

RECORD OF PROCEEDINGS

MINUTES OF THE REGULAR MEETING OF THE BOARD OF TRUSTEES

OF THE

BOULDER PUBLIC LIBRARY DISTRICT

Held: Tuesday, July 18, 2023, at 6:00 p.m. at Boulder Public Library, 1001 Arapahoe Avenue, Boulder, Colorado.

Attendance

The regular meeting of the Board of Trustees of the Boulder Public Library District was called and held as shown above in accordance with the statutes of the State of Colorado. The following Trustees, having confirmed their qualifications to serve on the Board, were in attendance:

Katharine (Joni) Teter
Benita Duran
Jennifer Yee (via Zoom)
Cara O'Brien
Sylvia Wirba (via Zoom)
Sam Fuqua (via Zoom)
Doug Hamilton

Also present were Kim J. Seter, Esq., Marissa Peck, Esq., and Kelly Hansen, Legal Assistant, from Seter & Vander Wall, P.C.; David Farnan, Director of the Boulder Public Library; and Jennifer Phares, Boulder Public Library. Jennifer Phares assisted with the operation of the remote attendance. Juan Jiménez, Laura Hankins, Aimee Schumm, Sophia Surage, Celia Seaton, Antonia Gaona, Tim McClelland, Jaime Kopke, Adriana Boniakowski, and Kate Kelsch, employees of Boulder Public Library were also present, in addition to James Freely, a member of the public.

Call to Order

Trustee Teter called the meeting to order at 6:02 p.m. noting that a sufficient number of appointed trustees were present to create a quorum authorized to act on behalf of the District.

Public Comment

James Feeney, retired computer engineer, shared that he enjoys using the Library's maker spaces for tech projects but that he wonders about the sustainability of having multiple makers spaces throughout Boulder competing for funding. Mr. Feeney also expressed a desire to learn more about the relationship between the District, the City, and the Library Foundation.

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Trustee Teter explained that the District is currently working on building out its infrastructure so that it can officially separate itself from the City by the end of the year. Trustee Teter also discussed the Library Foundation's role in providing funding to the Library.

Following another question from Mr. Feeney, Trustee Teter explained that the current Library District Board of Trustees would remain in place, maintaining its decision-making power, following the transition from the City in 2024.

Lastly, Ms. Gaona provided Mr. Feeney with an update on the North Bolder Branch Library, explaining that all funding is secured, that construction commenced, and that the Library anticipates an opening date likely in May or June 2024.

Review and Consider
Adoption of 2018-2028 BPL
Master Plan

Ms. Jennifer Phares introduced the Boulder Public Library Master Plan ("BPLMP"), which is a 10-year plan adopted in 2018. The BPLMP outlines steps to be taken by library staff to establish the Boulder Public Library as a centerpiece of the community and as a destination for human connection, lifelong learning, civic engagement and creative exploration.

The BPLMP goals are organized under four themes – Programs and Services; Facilities and Technology; Building Community and Partnerships; and, Organizational Readiness– with individual objectives under each theme prioritized based on three levels. Those levels are: Maintain Service Levels (or the Fiscally Constrained Plan), Address Community Demand (or the Action Plan), and Service Expansion (or the Vision Plan). While the Library is on track to achieve all the goals laid out in the Master Plan by 2026-2028, many of the ballot items the voters considered when approving the creation of the District are unachieved goals pulled from the BPLMP, and thus must be a District priority.

- Programs and Services
 - o Services

Mr. McClelland discussed the Library's achievements with regard to services, and shared ways in which the Library responded to community feedback that there were obstacles to using the Library. This included removing daily overdue fines, waiving existing fines, implementing automatic renewals on checked out items without holds, and increasing the hold limit from 10 to 25 items. Before implementing these changes,

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approximately one third of all cardholders had fines on their accounts. Waiving these fines has greatly improved both user and staff experience.

While the onset of COVID-19 delayed the achievement of Master Plan goals, the Library was able to quickly pivot to meet the community's needs through the provision of online story times, their dial-a-story line, the provision of digital library cards, and their dial-a-senior program. The Library also launched a carry-out hold service as well as a homebound delivery service to get physical materials in people's hands. Post-pandemic, the Library is partnering with the Boulder Valley School District ("BVSD") to implement their Student 1. The Student 1 program provides BVSD students (approximately 19,000 students in total) with access to library services using their student ID number.

Mr. McClelland explained that the Master Plan goal to provide uniform levels of service at the Main Library and all branches is yet to be fully achieved. In large part, this is due to challenges around providing adequate programming services in face of growing demand. Progress on this goal includes the hiring of two bilingual Library coordinators to expand programming and outreach efforts and adding branch librarians at the Meadows and George Reynolds locations.

o Collections & Acquisitions

Ms. Hankins discussed the Library's collections achievements, which have focused mainly on expanding services and resources for older adults and Spanish-speakers. COVID-19 forced the collections department to pivot towards electronic offerings as waiting lists and demand for digital materials ballooned. To meet community demand, the Library provided Libby/Overdrive access users without library card numbers. To mediate children's learning loss during the pandemic, the Library purchased access to a homework help database, Brainfuse.

Outside of the pandemic, the Library offers classes to staff which teach how to use and navigate all forms of Library resources. This includes the collections department, which is not particularly active in programming. which teach staff how. Ms. Hankins also emphasized the Library's weekly tech drop-ins at the Meadows Branch and Main Library to help community members with their technology related questions and issues. In partnership with the Age Well Center, the Library

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also provides classes for older adults that bring awareness to the wealth of online resources available through the Library.

Ms. Hankins discussed the Library's focus on developing book lists and displays through an EDI lens to ensure that all points of view have a place in the Library. Lastly, Ms. Hankins discussed the Library's intent to be a "Library of Things" through its cultural pass, wifi hotspot, and book-a-bike offerings. An ongoing goal for the collections department is to address the long wait times on many digital materials, which is especially challenging as many publishers are phasing out one-time purchases of digital materials and opting for materials that expire after 12-24 months and/or a certain number of check-outs. Ms. Hankins also noted that her department will be purchasing the North Boulder Branch Library's collection soon.

- Programs and Events

Ms. Kopke discussed the Library's achievements regarding programs and events. Under the Master Plan goal to provide resources and facilities to encourage civil civic dialogue, Ms. Kopke pointed to the Library's pilot "civic soup" program, partnerships with CU's History Department and the Conference on World Affairs, and the One Book One Boulder program. Under the Master Plan goal to activate outdoor spaces, Ms. Kopke emphasized the success of the edible learning garden and the native plant and pollinator garden at the Main Library as well as the learning garden at the George Reynolds Branch. Under the Master Plan goal to promote climate resiliency and sustainability, Ms. Kopke emphasized the suite of seed to table programming, the climate activist in residence program, and the score of maker and STEAM programs. Master Plan goals still to come include activating the Canyon Theater as well as expanding maker space offerings.

- Facilities and Technology
 - I.T.

Ms. Schumm discussed the changing role of the innovation and technology department (or e-services), stating that the department will be taking over everything related to I.T., including all the enterprise support currently provided by the City.

Many of the technology related goals in the Master Plan center around improving mobile technology. To achieve this, the Library reduced the number of desktop computers and replaced

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them with laptops as well as increased the number of hotspots available for checkout from 12 to 47 hotspots. Ms. Schumm remarked that the Main Library has been voted “best wifi” for remote workers by Boulder Weekly for several years in a row. With the support of the Library Foundation, the Library partnered with BVSD, the City’s Community Connectors, Human Services, and Twitter to provide over 450 hotspots, 280 Chromebooks, and 78 iPads to members of the Boulder community between 2020 and 2021. Ms. Schumm reported that her department completed a technology strategic plan in 2020 to identify ongoing technology related goals such as increasing accessibility and becoming more proactive in addressing technological needs.

- Safety and Security

Ms. Schumm discussed measures taken for improving safety and security in the Library including the launch of a staff training program for responding to emergency situations, staff building tours that highlight fire extinguishers, fire poles, emergency exits, etc., and improvements in security camera and handheld radio coverage.

- Facilities

Ms. Gaona discussed achievements regarding facilities. Firstly, the Library increased the budget for cleaning and maintaining furniture from \$0 to over \$130,000 leading to a significant improvement in the cleanliness and functionality of Library facilities. Ms. Gaona highlighted the refresh and reconfiguration of both the Meadows and George Reynolds Branch Library locations as well as the complete remodel of the public restrooms at the Main Library. Additionally, having in-house security and increased police walk-throughs resulted in a much safer environment for staff and patrons. Newly acquired training materials assist staff in adequately addressing the needs of those experiencing homelessness. Ms. Gaona discussed the Library’s intent to increase accessibility, conduct a facilities assessment, bring facilities management in-house, and acquire a space for the Gunbarrel Branch Library.

- Community Building and Partnerships

Ms. Kelsch discussed achievements concerning community building and partnerships. One of the goals outlined in the Master Plan is to expand outreach to underserved communities and cultivate awareness of the breadth of services that the Library offers. Being that there are no dedicated outreach staff positions, Ms. Kelsch hopes to expand in this area. In addition to working with one-on-one literacy tutors, the Library also offers Career Online High School, a Spanish equivalency high

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school program, an English dialogue program, and a reading buddy program. Ms. Kelsch shared that her department is working on a literacy and outreach strategic plan, to be finalized in the fall, involving 40 representative from organizations across the community, 15 staff members, and 125 members of the community. Another piece of the Master Plan centers around expanding and strengthening the Library's volunteer services area. Each year the Library has between 650-1,000 volunteers, providing a model for volunteerism throughout the City. The Library also conducted a volunteer survey, with 93% of respondents being satisfied or very satisfied with the volunteer services. Cultivating teen advisory committees holding online teen summits, implementing an LGBTQ+ book club called book Queeries, and hiring a new teen intern are all steps towards achieving the Master Plan goal to activate teen involvement in the Library.

Trustee Duran inquired about the Library's efforts to support neurologically diverse patrons. Ms. Hankins stated that the collections department is purchasing far more large-print books for those with language processing disorders such as dyslexia. Ms. Gaona also discussed the Library's sensory-friendly story times and the Every Child Ready to Read training.

Trustee Yee asked how the Library tracks their progress against the Master Plan. Ms. Phares explained that staff participate in quarterly meetings every year to discuss progress on Library goals. The Library also provides an annual report every year to the Library Commission with updates on Master Plan progress.

In response to a question from Trustee Yee regarding whether the expansion of the Library service area will allow the St. Vrain Valley School District ("SVVSD") to be included in the Student 1 program, Mr. McClelland explained that the Library will need to expand their MOU with BVSD to include SVVSD.

Trustee Wirba asked if there are any areas in the Master Plan that are currently behind schedule. Mr. Farnan identified outreach as an area that needs more work.

Trustee Duran motioned to approved the 2018-2028 Master Plan for the Boulder Public Library. Upon second by Trustee O'Brien and unanimous vote, the Board approved the Library Master Plan.

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Approval of Minutes of May 16, May 23, and May 30, 2023

Trustee Wirba requested that the Trustee who seconds a motion be named in the minutes and the Board agreed. Mr. Seter agreed to implement those changes. The Board deferred any action on minutes for the following meeting.

Director Update

Mr. Farnan provided the Board with updates, stating that the facilities report will be completed on Friday, and before the Board within the next two weeks. The financial modeling will be ready for Trustee review within the next two weeks as well. Ariel Consulting will be attending the Board of Trustees meeting next week for a meet and greet. Mr. Farnan stated he will be soliciting the Trustees' feedback on a benefits broker RFP soon.

Staffing Subcommittee Report – Employee Survey Results

77 of 81 employees completed the staff survey circulated a few weeks ago. Health care, dental care and continuity of PERA benefits all rated highly on employees' priority lists in terms of benefits.

Trustee Teter asked if the District would be able to match supplemental retirement savings in addition to PERA. Mr. Farnan stated that because the health care benefits will be approximately \$2,000,000 and PERA benefits approximately \$1,500,000, he is not sure there are adequate funds available to do so.

Regarding paid leave, Mr. Farnan stated that staff is evenly split in terms of adopting the City's vacation/sick leave model vs. a paid time off ("PTO") model.

Attitudes towards merit pay are divided. Some employees see it as the best mechanism for motivation and rewarding hard work while others see it as open for abuse and a means for supervisors to award employees they like and punish those they do not.

Staff are also divided in terms of hybrid work policies. Mr. Farnan is exploring different options and anticipates including a remote work policy in the employee handbook. Mr. Farnan anticipates that the District will be able to offer all employees at least one day of remote work per month, potentially more.

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Communications
Subcommittee Proposal –
RFP Scoping for
Communications Consultant
for 2023

Trustee O'Brien discussed publishing an RFP for a communication strategic plan consultant. Given different ideas about when and how such a consultant might be helpful, the Board deferred action on a communications consultant RFP indefinitely.

Subcommittee Updates

None.

Trustee Matters – Special
Meetings

Trustee Yee motioned to set the date of special meetings on August 1, August 8, August 22, and August 29. Upon second by Trustee Hamilton and unanimous vote, the Board approved the August special meeting dates.

Legal Status Report

Mr. Seter updated the Board on the IGA, stating that he implemented last week's changes to the Agreement. Mr. Seter provided the draft County agreement to the Trustees but explained that no further action was needed at this time.

Adjournment

There being no further business to come before the Board, and upon motion duly made, seconded and unanimously carried, the meeting was adjourned at approximately 9:09 p.m.


Secretary for the Meeting
