1. Review Online Meeting Guidelines
2. Reminder: Commissioners please log monthly volunteer hours in Count Me In Boulder
3. Approval of agenda
4. Public comment
5. Consent agenda
   a. Approval of October 7, 2020 minutes
6. Update from Library Champions – Joni Teter, Library Champions Leadership Representative
7. Review Library Commission application questions (if requested by City Clerk’s Office for this meeting)
8. Library Commission update
   a. Review and vote to approve a letter to City Council regarding the Library District to submit November.
   b. Outline an annual letter to City Council about priorities to submit in December.
   c. Items from commission
      i. Ongoing outreach efforts
   d. Updates from commissioners representing the Commission in other venues (verbal)
      i. Boulder Library Foundation (BLF) update (Sykes Wilson/Koenig)
   e. Update on emails and phone calls to Library Commission
9. Library Director’s report
   a. 2021 Library Closure Information
   b. North Boulder Branch Library update
   c. Update on Current Library Services
   d. Update from Volunteer Services
   e. City of Boulder 2021 Library Budget Update and Library’s 2020 Second Adjustment to Base Request

2020 Library Commissioners
Juana Gomez  Joel Koenig  Jane Sykes Wilson  Steven Frost  Scott Steinbrecher
<table>
<thead>
<tr>
<th>Agenda Item 1: Review of Online Meeting Guidelines</th>
<th>[0:00:02 Audio min.]</th>
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**Agenda Item 2:** Reminder: Commissioners please log monthly volunteer hours Count Me In Boulder [0:00:10 Audio min.]

The Commission logged their service.

**Agenda Item 3:** Approval of agenda [0:00:38 Audio min.]

The meeting was called to order and Gómez asked if there were any changes to the agenda. Hearing none, there was a nod of approval from the commission for the agenda.

**Agenda Item 4:** Public comment [0:00:54 Audio min.]

None.

**Agenda Item 5: Consent agenda** [0:01:05 Audio min.]

a. Approval of September 2020 Meeting Minutes: Gómez asked if there were any changes for the record. Hearing none, Koenig made a motion to approve these minutes. Frost seconded, and the motion was unanimously approved.

**Agenda Item 6: Summer of Discovery 2020 program report** [0:02:55 Audio min.]

Ledford spoke alongside a presentation “Staying Connected During a Global Pandemic” – see handouts. When the pandemic hit with a March shut-down, staff was charged with a quick turn-around in plans for the annual summer reading program. Summer of Discovery had already been given the serendipitous theme of “Our Connected Stories.” The pandemic presented new challenges and opportunities such as impact of school and library closures. Beanstack software made the program possible as it allowed people to register without the library being open in June. Staff could pull reports to inform program moving forward. The pandemic also resulted in an adjusted programming start and end date, loss of participation from BVSD summer of learning, and change in the prize pick-up process. This was the first year tracking “preferred language” at registration (a new feature allowed by Beanstack). Gómez, who had volunteered during the program, had overheard families conversing in French, Russian, and Spanish. Marketing in an online world. The digital divide.

Successes indicated a quick grasp of the technology from staff, presenters, and participants. The online format of the program showed strong participation among the teen and adult demographics; midway and completion percentages were very high. Sixteen adult volunteers totaled 104.25 hour assisting in the prize distribution.

Ledford expressed appreciation to her fellow staff, the Library Commission, and the Boulder Library Foundation for their support in pulling this event off in this year requiring such adaptability and innovation.
Gómez thanked Ledford and expressed her own enjoyment volunteering with the Summer of Discovery this year.

### Agenda Item 7: Review and discussion of 2021 City Manager’s recommended budget for the library [0:41:29 Audio min.]
See Library Director’s memo in packet for information about this item. City Council granted the library with $100,000 during their recent reading of the 2021 budget. Leadership plans to use these monies to expand services at Main (e.g., children’s area). Staff will next research necessary costs for staffing and cleaning. Council Member Brockett recommends the opening of branches, if feasible, in 2020. A second reading of the budget by City Council is planned.

### Agenda Item 8: Library Commission Update [0:51:36 Audio min.]

a. Outline a letter to City Council regarding the Library District to submit in November. Koenig and Gómez volunteered to draft the first version of this letter.

b. Outline an annual letter to City Council about priorities to submit in December (see 2019 letter to City Council in the packet following the Library Commission memo) – Koenig and Sykes Wilson volunteered to draft the first version of this letter.

c. Items from Commission
   i. Follow up on information regarding the Canyon Theater Rental Policy update – Frost wrote to an entertainment lawyer, will relay what he learns. Staff will invite city management and attorneys to a future meeting to discuss further with commission.
   ii. Ongoing outreach efforts – Commissioners Frost, Koenig, Gómez wrote to City Council ahead of NoBo Branch discussion. Gómez along with Joni Teter met with Blake Fontenay, Opinion Editor for the *Camera*. Gómez and Joni Teter met with Jane Brautigam. Frost and Gómez attended BPL’s Teen Summit and participated in a discussion panel.

d. Updates from commissioners representing the Commission in other venues (verbal)
   i. Boulder Library Foundation (BLF) update (Sykes Wilson/Koenig) – Koenig relayed that the foundation is undergoing an independent audit.
   ii. Library Champions – joint efforts – Teter and Gómez met with City Manager Jane Brautigam to collect her thoughts, opinions, and experiences regarding the districting effort. Immediately after the elections might be an opportune time to meet with councilors one on one, as their schedule opens up.

e. Update on emails and phone calls to Library Commission

### Agenda Item 8: Library and Arts Director’s Report [1:36:36 Audio min.]

a. 2021 City Manager’s Recommended Budget – City Council agendas and materials are available through this link.

b. Invitation to the Boulder Public Library Staff Day, Oct. 16, 2020 – Farnan invited commissioners to the Staff Day event planned at Stazio Fields in Boulder with mask wearing and social distancing guidelines maintained. Mariachi music along with food and ice cream trucks will be provided.

c. North Boulder Branch Library Update

d. Update on current library Services

e. Library Performance Measures Q2 -2020 – posted to the library website.

### Agenda Item 9: Adjournment [1:47:35 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, November 4, 2020, through a virtual setting.
New Commissioner Application Questions

The City Clerk’s Office requests the commissioners input on the Library Commission application by Thursday, Nov. 17, 2020. The questions used in the 2020 application are Attachment A.

Library Commissioner Job Description

A link to the Library Commissioner job description is provided with the application for new commissioners. Attachment B. is job description that is currently posted on the Library Commission webpage.

Next Steps

Staff will incorporate the commission’s recommended changes, submit both updated application questions document to City Clerk’s Office by the Nov. 17, 2020 deadline, and update the job description link on the Library Commission webpage following the Nov. 4, 2020 meeting.
Library Commission

Staff Liaison: David Farnan (303) 441-3104; Board Secretary: Celia Seaton (303) 441-3106

The Library Commission consists of five members appointed by City Council, each to five-year terms. The Commission was established in the City Charter in 1917 to provide consultation and make recommendations to Library staff and Council on the management of Boulder's public libraries and information services.

Meetings are held the first Wednesday of the month at 6 p.m. at one of the library facilities.

Library Commission Job Description

1. Have you participated in other community organizations? Please describe. How has your involvement in the community led you to applying for the library commission?

2. Have you reviewed previous library commission meeting minutes, or documents related to the current Library Master Planning process? What thoughts do you have about recent decisions and/or plans?

3. The Boulder Public Library balances traditional definitions of library services with innovation around informal learning, collaboration, literacy and 21st century skills. What's your vision for the future of our library?

4. How will you manage the public’s priorities for the library with the tradeoffs of budget, operational, technological and physical constraints?

5. Some members of the public perceive that the library has a problem providing a safe and secure environment. How do you propose to balance concerns regarding safety and security with providing “free and open access” in a public setting?
Library Commissioner Job Description

The Boulder Library Commission is a voluntary citizen advisory board that serves to protect and promote the mission of the Boulder Public Library. Library Commissioners, who are appointed by and are advisory to City Council, work closely with the Library and Arts Director and Library staff to develop a vision for the library and to continually review and provide advice on the everyday administration of the library.

The Library Commission is the voice of the public in library affairs, and commissioners serve to represent the public interest to the best of their abilities. Serving on the Boulder Library Commission is an exciting and rewarding way to be involved in one of our most important and vital civic institutions.

Role and Powers of the Library Commission

The City Charter gives the Library Commission the following powers:

- Represent the library to the community and the community to the library with the goal of building awareness, understanding, and support
- Adopt bylaws, rules, and regulations for its guidance and governance;
- Provide advice to assist in preparation and revision of a master plan for the development and maintenance of a modern library system within the city;
- Review annually the library budget prepared by the library director prior to its submittal to the city manager and make recommendations regarding approval or modification of the same;
- Review periodically the director’s operational service plans and make comments and recommendations;
- Make recommendations to the director and the city council on library facilities, including capital improvements, maintenance of existing facilities, and need for new facilities;
- Review the library director’s annual report and make comments and recommendations; and
- Take steps as the Library Commission may deem feasible to encourage grants or gifts in support of the library.

Qualifications

While the Library Commission is ideally made up of a diverse array of community members with different skills, experiences, and talents, some combination of the following qualifications are ideal:

- An understanding of and commitment to the fundamental services of a public library, and some familiarity with Boulder Public Library in particular
- A strong desire to preserve and promote the library as a public forum for the sharing of information and ideas without prejudice
- A willingness and ability to engage with the public and to understand and represent the views and opinions of diverse community members
- The ability to function well in committees and group discussions, and to work in a flexible way with others who have a diversity of opinions and interests.
- The ability to assess information and make important decisions
- Excellent communication skills
- A strong sense of legal and ethical conduct appropriate to the position
• The courage to state one’s views on important issues and speak openly and directly, though always respectfully, with staff and other commission members
• Some basic understanding of the broader structures of city governance in Boulder, of the issues facing the city in its continuing development, and of the place of the library within those broader contexts

Requirements and Expectations

Library Commissioners generally serve five-year terms. Member of the Library Commission must be willing and able to give time and talents. More specifically, members of the Library Commission are expected to:

• Read distributed materials before each meeting
• Participate actively in monthly meetings (usually three hours in length and generally scheduled on the first Wednesday evening of each month)
• Devote at least 10 hours per month, and often more, to Commission matters
• Serve on various committees or as one of the Library Commission’s representatives on the Boulder Library Foundation Board
• Assume a leadership role on the commission at some point during one’s term
• Attend BPL and other functions and community events, and generally be a public presence for the library within the community
• Provide feedback, advice, and encouragement to the Library and Art Director, to library staff, and to the public in meetings and emails
• Stay abreast of developments in the world of public libraries as technologies and service models change

Please read our FAQs about what it’s like to be on the Library Commission:

FAQ:
What does a commissioner do?
A library commissioner serves to protect the mission of the public library.

The mission of the Boulder Public Library is to enhance the personal and professional growth of Boulder residents and contribute to the development and sustainability of an engaged community through free access to ideas, information, cultural experiences and educational opportunities.

A commissioner is not necessarily a library patron or someone that ‘just loves to read.’ You must be active in the local community, willing and able to give time and talent to the library; at meetings, special library functions and other community events. A dedication to our community necessitates an interest in its people, recognizing their potential, understanding their problems, and respecting diversity no matter the origin, age, beliefs or background. Whether you have a life-long love of all things library, or are an activist for the civic good and public spaces, the Library commission wants dedicated members committed to giving back to the public arena.

Who do we work with and who do we work for?
The library commission is a voluntary board working for the City of Boulder and the Boulder Public Library. The commission works with the library director and staff providing feedback, advice and encouragement to director, to staff, to public in meetings...
and emails. The commission also advises the City Council on matters pertaining to the library’s budget, services and facilities.

**What is the range of hours per month one can expect to spend?**
Commissioners spend an average of 10-20 hours / month in their role, attending monthly meetings as well as involvement with library activities and events. Two commissioners also serve on the Library Foundation.

**What resources do I need to read through?**
The following materials are essential to the role of a Library Commissioner:
- Boulder Public Library Mission Statement
- The Library Charter
- Boulder Public Library’s Master Plan
In addition, each Commissioner is expected to thoroughly review previous meeting minutes and the prepared packet of relevant topical materials in advance of each meeting. Commissioners also read and respond to feedback and concerns submitted by patrons and community members.

**What is the difference between a commissioner and a board member/trustee?**
Boulder Public Library commissioners are volunteers appointed by the City Council as an advisory body to the library director and the council. In other jurisdictions, a library board or a board of trustees governs the library system.

**What is it like to be on an advisory commission?**
Advisory roles in the City of Boulder are essential positions that contribute to the stewardship of our community institutions and values. These positions require a depth and breadth of knowledge of issues shaping Boulder. Advisors are an interface to the public for the institutions that they serve. These roles necessitate a willingness to advocate and be out in front. To be committed but not single minded. To work in a flexible way with others around a diversity of opinions, agendas and outcomes.
Commission Memo
Meeting Date: November 2020 – via Zoom

Library Commission update
a. Discuss, amend, and approve a letter to City Council regarding the Library District to submit November drafted Juana and Joel.
b. Outline an annual letter to City Council about priorities to submit in December drafted by Jane and Joel.
c. Items from Commission
   i. Ongoing outreach efforts – report on contacts with Council
d. Updates from commissioners representing the Commission in other venues (verbal)
   i. Boulder Library Foundation (BLF) update (Sykes Wilson/Koenig)

Letters and emails to Commission – this email was redirected to David Farnan who responded:

On Wednesday, October 7, 2020, 12:58:19 PM MDT, Liz Vaillancourt <elizabethramaker@hotmail.com> wrote:

Thank you both for taking the time. I did not realize they received a grant! Yes I was reading about the budget and I know there is a funding shortfall. We love Boulder library and use it a lot. Just figured it never hurts to ask. I really appreciate your time and thank you for doing all that you do! Take care!

Liz

From: Farnan, David <FarnanD@boulderlibrary.org>
Sent: Wednesday, October 7, 2020 12:28 PM
To: juana gomez <juanamargarita@yahoo.com>; Liz Vaillancourt <elizabethramaker@hotmail.com>
Subject: Re: Library Tutoring

Juana - Thank you for sending this along.

Liz - Thanks for the inquiry. Boulder Public Library is looking at various virtual one-on-one tutoring programs, including Brainfuse. As Juana mentions, we have had the tool in the past. I have used it and it is quite good. Longmont Public Library received a federal grant to implement theirs during COVID crisis. We have not been as fortunate. As I am sure you must have heard, we have had to reduce annual library funding by approximately $1.5M this year and next due to projected City of Boulder revenue shortfalls brought on by the pandemic. Even still, we are pursuing grants as well and examining ways to spend what resources we have left in the most helpful and efficient way possible for the public. Your input on a request for tutoring tools is deeply appreciated.

Sincerely,
David

From: juana gomez <juanamargarita@yahoo.com>
Sent: Wednesday, October 7, 2020 5:01 AM
To: Liz Vaillancourt <elizabethramaker@hotmail.com>; Farnan, David <FarnanD@boulderlibrary.org>
Subject: Re: Library Tutoring

External Sender
Hello, Liz,

Thank you for your note. In this response I am including David Farnan, director or BPL.

You are right that our library partners with the school district on many projects. David can best answer your questions.

Best regards,

Juana Gomez

On Tuesday, October 6, 2020, 9:02:32 PM MDT, Liz Vaillancourt <elizabethramaker@hotmail.com> wrote:

Hi!
I wasn't sure who to contact but Longmont Library is doing this: https://www.longmontcolorado.gov/departments/departments-e-m/library/just-for-teens/homework-help

I understand that BPL offered a service like this a few years ago that was underutilized, but seems like something like this would be so awesome for BVSD kids right now, especially in the name of equity. A partnership with BVSD? You may have already considered something like this, but in case you haven’t. I know it’s not only my kids who are struggling/falling behind and I’m very concerned for the kids/families that have no resources.

Thanks,
Liz Vaillancourt

-didn’t know who to contact about this so just pulled your name 😊
2021 Library Closure Information
The 2021 library closures for holidays, furlough days, and staff training are listed on the library website.

North Boulder Branch Library Update
The project managers from the Library and FAM held a site walk for interested firms on Oct. 7, 2020. Several contractors were present for the site walk. Submissions are due on Oct. 27, 2020 in response to the Request for Qualifications. The design team will evaluate the proposals and identify a short list of contractors who will be invited to interview and submit a bid for construction services. The team anticipates that a general contractor will be selected and the contract finalized with the City in the first quarter of 2021 and that construction will begin second quarter of 2021.

The design team continues to work internally with teams from Parks, Stormwater Management, Community Vitality and others to define how the site and facility will be activated and maintained. The team is continuing to work with the Library’s grants team and the Boulder Library Foundation to seek additional funds for currently unfunded amenities like: the makerspace, the outdoor learning garden, and the children’s playground.

Update on Current Library Services
The Main Library has been open now about as long as the carryout service was offered. Tim McClelland, Patron Services Supervisor submitted the following stats and information about the Call Center and Ask-a-Librarian Service. Use of both services peaked in July with Main and MDWS (then newly open) for carryout appointments. Since then, demand has leveled-off and staffing has increased, so response times are back at the usual levels for both services.

Ask a Librarian (AAL)
Pre-August 3, 2020:
- From March 14 to August 2, 2020 library staff answered 1,804 questions online- that’s 12.7 questions per day.
- July was the busiest month with 612 questions (19.7 questions per day) submitted (mostly carryout questions with Main and MDWS both open at that point).
- Wednesdays were the most popular day to submit a question with 37 more questions than Tuesdays
- The weekends were the slowest on AAL with Saturday and Sunday having the exact same number of questions submitted during the time period.
- Questions were submitted every hour of the day during this period, with 5 a.m. being the least active- only 3 questions.

Post-August 3, 2020:
- From August 3 to October 22, 2020, there were 964 questions submitted and answered through AAL - 12.05 questions per day.
- August was the busiest month since re-opening with 388 questions submitted.
- Wednesday continued to be the most popular day to submit a question and the weekends are the slowest.
Questions were submitted every hour of the day during this period, with 1 a.m. to 5 a.m. being the least active—only 2 questions apiece.

Call Center
May 18 through August 2, 2020:
- 3,986 calls answered between May 18 (when carryout began at Main) and Aug 2 - that’s 77 calls a day.
- Total staff time spent on calls was more than 205 hours!
- Average call time was 2 minutes, 47 seconds.
- Average wait time was 3 minutes, 26 seconds.

August 3 through October 21, 2020:
- 5,096 calls answered during this time- that’s 64 calls a day.
- Total staff time spent on calls was more than 270 hours!
- Average call time was 3 minutes, 32 seconds. Some Dial-a-Patron questions with older adult patrons are included which bumps up call time.
- Average wait time back down under 30 seconds (at pre-pandemic levels).

Update from Volunteer Services
Kate Kelsch, Volunteer Coordinator and Christine Burke, Volunteer Specialist submitted the following information about activities coordinated by Library Volunteer Services.

Home Delivery Program
For many years, Boulder Public Library has delivered library materials to patrons who are not able to get to the library through the Home Delivery Program. During the COVID-19 pandemic, demand for the service has increased by 60 percent and library staff and volunteers are currently providing service to 100 patrons. Typically, this service is exclusively supported by volunteers, library staff members have helped provide the service to more patrons due to the rapid increase in demand.

Volunteer Services recently received 44 applications from volunteers interested in participating in the home delivery program during a recent recruitment! Thirty-five of these volunteers are receiving training and will be matched with a patron during the next couple of weeks allowing the staff members who have been supporting program to return to other library roles.

Books Donated to Community Agencies
During normal times, the library accepts donated thousands of books from community members. A team of volunteers sorts, evaluates, and organizes these donations to sell for $1 or $2 each at the used bookstore in the Main Library. During the pandemic, the bookstore has been closed and the donations began to accumulate reaching the capacity of the sorting/holding area.

Volunteers Services staff saw a need for reading materials by community members who have been isolated during the pandemic or are otherwise in need. The staff and volunteers coordinated with local community agencies to donate more than 50 boxes of books (approximately 2,000 books) to senior resident facilities and educational programs that reach under-resourced community members. Twenty boxes of donated books were provided to BVSD and are being distributed to children whose families
participate in the food distribution program. Additionally, books have been provided to eight senior facilities, several little libraries in the city, and other programs that reach young children.

**Family Play Festival Thank You**
You may be interested in reading the following thank you message sent by Kate Kelsch, Volunteer Services Coordinator to volunteers who supported this year’s Family Play Festival.

Hello Volunteers who helped with Family Play Festival,

Thank you all so much for your part in making the Family Play Festival possible and accessible to our community!!! With your help, we were able to provide approximately 200 kits to families in our community to engage their children in early literacy skills and provide caretakers/parents with resources to support their children during these times. We also have had caregivers participating all week in online programs to learn about agencies in the community and how to support their children in terms of literacy and other areas during these times. Thank you for being part of making this program possible and to our staff in creating a very comprehensive and engaging program!

See the photo below for a small view into the joy you have provided kids (and parents) during this COVID time. 😊

And, just to give you a sense of our volunteers’ amazing contribution - nine of you cut, piled, organized and collated over 1,400 materials to make these kits. Together you gave over 60 hour in the production of Family Play Festival kits plus 18 hours more for distribution. And, another seven of you braved wind, cold, changes in table location and even a tent lifting off in the air to distribute the Family Play Festival kits to our families. Fantastic and selfless work.

Thank you for coming together for our families and young children! We feel great appreciation to each of you for stepping up to help during this time and for helping support our families with young children through your work!
With gratitude from all of us at the library,

Kate

City of Boulder 2021 Library Budget Update and Library’s 2020 Second Adjustment to Base (ATB) Request

The 2021 library operating budget was approved with an additional $100,000 restored by City Council during Second Reading of the 2021 Recommended City of Boulder Budget on Oct. 20, 2020. The total approved 2021 library budget is $7,886,202. $100,000 are one-time capital funds from the Library Fund to reconfigure the public spaces at the George Reynolds Branch Library.

The additional $100,000 from City Council will be used to partially restore service levels for children and families at the Main Library as pandemic health and safety restrictions permit. This includes reinstating some of the library specialist FTE cut in Public Services and Youth Services workgroups.

Several adjustments were requested for the second ATB for the 2020 budget totaling $707,325. These adjustments are to appropriate grant funds received in 2020 or carried over from 2019, revenues generated in 2020, and to appropriate the balance of the library’s contribution to the north Boulder branch library project.

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<th>Source</th>
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<tr>
<td>Grants (2019 BLF carry over, Warner Trust, Hot Spot program)</td>
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<td>Revenue from Overdrive cost sharing</td>
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<td>North Boulder branch library project</td>
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