Meeting date: Wednesday, August 5, 2020
Location: Zoom 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 July 8, 2020 minutes
5. Information updates:
   a. Overview of Teen Advisory Boards and upcoming Teen Summit – Leanne Slater, teen librarian
   b. Impacts of the pandemic and 2020 budget reductions on library collection development – Laura Hankins, collection development manager
   c. Library reopening: report on current library services
6. Library Commission update
   a. Items from commission
   b. Updates from commissioners representing the Commission in other venues (verbal)
      i. Boulder Library Foundation (BLF) update (Sykes Wilson/Koenig)
      ii. Joint efforts with Library Champions
   c. Update on emails and phone calls to Library Commission
7. Library Director’s report
   a. Library Performance Measures Q2 -2020
   b. Key dates for 2021 City budget development
   c. Update on library staff reassignment
   d. Update on One Book One Boulder program kick-off

2020 Library Commissioners
Juana Gomez Joel Koenig Jane Sykes Wilson Steven Frost Scott Steinbrecher
Name of Board/ Commission: Library Commission
Date of Meeting: July 8, 2020
Contact information preparing summary: Celia Seaton
Commission members present: Juana Gomez, Joel Koenig, Jane Sykes Wilson, Steven Frost, Scott Steinbrecher
Commission members not present: None
Library staff present: David Farna, Director of Library & Arts
Jennifer Phares, Deputy Library Director
Celia Seaton, Administrative Specialist
City staff present: None
Members of the public present: Stephan Hagemann
Type of Meeting: Regular | Remote

Agenda Item 1: Reminder: Commissioners please log monthly volunteer hours Count Me In Boulder [0:03:35 Audio min.]
The Commission logged their service.

Agenda Item 2: Approval of agenda [0:06:56 Audio min.]
The meeting was called to order and Gomez asked if there were any changes to the agenda. Farnan requested time for an update he wants to bring to commission. The budget cuts necessitated some movement of funds – he asks for the favorable recommendation of commission (see handouts for memo.) Gomez suggested placement after library policy update. There was a nod of approval from the commission for this amended agenda.

Agenda Item 3: Public comment [0:05:51 Audio min.]
None.

Agenda Item 4: Consent agenda [0:05:07 Audio min.]
a. Approval of June 2020 Meeting Minutes: Koenig moved to approve these minutes, Frost seconded, and the motion was unanimously approved.

Agenda Item 5: Library policy update [0:09:20 Audio min.]
a. Review past discussion of Canyon Theater Rental Policy. Gomez provided background on this question of equity for smaller groups renting the theater that don’t have sufficient funding to afford insurance.

In response to Steinbrecher’s query, Farnan clarified that the city is self-insured but this protection doesn’t apply to outside groups. Steinbrecher suggested expanding the city’s insurance policy to assist in funding. Sykes Wilson suggested broaching BLF to ask for a “coverage grant” to assist these smaller groups. Gomez agreed. Gomez wondered about the library sponsoring more events, as sponsored events are automatically covered by the city policy. Farnan explained that the staff time commitment could be onerous as these events are marketed and promoted by library staff. Koenig and Sykes Wilson will float the topic at the BLF meeting to be held July 9th. Frost wondered about reaching out to private partners such as insurance companies, to see if they could help. Farnan is open to ideas. He noted that in his time at BPL, there have been no lawsuits.

Commission plans further research with other small private performance venues as well as reaching out to some insurance groups. This item will return next month as a commission update.

Agenda Item 6: July 2020 Library Budget Memo [0:34:02 Audio min.]
See handouts. Farnan noted that the reduction in the collection development budget will likely mean a decrease in the “depth” of BPL’s collection, but retention of the “breadth.”
In order to complete the required 2020 library budget reductions, staff requests a favorable recommendation from the Library Commission to reduce the Library Fund in 2020 by $182,203. Frost moved to favorable recommend this reallocation of funds. Sykes Wilson seconded, and the motion was unanimously approved.

Steinbrecher brought up the future need to rebuild the library’s collection. Farnan agreed, noting the steady work it took to increase the budget to the point it was at. Whether in a district or not, this re-bolstering of the collection development budget will be a goal.

**Agenda Item 7: Information updates**

- Library reopening: staff reported on current library services,
  - Carryout and returns at Main
  - Ask-A-Librarian
  - Carnegie scan and research service by email
  - upcoming services,  
    - Home delivery service
    - Dial-a-patron
    - Carryout and returns at Meadows
    - Main Library opening to patrons
    - Customized collection requests
    - New software for PC reservation and print release
    - Seeds café
  as well as recent, current, and upcoming virtual programming.

  Gomez wondered about the language “no general lounge areas,” and Farnan clarified that most seating furniture has been removed or blocked off. The intention is not to hold gatherings by governor’s orders. She wondered about STEAM kits. BLDG61 answers all questions, is there an opportunity to have Q&A one on one with a STEAM advisor? “Not at this time,” per Farnan though he applauded the idea. Re: the increase of Ask-A-Librarian queries. All over the map, how to access virtual programs.

  Sykes Wilson wondered about the on-site security situation. Will staff be trained on dealing with potential conflicts? Farnan noted preparation to keep staff safe. Phares noted that for the first couple weeks, masks will be offered to patrons who arrive unmasked.

  Koenig how long are books quarantined, 3 days per Farnan, per orders from Boulder County Health administrators.

  Gomez asked staff from Collection Development to attend a future commission meeting to provide update. How pandemic has impacted the collection. Sykes Wilson would like to form some talking points to give an overview on what has changed from January until now in terms of budget cuts.

  Steinbrecher requested staff involved with the Teen Summit visit to orient commission. Phares will reach out to arrange updates.

  Frost suggested relaying the information provided by Collection Development as a press release/communication piece for the public to better understand the constraints, effort, and sacrifices being made.

**Agenda Item 8: Library Commission Update**

- Items from Commission
  i. Social Services in Libraries (see handouts.) How can the library positively impact those in the community that are experiencing homelessness? Frost outlined the Denver Public Library’s approach which began offering a social service network with a community resource specialist. Reported “cycle” that exists in Boulder, 59% of police interaction of police with people experiencing homelessness surrounds the citation of tickets, mostly for camping. Boulder gives out more of these tickets than any other county in Colorado. Many end up serving jail time for not paying the tickets. Furthers the need of the government in these people lives and the number of negative interactions. Peer navigators can intervene at this important juncture. He believes it could be a huge asset to the library and the community. They are first responders to help keep stress off library and security staff as well.
Koenig, referencing his extensive experience volunteering with Bridge House, doesn’t believe that a peer navigator would be useful in Boulder, where most are already aware of the services offered to those experiencing homelessness. His observation is that the unhoused population in Boulder doesn’t have trouble navigating the local criminal justice system. Gomez: it sounds like peer navigation would indeed have a role helping people find services, but would also have a level of peer advice, or “friendly face” approach to help someone having a crisis. Frost noted that the presence of a peer navigator could “help enforce the social norms of the library.”

Farnan spoke to the strong support that library staff showed for this peer navigator idea. Library administration has been reviewing other opportunities for library security which may accelerate the posting of a peer navigator in the library.

ii. Racial Equity – Frost highlighted BPL’s One Book, One Boulder event surrounding So You Want to Talk About Race by Ijeoma Oluo.

b. Updates from commissioners representing the Commission in other venues (verbal)
   i. Boulder Library Foundation (BLF) update (Sykes Wilson/Koenig) – the foundation will be meeting tomorrow night. Update on HALO: funds currently stand at $40,000.
   ii. Library Champions – joint effort underway embarking on a letter-writing campaign to newspapers and City Council.

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

Agenda Item 9: Library and Arts Director’s Report

[a:02:18 Audio min.]

a. Collection data on library materials on racial equity subject matter - The Anti-Racism book list in the library catalog was compiled by Librarian Terzah Becker, containing many books from publicized lists on the topic. Physical books as well as e-books and downloadable audio items are offered. Per Collection Development Librarian Laura Hankins: “The use statistics are staggering” and show Boulder patrons are interested in learning about injustices, growing with this movement and the fight for equality in our world.

b. NoBo Library Project update: Site review date The design team is awaiting a response from P&DS, but has been told that they expect no further staff comments at this juncture and that the project is tentatively cleared to move on to Planning Board for a hearing which is tentatively scheduled for August 20, 2020. Documents and processes for bidding and procurement of the materials for the interactive art piece are expected to be in place by late summer and a request seeking qualified contractors will be public this fall.

c. Teen Virtual Summit – see packet for flier.

Agenda Item 10: Adjournment

[2:16:00 Audio min.]

Frost plans to circulate a letter of appreciation to recently retired Carnegie Librarian Wendy Hall, thanking her for her incredible service.

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, August 5, 2020, through a virtual setting.
Library Commissioners, you are invited to participate in the first ever Teen Virtual Summit on Saturday, Sept. 12, 2020, 4:30 p.m. to 6 p.m. Engage with local teens in 6th through 12th grade, and hear from them about how the library might serve them better, especially during these uncertain times! There will be a talk with special guest, Meredith Russo, author of the award-winning debut novel, If I Was Your Girl, whom will be joining us virtually via Zoom for a vibrant Q & A session. A discussion panel will follow comprised of local leaders and teens.

Meredith’s novel was a finalist for the Walter Dean Myers Diversity Award, the Lambda Literary Award, and won the 2016 Stonewall Award. Her book is the first widely distributed book for young adults about a transgender girl written by a trans woman.

Please register to receive the link to attend this special virtual event! The first 40 people to register will also receive a complimentary copy of Meredith’s book!

One of the Boulder Public Library’s 2018 Master Plan goals is to cultivate and engage the library’s teen advisory group and to learn how the library can best serve their needs; and this is our primary intent for the Teen Virtual Summit.

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<th>GOAL</th>
<th>MAINTAIN SERVICE LEVELS</th>
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<td>Cultivate and engage the Library’s teen advisory groups.</td>
<td>Library leadership representatives meet with the Library’s teen advisory groups to discuss their interest and opportunities for engaging teens in general.</td>
<td>Provide resources and opportunities for group members to cultivate civic engagement and leadership skills related to library planning.</td>
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<td>Library leadership solicit input and volunteerism from teens to present programs appealing to teens and younger children.</td>
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<td>Library leadership convene a summit of the teen advisory groups to gather feedback about how the library can best meet their needs and to discuss program planning.</td>
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<td>Library Commission extend an invitation to representative from each teen advisory group to attend Library Commission meetings.</td>
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One of the teen advisory boards members will soon be contacting a few members of the Boulder Library Foundation and the Library Commission to ask them to be on the panel. However, we hope that each of you will be able to register to attend this event as there will also be an opportunity for all to participate and engage by asking questions or simply listening.

Questions for the Commission:

- Are there any discussion questions that you would like us to ask the teens regarding the future of the library and the ways that the library might better serve them?
- Do you have any questions that you would like staff to ask Meredith Russo during the Q & A session?
- Do you have any other feedback for staff planning this event?
DATE: July 31, 2020

TO: Boulder Library Commission

FROM: David Farnan, Library and Arts Director
       Jennifer Phares, Deputy Library Director
       Antonia Gaona, Public Services Manager

SUBJECT: Library Reopening: Report on Current Library Services

Current Services
The current online and on-site services are being well used. BPL is currently offering 1,460 carryout appointments per week (Main Library and Meadows Branch Library combined). After about three weeks, Meadows carryout appointments reached the same level as the Main Library. Nearly 100 percent of appointment slots are consistently filled! Holds filled for patrons to pick up at these carryout appointments has increased from more than 4,600 in June 2020 to more than 7,600 in July 2020 with an additional 600+ holds being pulled for other Flatirons Library Consortium (FLC) patrons since FLC holds resumed on July 6, 2020. Trending titles being places on hold include: So You Want to Talk About Race by Ijeoma Oluo, Too Much and Never Enough by Mary L. Trump, and White Fragility by Robin Diangelo.

Service Use Statistics

- Inquiries coming in through the Ask a Librarian service have increased 804 percent compared to this time last year
- Direct messages through Facebook have increased 250 percent.
- Calls coming in to the call center per hour are up 90 percent compared to 2019 with the average time per call has increased by 26 percent.

Since on-site services are restricted to transactional-based interactions, and the staff is not able to provide the proactive and customized service they are known for in person, they have shifted to more personal and user-centered service over the phone and online. Some staffers are able to work from home to answer patron calls through the new remote call center functionality. This will continue after the Main Library opens. While virtual customer service is not new, staff is offering it in new ways. One of these services that is new and temporary Dial-a-Patron program.

Dial-a-Patron
Dial-a-patron (DAP) is a program in which staff are calling more than 6,000 older adults, who live in Boulder, and who have active accounts. These calls are an opportunity for staff to check in with older adult community members, inquire about their health and well-being, ask how they’re coping during the pandemic, and talk about any barriers they are experiencing accessing library services. As of July 27, 2020, nearly 300 calls have been made and 141 patrons have been reached. Twenty-five patrons have expressed interest in receiving home delivery of library materials due to the COVID-19 pandemic.

This program along with the expanded home delivery service is a unique opportunity to connect with community members in Boulder, particularly for a demographic for whom the library may be an important source of social interaction. The first deliveries are scheduled for the last week in July 2020. Here are some staff quotes about their experience with the DAP program:
Lara: "So far, I haven't had a single negative experience with the Dial-A-Patron program. I've encountered two people who I've called back a few times, and several who've indicated interest in one or more of our services. While I definitely leave a lot of messages, whenever I do speak with someone, it's usually for 10-15 minutes or more, even if they don't really have many questions. I typically let people know about our tentative reopening date as a way to start the conversation, and let that segue into allowing them to express any concerns they may have coming back to our facility. Whether or not the patrons are ready to come back physically, across the board they've expressed deep gratitude for our services, and sincere fondness for our staff. This reaction is truly heartening to hear; it makes the repetition of calling more pleasurable, rather than something to endure."

Laurel: "Most of the patrons are very appreciative about the calls. When I offer help, they take me up on it! I've made carryout appointments, placed holds, and even sent someone an article from one of our databases."

Jan: "By far one of the most rewarding projects I've ever worked on. All of the patrons are surprised and grateful. Most want to chat a bit and a few just thank me and want to go. I have not had one single person complain about what we are doing; they are truly so grateful for us. If you need a warm glow from compliments, just make one of these DAP calls!"

Louise: "My big takeaway is that people appreciate the reaching out - and the conversation and need for services, information is truly individual. Most calls I have had have been about 10 minutes. I'm honestly surprised at how the majority of patrons are picking up even though they don't know who is calling - w/out caller id. As this service is so personalized it is time consuming - but given that onsite we have moved to transactional customer service the phone outreach offers us a new opportunity to connect."

Main Library Re-opening

The Main Library re-opens on Monday, August 3, 2020. Patrons will be able to access self-pickup of holds, use of the self-checkout stations, access public computers, printing and copying, and a limited collection for browsing will be available. Staff will use a new software to be able to provide individual, contactless, computer support.

The library entered into contract with a new security firm, Mercurial Security Solutions, in July 2020. Officers are undergoing training this week. The contract security officers will assist staff to convey behavioral and health/safety expectations, including mandatory facial coverings. The library is limited to allowing 50 patrons in the facility at any time. No lounge or seating areas, meeting or study rooms will be available, and there will be no in-person programs.

A browsing collection of some of BPL’s most popular items will be available on the first floor. Specifically, patrons will be able to browse and checkout items from new fiction and non-fiction, a collection of curated staff picks for both adults and children, and access to the DVD collection. In
addition, patrons may request that staff pull a selection of items from genres or subject areas from
collection. This service is available now. Patrons without internet access may call the library to request a
personalized collection pull. While Public Services staff members are a little trepidatious about
resuming in-person service, they are excited and eager to serve our patrons in-person once again!

QUESTION FOR THE LIBRARY COMMISSION:
What questions does the Library Commission have about the current or upcoming library services?
North Boulder Branch Library
The north Boulder branch library design team will present the site review plan to the Planning Board on Aug. 20, 2020. The Planning and Development Services staff memo will be posted on the Planning Board website prior to the hearing, and will include the updated site review plans and design development documents. The Zoom link to the meeting is not posted until the day prior due to security concerns. The design team continues to work on technical documents to prepare for a competitive contractor bid and to apply for building permits at the appropriate time.

Key Dates for 2021 City Budget Development
Below is the current schedule for 2021 City budget development. Links to meetings and packets will be available on the Planning Board and City Council webpages, respectively.

- **8/7/2020** Draft Capital Improvement Program (CIP) for 2021-2026 will be presented to Planning Board
  The public space configuration project at the George Reynolds Branch Library and the Main Library North Building renovation feasibility study are the two projects in the CIP be considered for the library in 2021.
- **8/11/2020** Special City Council Meeting – City budget matters may be discussed.
- **8/20/2020** CIP Planning Board Hearing
- **8/31/2020** City Manager’s recommended budget submitted to City Council
  Staff will include review of the 2021 Library proposed budget on the Sept, 2, 2020 Library Commission meeting agenda.
- **9/8/2020** 2021 City Council Budget Study Session
- **10/6/2020** City Council first reading of the 2021 City budget
- **10/20/2020** City Council second reading of the 2021 City budget

Update on library staff reassignment
Changes to staff assignments and the reporting structure will begin on Monday, Aug. 3, 2020. These changes will align staff with the current working arrangements. Most of these changes are temporary, but with the important caveat that at present we do not know how long "temporary" will last. Moving the collection development group from the Community Engagement and Enrichment division to the eServices division is a permanent change. The goal of this reassignment is to give each staff member a clear idea of what their daily work will look like during limited public access to library services. Updated division organization charts are in Attachment A. On the Public Services division chart, several staff members are serving at the Boulder County Public Health Virtual Call Center (VCC).
Update on One Book One Boulder program kick-off
Commissioner Gomez requested information on the One Book, One Boulder program which began Wednesday, July 29, 2020 with a performance and poetry from Aurora’s Poet Laureate, Assétou Xango. The newsletter article and press release that were issued about the program are Attachment B and C.

Library Performance Measures Q2 – 2020
The library performance measures reports were not submitted for the packet. When they are complete and posted, staff will share the link to the reports with the commission.
eServices/Collection Development
One Book, One Boulder Begins

Boulder Public Library and the Boulder Library Foundation are proud to announce the launch of One Book, One Boulder. This new program aims to bring Boulder together through the shared experience of reading and discussing the same book.

This year’s selection is "So You Want to Talk About Race" by Ijeoma Oluo. We’re offering programs from late July to early November to support community members in learning, reflecting and engaging on the important topic of racial equity in the City of Boulder and beyond.

Participate in a variety of events, including book discussion groups, workshops, performances and storytimes. The series finale will be Nov. 5, with a live, virtual author talk and community Q&A with Ijeoma Oluo.

How do I get involved?

- Read or listen to the book.
- Spread the word and encourage neighbors, friends and family to join. They can live near or far!
- Attend an online program to engage with other community members or organize your own discussion, including the events featured below.

Kick-off Event with Assétou Xango

Wednesday, July 29, 6-7:30 p.m.

Join in for the One Book One Boulder kick-off with a poetry reading by Aurora Poet Laureate Assétou Xango, live on the library’s YouTube channel. Xango invites deep connection and diverse methodologies that connect with the audience and inspire them to reach for more as individuals and as a collective.
Monthly Book Discussions
Connect and engage during online book discussions led by local community voices. All are welcome to join!

- Monday, Aug. 17 at 6:30 p.m. with Congressman Neguse and Stephen Brackett
- Friday, Sept. 11 at 6 p.m. with City Council Members Junie Joseph and Mary Young

Thank you to our sponsor!
Over 90% of all library programs are made possible by the Boulder Library Foundation, and generous donations to the Foundation by community members like you.

Learn more or make a donation today.

Connect with the Library
Boulder Public Library and the Boulder Library Foundation launch One Book, One Boulder

BOULDER, Colo. – Boulder Public Library together with the Boulder Library Foundation is excited to announce the launch of One Book, One Boulder: Read, Engage, Grow. This new program aims to bring Boulder together through the shared experience of reading and discussing the same book.

This year’s selection is “So You Want to Talk About Race,” by Ijeoma Oluo. The library will be offering a variety of programs from late July to early November to support community members in learning, reflecting, and acting on the topic of racial equity. Events will include something for all – ages, from book discussion groups, workshops, performances, and themed storytimes. The series finale is scheduled to take place on Thursday, Nov. 5. We invite you to join us for a live, virtual author talk with Ijeoma Oluo from 7 to 8:30 p.m. Oluo will discuss her book as well as engage in a community Q&A.

“One Book” programs seek to bring the community together through reading and discussing a single book. The American Library Association refers to these programs as a way to “create a shared experience of reading among a wide spectrum of people.” The Boulder Library and the Boulder Library Foundation are delighted about this inaugural event. They hope that this will be the start of an annual One Book aimed at bringing Boulder together to read, engage, grow.

The City of Boulder is committed to advancing racial equity by ensuring that its policies, programs, and practices are free from institutional and systemic racism. Through shared learning with the Government Alliance on Race and Equity (GARE), the city organization has developed an understanding of the role institutional racism has played in perpetuating current racial inequities and has developed a vision and outline for a plan to advance racial equity.

If you wish to participate you can start by reading or listening to the “So you want to talk about Race”. Currently, the audiobook is available for unlimited downloads and the library will be offering multiple copies of the book to check out. For more information please visit: boulderlibrary.org/one-book