, listening to written or electronically transmitted materials, attending library or community-sponsored programs and meetings, and working collaboratively in the spirit of community. With these intended uses in mind, the Boulder Public Library Commission has adopted the following rules of conduct to protect the rights, health and safety of library patrons, staff, and volunteers; to ensure patrons’ use and enjoyment of the library; and to help preserve and protect the libraries’ materials, equipment, facilities, and grounds.

Overview:

Disruptive behavior will not be tolerated on library property. A library patron who is disruptive will be notified that the behavior is inappropriate. If the behavior continues, the patron will be asked to leave the library. If the patron refuses to leave, local law enforcement officials will be notified. Disruptive behavior on the part of any library patron may result in the suspension of privileges in accordance with the procedures of Section 5-5-18, “Suspension of Facility Privileges,” Boulder Revised Code (B.R.C.) 1981.

In addition, any person who violates these rules of conduct, any provision of the Boulder Revised Code, ordinance of the city, or any other state or federal law may be subject to suspension of privileges in accordance with the procedures of Section 5-5-18, “Suspension of Facility Privileges,” Boulder Revised Code (B.R.C.) 1981 and may also be subject to criminal prosecution. Criminal activities that occur on library property will be immediately reported to law enforcement. These rules apply to all libraries and facilities unless indicated otherwise.

Unattended Children Policy

No person shall behave in such a way that disrupts another person’s use of the library. Moreover, no person shall:

1. Threaten or jeopardize the safety of anyone;
2. Violate the library’s Computer Use and Internet Access Policy or any terms of use or library policy;
3. Bring a weapon into or possess a weapon, except as expressly permitted by state law;
4. Bring into, or possess alcoholic beverages in any library without prior approval of the library and art’s director and/or the Library Commission, or enter the library while under the influence of drugs and/or alcohol;
5. Use tobacco or products containing tobacco, including use of any form of electronic smoking or vaping device;
6. Carry, lead, bring an animal into the library, with the exception of service animals under the control of their owners;
7. Seek or collect signatures from the general public on a petition or solicit donations of money or anything of value inside any library;
8. Leave bags or personal items unattended in any facility;
9. Lie down, doze or sleep in any library facility except this rule shall not apply to children;
10. Use the restrooms for bathing, shaving, washing, rinsing or drying hair, or washing, rinsing or drying clothing;
11. Eat anything while in the Carnegie Branch Library for Local History due to the historic nature of the collection.

Definitions:

“Library” as used in these rules shall mean all library buildings.

“Facility” as used in these rules shall mean the interior and exterior of all library buildings and extending to the curbs and library parking lots; and the south area underneath the library bridge at the main library.

“Disruptive behavior” is any activity which disrupts the library, endangers the perpetrator or others, interferes with library business or other library patrons or staff, hinders others’ access to the library or library materials, or is illegal. This may include, and is not limited to, any activity which results in the damage or disruption of library equipment or services, or blocking access to the library or its materials.

“Electronic smoking device”, “E-cigarettes” or “E-cigs” means an electric or battery-operated device, the use of which resembles conventional smoking, which can be used to deliver substances, including, but not limited to, nicotine, tobacco, or marijuana, to the person using such device. Electronic smoking device shall include, without limitation, an electronic cigarette, cigar, cigarillo, pipe, or hookah. Electronic smoking device shall not include any product approved by the food and drug administration as a drug or medical device that is used in accordance with its purpose.

Suspension of Library Privileges

The library and arts director, deputy library director, authorized security personnel, the manager on duty, or designee may restrict access to library facilities, resources and services with immediate dismissal of the person from the premises by suspending the person’s access to library facilities for a set period of time or by denying access to specific services and/or programs.
The suspension period shall be reasonably related to the severity of the offense and its danger to public health, safety, and welfare and shall not, except for criminal offenses of a sexual nature, exceed one year. Suspension of privileges may range from 24 hours (for a relatively minor first offense) to up to one year. A suspension period of more than one year may be issued for sexual offenses only and in accordance with Section 5-5-18 B.R.C. 1981.

**Right of Appeal**

Pursuant to Section 5-5-18, “Suspension of Facility Privileges” and Chapter 1-3, “Quasi-Judicial Hearings,” B.R.C., a patron found in violation of the rules of conduct has the right to request a hearing to appeal a suspension or its duration by filing a written request with the Boulder Public Library administration office, 1001 Arapahoe Ave, Boulder, CO 80302, Attn: Suspension Appeals (303-441-3106). Such a request must be filed no more than 10 days after the suspension notice was deposited in the mail, hand-delivered, posted, or published. The patron will receive notification of the hearing date, time, and location. At the hearing, the patron will have an opportunity to provide information as to why he/she believes the suspension should be removed or the duration amended. Failure to appear at the scheduled hearing waives any right to a hearing.

If you choose to return to the library once the suspension period has expired, you must abide by the Boulder Public Library rules of conduct and/or policies. Any future rule or policy violations may result in a progressively longer suspension.

Revised on October 8, 2014 by the Boulder Library Commission.
Unattended Children Policy

Approved by the Library Commission on February 6, 2013

En Español

The Boulder Public Library welcomes and encourages children to use materials and services of the libraries. As libraries are essential to the lives of children, we strive to provide useful, safe and inviting spaces for youth in all of our facilities.

However, neither the library nor its staff members act in loco parentis (in place of parents). The libraries are public facilities which are open to everyone, and parents and caregivers are expected to accompany children in need of supervision on library visits to ensure the safety and well-being of children. At all times, parents or caregivers are responsible for their child’s behavior and safety.

If an unattended child appears to be lost, is being disruptive, or if in the judgment of supervisory staff, his or her safety is jeopardized, library staff will make an attempt to locate the parent or caregiver. If the parents or caregivers cannot be located, the child may be placed in the care of the local law enforcement agency.

The library and its staff members will not, under any circumstances, be responsible for determining whether an apparent caregiver, custodian or parent is a legally authorized caregiver, custodian or custodial parent of the child.

The city is released from any and all liability with regard to this policy. Parents, guardians, and caregivers acknowledge the risk of leaving a child unattended in the library and release the city from all claims which they may have or which they may have on behalf of their child/ward.
February 1, 2019

To: Boulder Library Commission

From: David Farnan, Library and Arts Director
      Jennifer Phares, Deputy Library Director

Subject: Library Funding Staff Input Requested by the Library Commission

The Library Commission requested input from staff about the library funding scenarios to use for community education purposes. The Library Leadership Team’s input is included in Attachment A which is a revised version of the draft library funding scenarios document provided by the Library Commission.
FUNDING THE STATUS QUO
AT THE MASTER PLAN MAINTAIN SERVICE LEVEL
This describes the current state of the library budget capacity if no additional funding is obtained.

- Operating funding for North Boulder Branch Library is not secured.
- There is insufficient one-time capital funding to complete the community’s vision for the North Boulder Branch Library building (i.e. meet net-zero energy building, outdoor playground, makerspace, ample space for community partners space, etc.).
- Operating funding for the Gunbarrel corner library is not secured.
- The library materials budget will not accommodate growth in use or additional investment in new formats.
- Outreach to the Latinx or senior communities will continue to be limited.
- No further expansion of youth and family programs.
- No further activation of the Canyon Theater to meet demand and no funding for technology and capital improvements.
- Current library facilities maintenance backlog will grow and continue to outpace available budget resources.

FUNDING THE COMMUNITY’S VISION
AT THE MASTER PLAN SERVICE EXPANSION LEVEL
This describes the programs services and initiatives that can be accomplished if the community’s vision is funded. This includes funding both the Meet Community Demand and the Service Expansion levels of the Master Plan. Library district funding would be at this level.

- Open a new full-service branch library in North Boulder with adequate staffing so open hours are consistent with the other facilities.
- Open a new corner library in Gunbarrel with adequate staffing so open hours are consistent with the other facilities.
- Extend library services to areas outside of city (e.g. a Niwot location, or ‘bookmobile type’ services to Niwot and other areas) with adequate staffing.
- Expand hours and staff service capacity at Carnegie Library for Local History.
- Library facilities will be repaired, updated, and maintained to eliminate the backlog. Preventative maintenance and replacement of furnishings is scheduled and funded.
- The library materials budget will be sufficient to meet growth in use with and for investment in new formats for the entire library service area.
- Expand youth literacy programs at all branch locations.
- Expand maker programs at all branch locations and through passive pop-up programs.
- Expand outreach to Latinx, senior and other under-served communities.
- Renovate the Canyon Theater to accommodate and attract increased public use.
- Fund capital facilities updates and improvements for all library facilities
- Increase public awareness of library programs and services offered by adequate funding for marketing/public information.
- Increase staff capacity to expand partnership and volunteer activities.
- Increase branch and youth services staffing and budget to address growth in demand.
- Develop and implement plan for staffing to provide consistent open hours and program offerings.
- Increase holds allowance on e-books.
- Expand opportunities for patrons to gain tech skills and practice speaking other languages.
Commission Memo

Meeting Date: March 9, 2019 – Main Library, Canyon Meeting Room

Great resource from ALA on library messaging: Libraries Transform
http://www. ilovelibraries.org/librariestransform/

Interesting Upcoming Dates (from ALA Website)

Teen Tech Week - March 3-9, 2019
Freedom of Information Day - on or around March 16
D.E.A.R - Drop Everything and Read - April 12
National Library Week - April 7-13, 2019
National Library Workers Day - April 9, 2019 (Tuesday of National Library Week)
Preservation Week - April 21-27, 2019
Children's Day/Book Day - El día de los niños/El día de los libros (Día) - April 30
GLBT Book Month™ - June
Library Card Sign-up Month - September
Banned Books Week - September 23-29, 2018
Teen Read Week - October 7-13, 2018
National Friends of Libraries Week - October 21-27, 2018

1. Items from Commission (verbal)

A. Status of work items from the community education/outreach plan. This list includes both Commission and City staff activities.
   1. Patrick reading list - done
   2. Priority talking points - Juana & Tim (January)
   3. One pagers by Commission - Joel (January)
   4. FAQs (for website) - Juana & Tim & Aspen (January)
5. Library newsletter articles - Jane & Aspen (January - April)
6. City’s Community newsletter - article planned for March/April newsletter
7. Webpage - Funding our Library Future - up and running!
8. Channel 8 Inside Boulder interview #1 - Joni: (Filmed Jan 8 - air date Feb ?)
9. Public panel discussion (filmed) - Tim & Sam Fuqua (February 4, 6-7:30 Canyon Theater)
10. Channel 8 Inside Boulder interview #2 - Tim (filming date? Air date March?)
11. One pagers - City (March)
12. Fact Sheets - City (March)

Miriam Gilbert shared resources with us:
**Advocacy 101: Getting Your Library Story in your Local News (long) - YouTube**

Advocacy Storytelling 101 shows how one ALA member from Cobb County Public Library built strong relationships with his local news media. By pitching his library story effectively to newswriters, the local newspaper put the library on the front page and highlighted for the entire community how the library has changed the lives of hundreds of children. While the video shows Tom’s success story, resources on ALA’s advocacy website show step-by-step how to start reaching out to your local journalists and leverage social media to tell your story.

**The 15 Best Libraries In The World - YouTube**

Libraries can be found across the entire globe. Some are modern and while some date back hundreds of years ago. Some focus on one type of literature and others fill the shelves with millions of books. Here we showcase 15 of the best libraries in the world.

B. Five meetings have been set between January 28-Feb 21 to review polling questions. Joni will represent Commission on this working group.

**2. Report on Commissioner's outreach to stakeholders and resources for community conversation**

We met with library champions interested in helping with a campaign and have developed the following structure for the campaign issue committee. Juana and Joni are doing follow-up meetings. Help is especially needed for the petition drive, volunteer coordination and fundraising.
Joel, Joni & Andy Sayler are working on establishing and registering the issue committee, getting a bank account, taking initial donations and getting the websites and tracking systems up and running.

Joel, Juana and Joni met with Michelle Krezek to discuss outreach to County residents (since the City doesn’t seem to be planning anything). Michelle had a number of suggestions which are summarized here.

Jane and Aspen will co-lead the communications effort for the next couple months, after which Aspen is expected to serve as backup to Jane.

### 3. BLF Update (verbal)

### 4. Updates from Commissioners Representing the Commission in other Venues (verbal)

### 5. Update on Emails & Phone Calls to Library Commission

January 6, 2019
Hi Ms. Teter:
Some friendly feedback for you and the rest of the library commission:
Last yesterday I took receipt of the DVDs for season 3 of the Canadian mystery series "Murdoch." (If you have not seen it, I highly recommend it!) I was a bit surprised that it was due for return in 7 days, on January 12, as there are thirteen 45 minute episodes. The librarian indicated I could renew on-line, which I did this morning; however, the renewal only "bought me" one additional day.
My suggestions is allowing your constituents to check out an entire season of any show for a 2 week period, which would then average a much more reasonable one episode per day. I can appreciate limiting a movie to one week; in fact, I would think a movie should be limited to 48 hours. However, an entire season’s series of a television show merits, I believe, more than 7 days.

Food for thought! Have a safe 2019!

Gary Held
5539 Stonewall Place
Boulder, CO

Hi, Gary -

Happy new year to you!

Thanks for writing to the library commission with your suggestion. I will definitely pass it along to staff. I’ve also faced the challenge of watching an entire 10-13 season series in only week - binge watching par excellence! Note that beginning in March (when software updates take place), checkouts will automatically renew up to 3 times, as long as no one else is on the waiting list. That should make the “binge” easier to manage.

With respect to your renewal of Murdoch Season 3: Typically, DVDs renew for another 7 days. You might want to check with a librarian to figure out why Season 3 only renewed for 1 day fo you. (I notice that both copies belong to other libraries, so maybe that’s a factor?)

I love Murdoch as well - it’s a very clever series IMO. When Netflix dropped the Murdoch series, I dropped my Netflix DVD plan :) I now stream Murdoch on Acorn TV, which also gives access to many other high quality “Commonwealth” programs in case you are interested.

Thanks again for writing and for your suggestion. And thanks for your support of our library!

- Joni

Thanks, Joni! Your reply is/was terrific. I spoke to the librarian and she explained that the renewal algorithm only allows you to extend the renewal by as many days as you have had it checked out. Therefore, if I wait until Sunday, when it is due, it should allow me to extend an additional 6 days. (6 days as opposed to 7 because I already extended it by one day with the renewal of today).
I still believe it makes sense to have an entire season series be checked out for more than 7 days. Not sure of the magic number.

Thanks again!

Gary

Oy. Computers make our lives easier...Thanks for the additional info. We'll see what staff has to say about longer checkouts on DVDs in a series.

Enjoy the rest of your weekend - Joni

January 7, 2019

on friday 1-4-19 i stopped at the main library, parked my car and returned books at the outside return slot and went into the books on hold area, picked up the books waiting for me, checked them out and left the library. this took maybe 15 minutes max. today monday 1-7-19 i noticed a parking ticket on my windshield from the main library parking lot for $15 for 018-overtime at paystation which i don't understand. i have supported the library wherever i have lived my whole life including here in boulder but i have had trouble with the parking rules and how to manage the conflicting rules for some time. i mostly only come to the library on the weekends when i don't have to deal with the parking rules. this means i have given up going to any events during the week many of which i would love to attend but am afraid to because of the rules about parking which confuse me and today have caused me to become so upset that i was crying when i called the library this morning to try and find out why i got the ticket on last friday. i am over 80 years old, a supporter of the library and now am afraid to go to the library because someone will give me a ticket or add to my confusion. i am so upset about this situation.

Ellen Shriver

January 8, 2019

Hello Ellen --

I am one of your Boulder library commissioners. I received your contact form message regarding the parking citation you received. I'd like to help you with that. I'd also like to start a conversation with you about the valid concerns you raise--and get you back as a regular library patron without parking headaches in the way!

Regarding the citation you received, that ticket can be appealed online, by mail, or in person, within (I think) 14 days or receiving said. The parking department
will typically approve your first appeal and rescind the fine. More details on how to appeal can be found here, and I'm attaching a PDF form as well. https://bouldercolorado.gov/municipal-court/appeal-a-parking-ticket

If you have trouble with this process, please let me know (feel free to call me at 303-578-0138). I can assist with a few phone calls and requests to the powers that be.

If you've already paid this ticket, my fellow commissioners and I are happy to reimburse you for the $15.00 in this instance.

**On Parking at the Library**
We continue to review the parking systems and your feedback lands directly with us as we continue to recommend improvements to the City (who installed and runs this system in our formerly free parking lot). We agree with you, and other patrons, that the kiosks in the lot are easy to miss and hard to use if you’re not familiar with them. We’ve worked to secure 90 minutes of free parking daily for each patron, and did a roll-out with the city parking division to ease people into this transition. If you’d like a how-to session on using the kiosks and getting the free parking, please ask for assistance from a librarian at the front desk and they will guide you in the lot.

**On your visits to the library**
I appreciate your long commitment to Boulder and to the Library. I’m happy to learn more from you on how we can improve your experience. I also want you to feel comfortable visiting on weekdays and weekends without worrying about parking. Your presence at events and programs you enjoy is important to the library, and to me.

Please call me at any time to discuss your experience and share your ideas. I welcome hearing from you and thank you for reaching out on this matter.

Do let me know where you are in the ticket process, too.

Sincerely,
Tim

January 11, 2019

Hello Tim. I was surprised and pleased to receive your email regarding the ongoing problems with the parking at the main library. Thanks too for the offer to reimburse me for the ticket. I paid it right away for fear if I delayed the situation would get worse in that some other calamity would befall me. I accept your offer and look forward to getting my $15 back. Since my career was in the public sector you know that social security and a small pera pension is pretty much it. I
have no regrets for choosing public health... anyone in public service has made a conscious decision to be there. folks would say to me.. why don't you get out of public health and go into the private sector? you would make ten times what you make in public health.

a huge part of my job was communicating information to the public so that everyone in all their myriad differences would understand clearly what they needed to know. if the information was presented in jargon or vaguely or in any way unclear or open to interpretation then the outcome was bad. people were confused felt they were being patronized and that the powers were talking down to them. chaos and resentment Ensues. somewhat similar to the confusion and resentment--maybe even anger--felt by the public in their dealings with the parking machines at the library. your suggestion that frustrated patrons at the kiosk machine go into the library and ask for help outside can't work because staff duties don't include that.

i'm sure you are aware that the public also felt tricked as they had already paid their taxes and now were being charged again to use a public building's parking.

my friends and i were planning to attend the program on tuesday 1-15-19 the gypsy jazz but we are loath to so until we know for sure how to navigate the parking maze at the main library.and that the instructions are given without making us feel like stupid old ladies. :

1. we arrive at the main library parking lot and get out of the car.
2. then what?? we go to the nearest kiosk and?? i have already lost too many quarters in those kiosks thinking that's what i was supposed to do: put in the money to get the piece of paper to put on the dash.... but after the first time no paper came out of the machine and no explanation was given and no help either by the cop wandering around out there....
3. so on tuesday next we're at the kiosk and what do we do???
4. waiting for instructions.

thanks very much for your help with this annoying (for you as well as for us) problem. looking forward to finding out how to resolve it so we can again be the enthusiastic patrons of the library we were. by finding out exactly how to deal with the main library patron parking we can support the wonderful programs the main library offers. thank you again for your attention and thanks too for the offer and my acceptance of the reimbursement for the ticket from 1-4-19.

sincerely, ellen shriver

January 14, 2019
Ellen --

Responding in-line below to your message...

On Fri, Jan 11, 2019 at 10:43 AM Ellen Shriver <ellen.r.shriver@gmail.com> wrote:
hello tim. i was surprised and pleased to receive your email regarding the ongoing problems with the parking at the main library. thanks too for the offer to reimburse me for the ticket. i paid it right away for fear if i delayed the situation would get worse in that some other calamity would befall me. i accept your offer and look forward to getting my $15 back.

Glad to help here. Joni Teter is chair of the Commission and I've cc'd her here. She and I have been communicating about your parking feedback. Joni suggested meeting you tomorrow ahead of the Gypsy Jazz concert. She'll have $15 in hand to reimburse you for your ticket. She will also grab a librarian and walk you and your friends through the process of using the kiosk.

since my career was in the public sector you know that social security and a small pera pension is pretty much it. i have no regrets for choosing public health... anyone in public service has made a conscious decision to be there. folks would say to me.. why don't you get out of public health and go into the private sector? you would make ten times what you make in public health. a huge part of my job was communicating information to the public so that everyone in all their myriad differences would understand clearly what they needed to know. if the information was presented in jargon or vaguely or in any way unclear or open to interpretation then the outcome was bad. people were confused felt they were being patronized and that the powers were talking down to them. chaos and resentment ensues. somewhat similar to the confusion and resentment--maybe even anger--felt by the public in their dealings with the parking machines at the library. your suggestion that frustrated patrons at the kiosk machine go into the library and ask for help outside can't work because staff duties don't include that. i'm sure you are aware that the public also felt tricked as they had already paid their taxes and now were being charged again to use a public building's parking.

All good points here, and thank you for your career in dedication to public service! I agree with you on the march of 'progress in parking' that saddles our library patrons with a confusing kiosk system at the expense of your comfort and convenience. Particularly knowing that this is impacting your utilization of the library and enjoyment of coming downtown, we want to continue to learn from you and inform the city parking office, who is responsible for the parking
enforcement, including at our formerly free library parking lot. The Civic Area redesign instituted the new parking charges in the library lot. As a commission, we advocated strongly for continued free parking in that highly trafficked lot. The city was willing to offer the 90-minutes of free parking daily (weekdays) and we kept Weekends full free. That said, it’s still a more confusing system than we like and your feedback along with that of other patrons continues to inform or dialog and feedback to the city.

Additionally, library staff wants to keep patrons like you coming to the library and are more than happy to help with the machines in the lot, just like they would assist with an automated check-out kiosk in the library.

As commissioners, it is our duty to take your feedback and work with the city parking department, library staff, council and beyond to address community concerns regarding the library. So our dialog here is important. And you can always address your concerns directly with us offer public comment during our monthly Library Commission meetings which are open to the public.

my friends and i were planning to attend the program on tuesday 1-15-19 the gypsy jazz but we are loath to so until we know for sure how to navigate the parking maze at the main library. and that the instructions are given without making us feel like stupid old ladies. :

1. we arrive at the main library parking lot and get out of the car.
2. then what?? we go to the nearest kiosk and?? i have already lost too many quarters in those kiosks thinking that’s what i was supposed to do: put in the money to get the piece of paper to put on the dash.... but after the first time no paper came out of the machine and no explanation was given and no help either by the cop wandering around out there....
3. so on tuesday next we’re at the kiosk and what do we do??
4. waiting for instructions.

Per the above, Joni will be happy to meet you / your friends and coordinate on this ahead of the concert. Regrets as I can’t be there tomorrow due to work commitments.

thanks very much for your help with this annoying (for you as well as for us) problem. looking forward to finding out how to resolve it so we can again be the enthusiastic patrons of the library we were. by finding out exactly how to deal with the main library patron parking we can support the wonderful programs the main library offers. thank you again for your
attention and thanks too for the offer and my acceptance of the reimbursement for the ticket from 1-4-19.
sincerely, ellen shriver

My pleasure, Ellen. Thank you for taking the time to bring this to our attention and for being a dedicated library patron.

Cheers,
Tim

Hi, Ellen -
Just a quick line to ditto everything Tim has said. My phone number is 303-819-7654.
Hope to see you tomorrow!
Best - Joni
January 15, 2019
good morning tim and joni. first and foremost i or we want to thank both of you for the time you generously and helpfully spent in directing us through the confusion and frustration around accessing the parking lot at the main library. we had a run through on sunday and now feel confident about our ability to use it without getting into trouble. all we have to do now is pay attention and keep track of the time so we don't overstay the 90 minute limit. so instead of hanging out in the cafe at the library we can zip across the street to alfalfa's for our coffee and cookies. thank you so much.

we would love to meet you but as it turns out the unexpected has popped up and we won't be able to join you today or catch up with you today. we have to cancel the gypsy jazz.... perhaps another time. we are obliged to drive over to louisville to the hospice/rehab where one of our old friends isn't doing well and we need to visit her while she is still awake and aware. nevertheless all of us but especially me want to thank you yet again for taking the time and giving your attention to straightening out the parking lot problem for us. we all know that the parking lot isn't owned by the library and we all appreciate the effort you put in dialoging with the parking commission. i hope you know how much the public appreciates the free parking on weekends and therefore the opportunity to enjoy the programs the library offers. it's a wonderful library--outstanding really. we are grateful for all the work you do to make it so.
since we'll be leaving boulder in about an hour or so and will miss meeting joni i will ask for one more favor. would you please put the $15 in an envelope and send it to me? my address in case you don't already have it is: ellen shriver 2707 valmont rd., unit 307 boulder co 80304.

Hi, Ellen -
I enjoyed our chat this morning - thanks for calling to let me know that I did not need to meet y’all. I am so glad that you have mastered the parking labyrinth. I look forward to meeting for coffee/tea at Seeds sometime soon.

Best wishes to all of you, and to your friend in hospice...

Joni

January 20, 2019
hi and good morning joni.... thank you for your card and the $15, i am very obliged to you and to tim for your intercession into my problems with the parking lot at the main library. i totally respect the very hard work you are doing to encourage cooperation with the parking authority so that they can have the lot income and at the same time allow easy access to the library patrons... i must tell you that the card you sent was the best i’ve ever seen... just fabulous. i took it to show my daughter who loves the library too and who worked with me and others when the meadows was slated to close... i’m sure you remember that... and who knows she and i might have been right next to you as the protest against closure got bigger and bigger until the meadows library was once again our neighborhood library. anyway she was delighted by your card and we all agree to have a garden and a library is surely to have everything we need.. maybe a loaf of bread ... i do hope to meet you one day.until then be safe be well and be happy. best regards ellen shriver

January 22, 2019
I’m so glad you liked the card! It was a serendipitous find, spotted it while waiting in an endless queue at Trader Joe’s. It seemed perfect - sometimes the stars align :) I don’t remember the hubbub over Meadows closing - when was this? Thanks for your war story - I’m glad we’ve got veterans ready to rally round the flag again!

Take care and let’s stay in touch - Joni

January 28, 2019
Hi Antonia -
I am the president of one of the HOAs adjacent to the proposed North Boulder Library site: Village at Uptown Broadway Residences HOA, which consists of 4520 Broadway, 4550 Broadway, 4580 Broadway, and 1200 Yarmouth. I am also on the Board of the Master HOA that has several HOA members adjacent to the site which consists of mixed-use retail and residential buildings, parking areas, plazas and common areas. The attached map shows all of the HOAs in relation to the project site. As far as the residential HOA is concerned, we support the library. It is a great community service and we welcome it in our community.
We spoke in December about putting me on your list of contacts to get information about the construction of the new north Boulder public library but I have not received any recent information.

Recently I saw geo-technical drillers on the site and a sign posted on the site about an "Application Review", but I received no notice about them. Moreover, I went to the project web site today and saw that the architect presented the design to the library commission on January 9 but again, no notice was given to me, nor had I seen notice of this on the web site in December. I am very concerned about the lack of notice.

The design concept (attached) has already determined the location of the proposed library building on the site and it is within feet of HOA buildings and results in the removal of part of a road used by HOA membership. The architect wants to make the new library an "iconic presence" but there are better alternative locations at the site to create such presence with fewer impacts on the neighbors. The current location shoehorns a building into a narrow corridor and removes valuable common spaces. It also blocks light and views. It proposes a pointed roof that blocks light and views unnecessarily, and the elongated end of the building (west side) uses valuable common spaces for no reason other than aesthetics. While I support aesthetics, they need to be balanced with function and pragmatism.

I request better public participation for this process. I ask that the HOAs, among others, receive notice of all events, like the ones referenced above, directly from the city, well in advance of the events. We would like to have opportunity for input at each stage of the project, which means we would like advance notice of key events like presentations to city organizations (so that we can attend), meetings with the architects to give them input before they choose a building location and a design concept, drilling, posting of public notices, etc., not just a "community neighborhood" event that serves cookies and has posterboards about decisions already made.

I would like to meet with you and discuss this further, preferably at the site. When is a good day and time for you? Perhaps Brenda Ritenour from the City, some library commission representatives, the architect, and other HOA Board members can join us. I spoke with Join Teter and she said she would talk with David Farnan about my call to her.

Thank you,

Maki Iatridis
President, Village at Uptown Broadway Residences HOA
303-819-3275
January 29, 2019
Dear Maki,

I appreciate you taking the time to write a thoughtful and proactive email. First let me apologize for the confusion. When you contacted me in December and identified yourself as a local resident, I did agree to add you to an email list that will be used to send out invites to upcoming community engagement events, and I referred you to the project website which is where we post up-to-date project bulletins and presentation material. We are working to coordinate our next round of public engagement sessions which will occur in March, formal invites will go out in the next 10 days and you are on my list to receive that.

There will be no formal email list for ongoing general project updates or logistical bulletins. The project website will be information central for ongoing communication and progress sharing. Presentations, like the ones occurring at the Library Commission Meetings, are advertised on the project website well in advance of the meeting date.

I welcome the opportunity to connect with other HOAs! I am familiar with the Holiday HOA and Uptown Broadway HOA. Library representatives have attended their meetings, and I have connected with Erica Sandoval directly to provide courtesy notices regarding drone photos and to inform residents of the planned geotechnical drilling. In addition to Erica, I have been in contact with a number of Uptown residents. I don’t see specific HOA groups noted in the map you provided. If you have HOA contact information for me in addition to Erica’s, I would appreciate receiving that. We would also welcome the opportunity to come and speak with residents directly at any HOA meetings, as we did with the Holiday HOA this month.

Although the webpage will serve as a central place for sharing information about the project, we are most certainly committed to robust public engagement. Our first round of public engagement occurred in August, and we met with over 300 stakeholders to discuss and establish priorities and dreams for the new library, the site, and the services and programs which will be offered there. This feedback, along with the concerns we heard from some residents, directly influenced the design that was presented at the Library Commission meeting this month. We have just begun the regulatory review process which is a public process. The project team was advised by Planning and Development Services that both concept and site review processes are required. Combined these processes may take a minimum of 18 months.

We are committed to working directly with the public throughout this process to ensure that public concerns and aspirations are consistently understood and considered. I would be happy to meet with you to review where we are with this project, and the next steps. I understand you visit the Main library often, and I welcome the chance to plan some time to speak with you and the Library
Director, David Farnan. As a start, if you’d like to stop by, David and I are both available on Wednesday between 11:30-1, and on Thursday between 12-1. Let me know if either of these times work for you or if you would like an alternative.

Regards,
Antonia

January 30, 2019
I wanted to get this in front of you all as the content seems important and timely. Thank you,
Lesley (Boulder Library Foundation)
Hello,
It regrets me to inform you that today I was the victim of harassment in the Boulder Public Library. I am a masculine-presenting transgender man who has been presenting as male and masculinizing my body through hormone therapy. As I was attempting to use the restroom, I was verbally harassed by two security guards making rounds.
It would not be appropriate for me to use the women’s restroom. And it has been made clear to me by family, friends, and the community of Boulder that I no longer retain enough female characteristics to allow for use of the women’s restroom. I have also perceived that far fewer people are made to feel uncomfortable by my presence when I am in the men’s bathroom than compared to when I use the women’s.
I was informed by these security guards that the bathrooms were clearly marked, implying that I had chosen to enter the wrong restroom for myself. I was forced to defend my gender and my right to use a public facility. I am beyond disappointed by the actions of employees tasked with the care and security of the library and its patron. This was clearly unnecessary harassment. I was doing no harm. I had not spoken to these security guards. And they had no reason to have concern with which restroom I should enter as it is my right to choose whichever makes me comfortable.
I hope that you can either point me in the right direction of who to speak with concerning this issue or to hear that you have educate the involved parties. Thank you,
Ethan Rushmore
David & Joni --

I know we have a typical patron email response process. Because this message deals with a harassment claim, I want to be clear on how to best proceed.

I also recall the January meeting had some discussion on the progress on toward the gender neutral bathrooms and this seems timely to revisit.
Tim
Tim -
I will speak with the guards to see if this happened first. I believe Colorado law allows for people to enter any bathroom of their choosing, so our guards restricting access would be wrong no matter what the sign on the door says. Gender neutral bathroom construction begins next month.

David

Tim –

I spoke with the guards. There was no such incident. The guards are familiar with the law that allows people to use the bathroom of their choice.

There was a confrontation in the vicinity of the bathrooms but had nothing to do with bathroom use. The guards were responding to another call for assistance from the staff when a person used vulgar / profane language. The guards told the person [I assume this was Ethan Rushmore] that they were not speaking to him and they would appreciate it if he would not use that kind of language in the library. They then asked him to “move along.”

There was no reference to the bathrooms – other than the incident occurred on the 2nd floor in the vicinity of the bathrooms.

We can pull the tape, but Jennifer went over all of this with the guards yesterday. I think if you want to respond to Ethan Rushmore – inform him that we Colorado Law allows for individuals to use whichever bathroom they choose based on gender identity, that we are beginning construction on gender neutral bathrooms next month and apologize for any inconvenience.

David
City Council Retreat

City Council had a half day retreat this year to discuss their workplan priorities for 2019. Council identified 14 priorities in advance of the meeting. Those priorities are:

- Boulder Electric Utility
- Broadband
- Climate Commitment
- Commercial Linkage Fees
- Community Benefit
- Housing Advisory Board
- Large Homes and Lots
- Manufactured Housing Strategy
- North Central Boulder Subcommunity Plan & Alpine-Balsam Area Plan
- Open Space Master Plan
- Shared Equity Middle Income Program
- Transportation Master Plan
- Use Tables and Site Review Criteria Updates
- Vision Zero

Council discussed some process improvements for 2019 and spent a majority of the time discussing the Planning and Development Services workplan and specifically issues around the Opportunity Zone and use tables. The library was not discussed during the retreat, nor was it listed by any Council members as a priority issue for 2019.

Update on Polling Project

The city interviewed for finalists and entered into a contract with Center for Research and Public Policy (CRPP) https://www.crpp.com/ to conduct polling to gauge public support for increased library funding. The committee assigned to work with CRPP to draft the scope of the poll and the questions consists of; council members Lisa Morzel and Bob Yates, Library Commission chair Joni Teter, Deputy City Manager, Tanya Ange, Communications Director, Patrick VonKeyserling, Deputy Library Director, Jennifer Phares and David Farnan, Library and Arts Director. We anticipate completing the polling tool in February, executing the telephone poll of to obtain 500 valid responses from residents in March, and completing data analysis and a final report by April.

Library Cardholder Residence

A member of the public requested information regarding the percentages of library card holders in Boulder and in the surrounding areas. We have consistently stated that approximately two-thirds of library card holders reside in the city of Boulder and that approximately 40,000 card holders reside outside of the city limits. At the Nov. 27, 2018 City Council study session, I was asked what percent of users would be incorporated by a larger district, I stated that I thought it would be closer to 90 percent of users. That was an educated guess on my part based on a map of Boulder County that we had done
showing pinpoints for library card holders back in early 2018. The actual numbers that we can determine are different.

Getting a firm handle on number of cardholders and precisely where they reside is not an exact science. Since 2017 when the question first came up about how many cardholders were actually Boulder residents, our statistical analyst, Gina Scioscia and the public services supervisor, Tim McClelland and I have been working on cleaning up the data in the library database. The biggest challenge is that the way we determine residency in Boulder city vs. Boulder County has changed over the years. When Boulder Public Library first began tracking residency in the early 2000s, staff would look at a map of Boulder when patrons applied for library cards to determine if a patron lived within city limits or if they were technically a Boulder County resident. This practice was too time consuming and stopped sometime around 2008. We currently record everyone with a Boulder mailing address, i.e. Boulder zip code as a Boulder resident. Older, patron records were converted from Boulder County to Boulder residents. This partially explains the imprecise nature of the data with regard to residency.

The total number of card holders changes daily. We add slightly more than 11,000 new cardholders per year [a little more than 30 per day.] To complicate the cardholder count even further, Boulder Public Library (BPL) honors the cards of all other Flatirons Library Consortium member libraries. This means that people who have cards from the five other area libraries may use BPL services and are not counted at all as BPL card holders, nor do we know where they reside.

In January 2018, as a part of the Master Plan update, the library card data file was analyzed in GIS mapping software. At that time, the total number of cardholders in the BPL system was 122,822. Approximately, 11,500 of those cards were “temporary” cards which are either computer use only cards or cards used by visitors to Boulder. Frequently, temporary visitor cards are issued to visiting professors or people who are working in the Boulder area for a few months.

Temporary visitor and computer use only cards do not list residence, so we cannot identify their permanent address. So, for the purposes of this analysis and using data from January 2018, there were approximately 111,000 card holders with identifiable addresses. Of these, a total of 77,708 reside in the city of Boulder [70%]. The total number of cardholders in the extended boundary outside of Boulder city limits is 92,902 [84%].

2019 Budget increases and service level changes

The 2019 budget season was something of a whirlwind. Initially cuts were proposed. Later all the cuts were restored and council actually identified more than $300,000 in additional funding for the library. Most all of this funding will be applied to maintain service level items in the Master Plan. Council also funded a few items that are in the meet community demand level.

Of note in the meet community demand level, the library received funding to hire a full-time program and outreach librarian for the branches. One of the meet community demand goals calls for a full-time youth and program librarian at each branch and with this funding we are able to hire one. The new program and outreach librarian will report to George Reynolds Branch manager, Linda Cumming, and serve all branch libraries providing programs for youth, teens, and underserved populations. We are currently advertising for a person who will be able to expand our STEAM programs to all branches.
Another increase in funding in the meet community demand level was a $100,000 increase in the materials budget. We intend to use this funding to further expand our electronic books and services. Streaming services like Kanopy and Hoopla continue to have high demand that we are challenged to meet.

We also received $30,000 to help design and market the library’s “inclusivity campaign.” This is a goal identified in the course of the Master Plan, and Program and Events Manager, Jaime Kopke has begun to do some programs – Comfort Soup, the art therapy exhibit by Bridge House students. The new funding will enable us to kick off a broader approach to advertising the ways in which the library is an inclusive environment for all.

Finally, we received a $16,000 increase to our training budget. This seems like a small amount but actually represents a nearly 40 percent increase in that budget line. Staff are pretty excited about this one and have come up with a creative way to tie the development monies to our substitute budget. We believe that we will be able to offer more training opportunities for front-line staff and staff at the branches who spend 85 percent of their time on the floor, by encouraging them to sign up and covering their hours with substitutes or staff from other areas of the library.

A number of the other increases we received for 2019 will be for maintain service levels items and we intend to do just that. Funding was received for a part-time specialist at NoBo Corner Library. This will enable us to cover all shifts the library is open to the public and slightly increase program offerings. We received a half-time increase in tech support. This will free up the eServices manager, Aimee Schumm from having to respond to every public service ticket and allow her to begin work on the Technology Strategic Plan identified in the Master Plan. We also received a three-quarter time materials handler for the Main Library. This will allow us to increase patrons holds in March 2019. We saw other increases in funding to cover furniture cleaning and replacement, conducting the north building renovation feasibility study [an analysis to see how much the building can be modified to meet current needs], funding for putting in a maintenance contract for the AMH [automated materials handling machine], and funding to cover increased courier costs for shipping books to and from our libraries.

2018 Q4 Library Performance Measures

The Q4 report are posted. Flat to modest growth was realized in almost all areas. This is consistent with earlier projections for flattening of growth. It is encouraging to see continued double digit growth in ebooks and digital resources. Those are two areas we have been focused on over the past few years. Also, we were pleased to see the increased use of the Flatirons Library Consortium collection. Sharing resources among a greater number of libraries and increasing courier deliveries has improved our patron access to physical collections and we are seeing positive results. It is discouraging to see an 8 percent drop in the circulation of physical collections at the George Reynolds Branch Library and NoBo Corner Library. While this is consistent with trends nationally, this is the first year in recent memory that we have had a sustained drop in circulation of physical materials. We will continue to monitor this and adjust investment in the collection accordingly.

Revised Library Commission Meeting Plan

An updated Library Commission Meeting Plan with the schedule for policy review will emailed to the Library Commission on Feb. 4, 2019.
North Boulder Branch Library Project Update

The Concept Plan Review was submitted by the project team on Jan. 18, 2019. The purpose of a concept plan review and comment process is to evaluate conceptual site development options at an early stage. It provides an opportunity to “test” development options before investing in creation of detailed plans and engineering. A concept plan will help determine a general development plan for our site as well as to identify any additional regulatory processes required prior to development. The concept plan review and comment process also can identify any additional constraints and opportunities for the development of the site.

This step provides us an opportunity early in the development review process to get comments from the Planning Board as to whether the concept plan addresses city requirements as set forth in its adopted ordinances, plans and policies. The Concept Review is not subject to approval or denial. It is simply a non-binding opportunity to begin a dialogue with staff, the community and the Planning Board about our project and it will also help us refine our concept based on comments received—making us better prepared for the Site Review, which is the next step in the regulatory process.

The concept review application is public information, and the packet is also made available publicly. After review by Planning & Development Services staff, the project will be scheduled for a Planning Board public hearing which will likely occur in April.

Community Engagement events are being finalized for March and will include a public presentation and design charrettes. These events will be widely publicized in early February.

Main Library Restroom Renovation Project Update

Fifty Percent Design Documents have been submitted to the general contractor to get preliminary pricing, then Studiotrope Design Collective will complete the design documents. The schedule is being refined based on feedback from the contractor. Construction is anticipated to start at the beginning of April with the objective to complete the project sometime in June. This timeline is dependent on the building review and permitting processes. Staff have provided input, questions, and concerns to the project manager, which will help to inform the creation of public speaking points. The library will begin to inform the public about this project starting in mid-March. The speaking points and informational material will be available for review by the commission at the March meeting.