City of Boulder
2020 Library Commission

Meeting date:  Wednesday, June 3, 2020
Location: Microsoft Teams Meeting
Meeting start time:  6 p.m.

1. Reminder: Commissioners please log monthly volunteer hours in Count Me In Boulder

2. Approval of agenda

3. Public Comment

4. Consent agenda
   a. Approval of May 6, 2020 minutes

5. Information updates:
   a. Library Budget and Staffing
   b. Library Reopening: report on contact free carryout and next phase of service resumption

6. Library Commission update
   a. Items from commission
      • Scheduling a tentative July 2020 Library Commission Meeting
   b. Updates from commissioners representing the Commission in other venues (verbal)
      • Boulder Library Foundation (BLF) update (Sykes Wilson/Koenig)
      ▪ Update on the HALO Foundation
   c. Update on emails and phone calls to Library Commission

7. June 2020 Library Director’s Report
   a. Report on 2019 Inclusivity Campaign
   b. 2020 Summer of Discovery Program
   c. Security services
   d. Online survey
   e. Update on NoBo – Plan for public art

2020 Library Commissioners
Juana Gomez  Joel Koenig  Jane Sykes Wilson  Steven Frost  Scott Steinbrecher
**Name of Board/ Commission:** Library Commission

**Date of Meeting:** May 6, 2020

**Contact information preparing summary:** Celia Seaton, 303-441-3106

**Commission members present:** Juana Gomez, Joel Koenig, Jane Sykes Wilson, Steven Frost, Scott Steinbrecher

**Commission members not present:** None

**Library staff present:**
- David Farnan, Director of Library & Arts
- Jennifer Phares, Deputy Library Director
- Celia Seaton, Administrative Specialist

**City staff present:** None

**Members of the public present:** Alycia Murray

**Type of Meeting:** Regular | Remote

**Agenda Item 1:** Reminder: Commissioners please log monthly volunteer hours Count Me In Boulder [0:00:02 Audio min.]

The Commission logged their service.

**Agenda Item 2:** Approval of agenda [0:00:58 Audio min.]

The meeting was called to order and Gomez asked if there were any changes to the agenda. Seaton noted an addition of the approval of the previous meeting’s minutes as Item 4. There was a nod of approval from the commission for this amended agenda.

**Agenda Item 3:** Public comment [0:01:40 Audio min.]

Murray, a furloughed BPL staff member spoke. She inquired: what percentage of employees were furloughed, the activities of the remaining employees, how the future library services may run in a post-COVID landscape, and how the decrease in revenue will be affecting the city budget.

Gomez noted that discussion of many of these issues may arise in the latter part of the agenda, and that some issues may fall into Farnan’s purview. Farnan noted that he can address many of these concerns in his Director’s Report.

Murray also wanted to note the Daily Camera article about the library staff efforts around fabricating and distributing personal protective equipment and instructionals; this sort of reporting engenders “good and warm feelings” for the library within the community.

**Agenda Item 4:** Consent agenda [0:07:10 Audio min.]

- Approval of February 2020 Meeting Minutes: Frost moved to approve these minutes, Koenig seconded, and the motion was unanimously approved.

**Agenda Item 5:** Welcome and administer oath of office to new commissioner Scott Steinbrecher [0:09:53 Audio min.]

Steinbrecher was sworn in by Gomez.

**Agenda Item 6:** Elect new Library Commission officers and Boulder Library Foundation members [0:10:50 Audio min.]

- Koenig nominated Gomez for Library Commission chair. Frost seconded. Approval was unanimous.
- Gomez nominated Koenig for Library Commission vice chair. Frost seconded. Approval was unanimous.
- Boulder Library Foundation appointment: Koenig and Sykes Wilson were approved for another year of service on the BLF.

**Agenda Item 7:** Information Updates [0:16:20 Audio min.]

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a. Library Budget Update: Revised 2020 ATB1 request, April ATB1 memo and answers to commissioner’s questions – see packet. Gomez wondered about the impact on the withdrawn items from this year (e.g., furniture repair). Farnan explained that monies went unspent due to coordination with FAM staffing which meant that some contracts were unable to be managed. Typically, furniture hasn’t been well-maintained as funding hadn’t been present for such. In the event of completely destroyed furniture, pieces are taken out of circulation. Decreasing seating in the library planned for post-COVID operations. Steinbrecher questioned the security of the 500K for the North Boulder branch secure. Staff replied that this funding is secure as far as the ATB goes. Inclusivity campaign also withdrawn, though some initial pieces did roll out. Book One Boulder may still occur but not with the same advertising monies. Regarding the feasibility study, Gomez recalled that an accepted consultant’s proposal. In response to her inquiry, Farnan confirmed no need for a new request for qualifications.

b. City Reopening Update: Draft phased reopening of library facilities plan – City Council approved May 18th carryout service where patrons can pick up already reserved holds. Sometime after June 1st, new holds will be accepted. Soon after that, when deemed safe, the library will begin accepting returns. Those returns will be quarantined and cleaned. Further phases are not scheduled at this point, possible minimal opening to allow public into the library after July 1st. He reported that staff has done a terrific job putting these phased plans together and reiterated that the first phases will not involve any public contact. In response to Gomez’s inquiry, periodicals will not be circulated. In response to Koenig’s inquiry, Farnan clarified that current staffing levels will suffice for these initial phases. Staff segmented into different teams which will not physically interact to ensure that safe distancing measures are in place. In response to Sykes Wilson’s inquiry, Phares clarified that the curbside pickup will be sited at Main branch.

Farnan expects closed stacks to continue for quite some time per health guidelines as well as prohibition of gatherings of fifty or more. He envisions movies in the parking lot and other inventive work-arounds. Holds will likely go up in demand.

Sykes Wilson wondered about patrons who may have difficulty travelling to the Main branch. Phares noted research of possible home delivery in phase 2 or later. Sykes Wilson also asked how the move between phases gets determined; Phares explained that the City's Recovery Teams advise the City Manager (she herself serves on two of these teams.)

As it may be a “long time” before reaching phase 3, Sykes Wilson asked whether there are any plans/discussion on how to service the northern part of town while NoBo corner branch services are stalled. She expressed particular concern for the youth who will be out of school. Farnan: we will continue with our outreach services, retaining the outreach staff and those with language skills who may be able to assist with outreach to the older and Latinx communities. Potential expansion of the Homebound Delivery Program currently run by volunteers under Kate Kelsch’s direction.

Steinbrechner asked about the limit on number of holds at any one time and whether the library has researched any "book mobile" type of service. Farnan – likely five items at a time. The delivery service would function as a sort of book mobile.

Alycia Murray wondered how many staff could return on July 1st and what current staff have been working on (remote services, planning for reopening, etc.) Farnan explained that no set numbers exist for the phase 3 best case scenario which would potentially see some returning furloughed staff. This will be determined by many factors involved in the financial state of the city itself. 70% of all library staff were furloughed. The remaining staff were retained based on criteria of active and full engagement while the libraries are closed. Staff has been actively and fully engaged with work concerning wireless hotspots, virtual programs, reopening plan, future financial situation, and Summer of Discovery, among other work.

Sykes Wilson wondered whether staff can be furloughed past the deadline. Farnan explained that the current furlough is due to end on June 28th and it can be extended. He expects formal communication from City Manager Jane Brautigam followed by a press release sometime after June 1st.

Gomez thanked staff for all the information and updates and response to inquiries.
Agenda Item 8: Library Commission Update

a. Items from Commission
   i. Ongoing outreach efforts
      ▪ Outreach to council members and candidates – discussions with Council Member Aaron Brocket who advised that the districting issue is “not in the foreseeable future” for council discussion due to the pandemic. Responses from Council Members Junie Joseph and Rachel Friend.
      ▪ Steven Frost referenced BLDG61 staff member Emily Platzer’s online video tutorial for homemade mask design. In the first week of COVID, Frost hosted a Zoom mask making workshop. Frost commended BLDG61 for its “incredible digital outreach,” “very professional.”
      ▪ Gomez noted the yellow ribbons and cards fastened to the local libraries to show community support for the branches.

b. Updates from commissioners representing the Commission in other venues (verbal)
   i. Boulder Library Foundation (BLF) update (Sykes Wilson/Koenig) – launching of local “Help A Library Worker Out” fund, or HALO fund, to help furloughed library employees with expenses. BLF committed $10,000 with a matching $35,000. Sykes Wilson updated the group, 5 people have asked for assistance, each has received $500. $9,830 has been raised so far.
   ii. Joint efforts with Library Champions

c. Update on emails and phone calls to Library Commission – see packet.

Agenda Item 9: Library and Arts Director’s Report

North Boulder branch library project – see packet. He welcomed any questions. Sykes Wilson is looking forward to Summer of Discovery and wondered how the program be communicated and announced. Farman: launch will likely be later than usual; however, staff is planning a “robust program.” Some printed reading logs will be available for pickup for those that prefer. Steinbrecher noted that with the school closures, the “summer slide” will be exponentially steeper. While the library can’t be expected to completely fill the void, he wondered about addressing literacy issues in partnership with the school districts. Farman: the library has great relationships with the local Title I schools, often invited to PTO days and teacher events. Majority of the library focus is on ages 0-8. Murray gave kudos to the Student One program which has greatly eased access for school age patrons who can now use a school ID number to access BPL books and databases.

Agenda Item 10: Adjournment

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, June 3, 2020, by remote conference.

APPROVED BY: ATTESTED:

______________________________   ______________________________
Board Chair                  Board Secretary

______________________________   ______________________________
Date                        Date
May 29, 2020

TO: Library Commission

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

SUBJECT: Update on Library Phased Reopening Plan

OVERVIEW
Information on resuming library services is available on the library website. An FAQ with answers to patrons’ frequently asked questions about holds, obtaining or updating patrons’ library accounts, accessing public wi-fi and restroom facilities, etc. is also available on the website.

HOLDS CARRYOUT
As of May 18, 2020, patrons are able to book appointments to pick up their held items. Held items at the branch libraries were transferred to the Main Library. Staff worked through many system and logistical hiccups that arose due to customizing the Flatirons Library Consortium integrated library system for several libraries resuming service for their local patrons.

Appointments for pick up filled quickly and as a result staff will expand the appointment window by one hour per day beginning on June 1, 2020. Patrons were prompt and social distancing was maintained as they picked up library materials often at the beginning of their appointments. Staff reported very few missed appointments.

Due to limited staff capacity, use statistics during this period will be available in the quarterly library performance measure report.

MATERIALS RETURN AND HOME DELIVERY
Beginning June 15, 2020, patrons will be able to return library materials at the Main Library. Several staff members were recalled from furlough early to serve as call agents for the Public Health Call Center for Boulder County. These staff members will also perform tasks to support materials return and holds carryout. Several community members have also volunteered to support staff in organizing returned materials that will be held in quarantine for several days before they are ready to be borrowed by other patrons.
Staff and volunteers will also work in collaboration to expand the library’s home delivery program to patrons not able to leave their homes due to the pandemic. This service is anticipated to begin some time in the next few weeks.

A FEW PICTURES OF HOLDS CARRYOUT
2019 INCLUSIVITY CAMPAIGN REPORT

The Commission requested a summary of the 2019 Inclusivity Campaign fund expenditures. Approximately, $17,000 of the inclusivity campaign funds were used in 2019. Here is a summary of how the funds were used:

- Promoting the expansion of the Conversations in English program. The materials were in English and Spanish and included bus ads and cards/brochures.
- Informational display about the Main Library Restrooms for All remodel project and its benefits to the community.
- Spanish translation of sections of the BPL program booklet.
- Promoting inclusivity through quotes printed on Seeds Café coffee sleeves in English and Spanish. Content for the project was generated through a community open call and public vote.
- Promotional materials (cups, totes, etc.) for giveaway during outreach events with the tag line 'You Belong Here' or that include one of the above mentioned quotes in both English and Spanish.
- Illustrations by artist Johnny Draco to create inclusive characters/graphics for Summer of Discovery 2020 promotional materials.

In 2019, $30,000 from the Library Fund was approved for the Inclusivity Campaign. The balance ($13,000) was requested as carryover for 2020. The request was withdrawn due to the current economic conditions resulting from the COVID-19 pandemic. The balance of funds will return to the Library Fund and may be requested for this or other purposes during a future budget cycle.

2020 SUMMER OF DISCOVERY PROGRAM

Starting June 15, Summer of Discovery is going virtual! Thanks to the generosity of the Boulder Library Foundation, we were able to pivot our program offerings to an online platform called Beanstack. There will be ways to track reading and activities online or through the Beanstack app (see Attachment A for a preview of the app). Even though the program is all online, paper logs will still be available on display after June 15 at carryout pickup tables at the Main Library; in Book Rich Environment bundles to Boulder Housing Partners; and through distribution service points throughout the city where the library program booklet was once distributed. See Attachment B and C of the program posters.

We will offer a variety of virtual programs for all ages in lieu of onsite events and experiences. The committee is working with program presenters to create virtual programs that can be easily experienced from home.

This year’s theme is “Our Connected Stories.” We’re featuring and sharing an SOD commercial created by the Teen Advisory Board, to help patrons get excited for new experiences for people of all ages.

The program will run through August to *ideally* allow prize pick-up in July and August and maximize program participation. We will continue to be nimble to changes due to health and safety standards throughout the program and adjust accordingly.

Learn more details about program details, specific prizes, and virtual SoD programming at www.boulderlibrary.org/summer. Bookmark this page for updates throughout the summer. 
Please send any feedback or questions to our SOD chairs, Anne Ledford and Leanne Slater, Ledforda@boulderlibrary.org and Slaterl@boulderlibrary.org.

BOULDER READS UPDATE

In 2019, the BoulderReads Discoveries magazine collected recipes from our participants. Thanks to volunteer tutor Sara Bruskin, the spring edition of Boulder Home and Garden magazine featured five of these recipes. The authors hail from Venezuela, Iran, Mexico, Mali, & Russia. Staff are actively working to bring all BoulderReads services into a format that supports public safety while promoting lifelong learning.

SECURITY SERVICES UPDATE

The City terminated the services contract with JCJ National Security for convenience due COVID-19 pandemic and resulting prolonged closure of the library facilities. Staff will issue a request for proposal in June 2020 to resume security services at the Main Library when the library reopens pending public health orders and City budget restrictions later this year.

COMMUNITY NEEDS SURVEY

An informal online survey was conducted to gauge community needs for library services. A summary of the results is Attachment D.

NORTH BOULDER BRANCH LIBRARY PROJECT UPDATE

An oral update will be provided during the June meeting regarding the project’s public art component.
Track your reading and participate in reading challenges on your mobile phone.
Manage each member of your family’s reading log and achievements.

Complete learning activities linked to themed reading challenges.

Scan Barcodes to quickly add titles to your log.

Scan Barcodes to quickly add titles to your log.

Earn virtual badges, tickets, and other incentives.

Time your reading sessions to keep track of your total minutes.

View stats, streaks, and averages for your reading.

beanstack

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Boulder Public Library 2020
Summer of Discovery

Summer 2020

Our Connected Stories

READ for prizes. VISIT us online for activities.
For more information | Para más información:
boulderlibrary.org/summer

Character design by Johnny Draco
LEE para premios. VISÍTANOS en línea para actividades. Para más información: boulderlibrary.org/summer
COMMUNITY NEEDS SURVEY

May 2-15, 2020
109 responses

"What else would you like us to know?"

"What are the biggest challenges you are facing right now?"

The greatest challenge was not having access to materials, with 59 mentions citing it as a primary concern. Kids (34 mentions) and anxiety/stress (15 mentions) were other main challenges.

"What days and times work best for you and your family for live virtual programs?"

There was little variance in people’s preferred times for programs, with "weekday afternoons" (26%) and "weekday evenings" (25%) taking a slight lead.

"I was looking forward to a lot of the maker space classes this spring. It would be cool to see some of those offered in a virtual format."

"I’d love to see virtual story times! ... I often don’t play things from a YouTube channel unless it’s from a legitimate source (like another public library) because I can’t be sure there isn’t inappropriate content in there if I don’t know who the source is."

"Would love for a pick up only book hold situation for my kids! The older one can do ebooks but my kindergartener really can’t, and needs the easy readers. Thanks for all you do!"

"Would love to see the library host more events (or consider in any programming) for adults. It seems like everything is geared toward children and teens, so adult bookworms are kind of left out!"

"We miss the psychic energy boost from library visits!"