



# Board of Trustees Regular Meeting Agenda

Douglas County Libraries  
Wednesday, April 29, 2020  
5:00 P.M.  
Remote Call-In

## CALL TO ORDER

Presiding: Ron Cole, President

**NOTICE** *This meeting was noticed in compliance with both Colorado Open Meeting Law and the Douglas County Libraries Bylaws.*

## ATTENDANCE

## PUBLIC COMMENTS

## APPROVAL OF MINUTES

**Page 4**

**MOTION TO APPROVE:** Special Meeting April 9, 2020

Pages 5-6

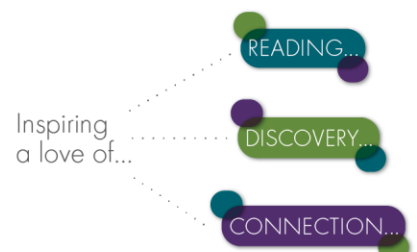
## DISTRICT BUSINESS

**Page 7**

*Do any board members have a conflict of interest to disclose regarding any of the below matters? If so, please recuse yourself, and return to the meeting after discussion has ended.*

- Personnel Committee – Proposed Changes to Policy
  - **MOTION TO ADOPT:** Disruptive Patron Page 8
  - **MOTION TO ADOPT:** Issue (Problem) Resolution Page 11
    - **MOTION TO ADOPT** Issue Resolution Board Procedure Page 13
- Quarterly Investment Report Page 14
- First Quarter Financials – Handed out at Meeting
- COVID Reports (Week of 4/8-4/14) Pages 15-23
  - Executive Session for Personnel Matters during COVID-19

## GO INTO EXECUTIVE SESSION



## RETURN TO OPEN MEETING

Continue COVID Reports (Week of 4/15-4/21)

Pages 24-31

- **MOTION** for re-opening

Page 32

## TRUSTEE COMMENTS

## UPCOMING BOARD MEETINGS

### Currently Scheduled:

1. **Board Meeting**: May 27, 2020, Douglas County Libraries in Castle Rock, Castle Rock Bank Meeting Room East, 7 p.m. (Dinner at 6:30 p.m.)
2. **Board Study Session**: May 27, 2020, Douglas County Libraries in Castle Rock, Castle Rock Bank Meeting Room East, 5 p.m. - 6:30 p.m.

## OTHER BOARD CALENDAR ITEMS

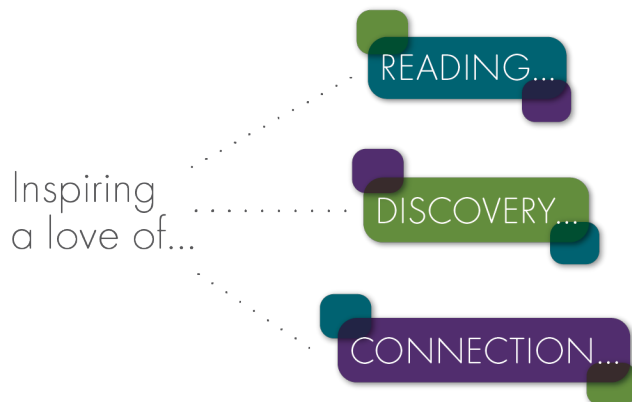
1. **Partnership of Douglas County Governments Meeting**: May 20, 2020, Douglas County Government, Douglas County Events Center, 7:00 a.m. - 9:30 a.m. **Cancelled.**

## ADJOURN



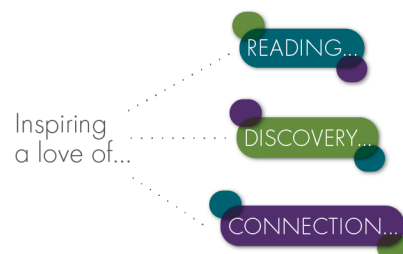
## Board of Trustees

**Regular Meeting  
April 29, 2020**



#	Item	
1.	Minutes	Special Meeting April 9, 2020

**MOTION:** I move to accept the April 9, 2020 special board meeting minutes as presented



DOUGLAS COUNTY LIBRARIES  
Special Board of Trustees Meeting  
April 9, 2020  
ZOOM

President Cole called the regular meeting to order at 4:00 p.m.

This meeting was held and was noticed in compliance with both Colorado Open Meeting Law and the Douglas County Libraries Bylaws.

The following were present:

**TRUSTEES:** Suzanne Burkholder, Ron Cole, Daniel Danser, Sean Duffy, Meghann Silverthorn, Dawn Vaughn and Louise Wood

All trustees were present. A quorum was present.

**STAFF:** Bob Pasicznyuk, Dave Anderson and Patti Owen-Delay

**PUBLIC:** John Gilbert

**PUBLIC COMMENT:** None

**APPROVAL OF MINUTES**

**MOTION 20-04-01SP:** Duffy moved and the motion carried unanimously to approve the minutes of March 26, 2020, as presented.

**DISTRICT BUSINESS**

No one declared a conflict of interest.

- Executive Session for Personnel Matters during COVID-19  
**MOTION 20-04-02SP:** Cole moved and the motion carried unanimously to enter into Executive Session for the discussion of: Personnel Matters C.R.S. §24-6-402(4)(f)

The board moved into Executive Session.

**RETURN TO OPEN MEETING**

For the record, if any person who participated in the Executive Session believes that any substantial discussion of any matters not included in the motion to go into the Executive Session occurred during the Executive Session, or that any improper action occurred during the Executive Session in violation of Colorado Open Meeting Law, I ask that you state your concerns for the record. Seeing none, the next agenda item is:

- Personnel Meetings with Director

- The board approved having Board President Cole and Personnel Committee Chair Silverthorn as the trustees who will meet with the Director for these check-in meetings every other month.
- Castle Rock – Philip S. Miller Library Renovation
  - Director’s Report - Project Scope & Forecast  
Pasicznyuk reviewed and discussed his report with the board.
  - Financial Forecast  
Anderson reviewed revenue forecasts with the board.
- COVID-19 Reports – For reporting only.

**TRUSTEE COMMENTS:** None

#### **UPCOMING BOARD MEETINGS**

- **Suggested Meeting Updates:**
  - Cancel Board Retreat on May 2, 2020 - approved
  - Change April 16 meeting to Personnel Committee meeting - approved
  - Add April 23 COVID-19 Board Meeting – approved

#### **Currently Scheduled:**

1. **Special COVID-19 Meeting:** Weekly, April 16, 2020, 4 p.m. via Zoom
2. **Board Meeting:** May 27, 2020, Douglas County Libraries in Castle Rock, Castle Rock Bank Meeting Room East, 7 p.m. (Dinner at 6:30 p.m.)
3. **Board Study Session:** May 27, 2020, Douglas County Libraries in Castle Rock, Castle Rock Bank Meeting Room East, 5 p.m. - 6:30 p.m.
4. **Board Annual Retreat:** May 2, 2020, Douglas County Libraries in Highlands Ranch, Event Hall A, 9 a.m. - 4 p.m.

#### **OTHER BOARD CALENDAR ITEMS**

**Partnership of Douglas County Governments Meeting:** May 20, 2020, Douglas County Government, Douglas County Events Center, 7:00 a.m. - 9:30 a.m. **Reported to be canceled.**

The meeting was adjourned at 5:36 p.m.

Respectfully submitted,

Louise Wood, Board Secretary  
Minutes prepared by Patti Owen-DeLay

Item	Preparatory Work	Motion
Disruptive Patron Policy	Review the proposed changes to the Disruptive Patron Policy for adoption. Code of Conduct is included for your information only. No action needed with Code of Conduct.	I move to adopt the Disruptive Patron Policy as presented.
Problem Resolution Policy	Review the proposed changes to the “Problem Resolution Steps Policy” for adoption. And review the Board Issue Resolution Procedure for adoption.	I move to adopt the Issue Resolution Policy as presented.  I move to adopt the Board Issue Resolution Procedure as presented.
Quarterly Investment Report	Review the investment report. By policy the Board receives these for review and discussion on a quarterly basis.	No action required
COVID Reports	Review for weekly updates.	No action required
Motion for re-opening – Request for Approval (RFA).	Consider the request in the RFA for a motion to set parameters to allow for re-opening once mandates are lifted.	I move to allow the Executive Library Director re-open Douglas County Libraries upon lifting of local, state or national mandates, and to do so in a manner that complies with any restrictions imposed by local, state or national authorities. It is understood that such re-opening will be subject to necessary safety protocols, including sourcing needed protective or sanitary equipment, building access restrictions, or social limitations.

## ACCESS

### D. DISRUPTIVE BEHAVIOR

Disruptive behavior endangers perpetrators or others, infringes on the rights of others using the library, or is illegal. This includes, but is not limited to, any behavior that results in damage or disruption of library property or services.

Staff will take action to stop disruptive behavior matching the District's response to the severity or safety risk of the behavior. Notifying patrons to stop their behavior, contacting law enforcement, curtailing access to library resources, or banning a patron's use of the library are all customary responses to disruptive behavior.

Individuals banned from use of the library may appeal the ban by sending a written request to the Library Director. The Library Director, a director, or a manager shall respond within ten (10) days of an appeal. Should the individual choose to appeal the ban, he or she may make an appeal to the Board of Trustees within thirty (30) days of the Library Director's decision. The Board will issue its decision within sixty (60) days of receipt of the appeal. The decision of the Board on the appeal will be final.

#### Proposed Change:

## ACCESS

### D. DISRUPTIVE BEHAVIOR

Disruptive behavior endangers customers or staff, infringes on the rights of those using the library, or is illegal. This includes, but is not limited to, any behavior that results in damage or disruption of library property or services.

Staff will maintain a written Customer Code of Conduct to outline expected behavior when using district facilities or attending district events. Notifying customers to stop their behavior, contacting law enforcement, curtailing access to library resources, or banning a customer's use of the library are all customary responses to disruptive behavior.

A customer may appeal a ban by sending a written request to the Executive Library Director. The library shall respond within ten (10) days of an appeal. Should the individual choose to further appeal the ban, he or she may make an appeal to the Board of Trustees within thirty (30) days of the library's decision. The Board will issue its decision within sixty (60) days of receipt of the appeal. The decision of the Board will be final.



## Douglas County Libraries Customer Code of Conduct: General expectations of behavior in the library

**Note: The board is not adopting this – this is internal procedure shared as example.**

### Summary:

Douglas County Libraries is a welcoming and comfortable place and service for everyone. Customers are expected to observe the rights of other customers, staff, and volunteers. This code of conduct intends to protect the rights and safety of library customers and staff as well as protect library property.

The [Douglas County Libraries Bylaws & Policies](#) broadly set forth the basis for the library's administration and procedure. This code of conduct is in furtherance of the [Douglas County Libraries Disruptive Behavior policy](#).

### Detail:

The list below gives examples of unacceptable behaviors that could disturb others, disrupt regular operations and activities, harm or endanger the library's property, or threaten the rights, health, and safety of library patrons, staff, and volunteers. This list is not intended to be exhaustive:

- **Alcohol/Drugs/Intoxication:** Use of or under the influence of alcohol, illegal drugs, and/or medical or recreational marijuana. An exception to this is for alcohol served at events managed through Douglas County Libraries in accordance with the Alcohol Policy.
- **Camping; Parking Lot Misuse:** Overnight camping or parking is not permitted on library property. Using the parking lot for purposes unrelated to visiting the library and using its services is not permitted.
- **Disorderly Conduct:** Disrupting the flow of library operations or interfering with the use and enjoyment of the library by others; repeatedly challenging or confronting staff; engaging in any of the following:
  - **Verbal Abuse:** Using language, words, expressions, gestures or other behavior that is intimidating, hostile, loud, abusive, offensive, rude, vulgar, or demonstrates a lack of civility to others.
  - **Physical Abuse:** Behaving in a threatening, intimidating, or violent manner toward any person, or acting in a manner that creates the potential of physical injury to oneself or others, and any form of unwanted contact.
  - **Other Inappropriate Activities:** Engaging in activities including but not limited to loud social interaction, bathing, shaving, shampooing, washing or drying of clothes or utensils, meal or food preparation.
- **Failure to Comply:** Failure to comply with any directive of library staff.
- **Identity Theft:** Obtaining, possessing, transferring or in any way using the identifying information of another without that person's consent, including using multiple library cards, or another person's library card without prior permission.
- **Inappropriate Attire:** Failure to wear a shirt or other covering of the upper body; pants, shorts, skirt, or other covering of the lower body; or shoes or other footwear.
- **Legal or Library Policy Violations:** Violating any federal, state, or local laws, Douglas County Libraries policy, Code of Conduct or rules for usage of materials, computers, or other library property.
- **Misuse of Computers:** Using library computers to engage in illegal activities, or to publicly view sexually explicit or pornographic materials.
- **Unattended Children and/or Dependent Adults:** Children and dependent adults should remain in the immediate vicinity of and in visual range of a parent or caregiver.
- **Panhandling:** Panhandling or engaging in any kind of unauthorized sales.
- **Poor Hygiene:** Posing a health, safety, or sanitary risk, or having bodily hygiene that is offensive so as to constitute a nuisance to others and unduly interfere with others' use of the library or damages library property.

## Douglas County Libraries Customer Code of Conduct: General expectations of behavior in the library

- **Property Damage:** Destroying, damaging, defacing, or vandalizing library, or threatening to damage such property in any way.
- **Sexual Misconduct:** Engaging in any action that is sexually inappropriate or offensive including but not limited to lewd or lascivious or otherwise unwelcome behavior, indecent exposure, sexual battery, touching one's self or others inappropriately, or publicly displaying any pornographic or sexually explicit materials whether in photographic, graphic, or animated form which does not relate to medical research or would otherwise be considered obscene by contemporary community standards.
- **Shopping Carts and Wheeled Conveyances:** Customers may have with them no more than one shopping cart or item of wheeled luggage. Skates, rollerblades, skateboards, and scooters must be carried while on library property. Bicycles should remain outside of library buildings.
- **Sleeping:** Prolonged sleeping that impedes others from using library spaces or resources.
- **Smoking:** Smoking and electronic smoking devices or use of tobacco products anywhere inside the library or within 50 feet of the library building.
- **Theft:** Concealing library materials or property on library premises, theft, or other attempts to convert library property to personal use.
- **Threats:** Communicating a threat of harm to any person or property including customers, library staff members, and volunteers.
- **Unauthorized Promotions:** Conducting surveys, distributing leaflets, or circulating petitions inside the library building is not permitted; promotions outside the library should not impede entry to or exit from the library for other customers; notices should not be posted on bulletin boards without prior staff approval.

The library determines whether anyone is in violation of this code of conduct or other library procedures. Misconduct may lead to verbal and written warnings, explanations, and written copies of library policies and procedures. Depending upon the seriousness of the violation, staff members may ask an individual to stop prohibited behavior, leave the premises immediately, summon law enforcement for assistance, or pursue other legal action, either with or without a prior warning.

***Human Resources Policy*****B. Personnel Policy*****6. Problem Resolution Steps***

Problem Resolution Steps are outlined in the District's Employee Handbook. Once those steps have been taken, if a decision comes before the Board, the Board is the final authority for the District.

**Proposed Change:*****Human Resources Policy*****B. Personnel Policy*****6. Issue Resolution***

Issue Resolution is outlined in the District's Employee Handbook. Other than issues that fall under the Whistleblower policy and/or involve the Executive Library Director, the Executive Library Director is the final authority for issue resolution for the District.

Issues involving the Executive Library Director or board members are referred to the Board President, or if involving the Board President, the Board Vice-President. The Board President or Vice-President must refer those issues to legal counsel for consultation and investigation. The Board President or Vice-President will decide resolution, either based on legal counsel advice, or by bringing the matter before the full board for action. The Board President or Vice-President must communicate the resolution of investigations to the claimant, the board, and the Executive Library Director.

**Note: The board is not adopting this – this is internal procedure shared as example.**

### ***Issue Resolution Procedure***

The District recognizes that on occasion work-related problems and issues occur.

- The District expects all employees to comply with applicable laws, the District's ethics, policies and values.
- Certain types of issues require the employee inform their supervisor and human resources such as violence, sexual harassment, other violations of law or violation of the District's ethics and policies. The District expects employees to share legal, policy or ethical issues of which they are aware with a supervisor, manager, director and/in compliance with the District's Whistleblower policy.  
In keeping with DCL core values, the District expects employees to develop the ability to directly resolve workplace conflict and strongly encourages employees to engage in open, respectful discussion as a first step in seeking resolution regarding non-Whistleblower issues.
  - District supervisor's and human resources are available to assist employees with effective issue resolution.
- The District expects employees to bring issues forward to their supervisor or human resources in a timely manner if unable to effectively resolve a workplace issue.
- **Harassment, violence and all others types of intimidating, derisive or similar behaviors are prohibited at DCL. All employees have an affirmative obligation to report matters regarding any type of harassment to their supervisor, manager or human resources.** Supervisors and managers have an *even greater obligation* under the law to report harassment-related matters *to human resources*.
- In assisting with issue resolution, human resources will decide the best course of action in seeking resolution. E.g., peer review, arbitration, mediation, formal investigation etc.
- In cases where the employee is unsatisfied with the final outcome of an inquiry or investigation, s/he can bring the issue to the Executive Library Director. Per policy, once the Executive Library Director makes a decision, the determination is final.
- The only exception to this policy is if the matter falls under "Whistleblower Policy" and involves the Director of Administrative Services and/or the Executive Library Director. In those cases:
  - If the allegation is against the Director of Administrative, the employee is expected to go to the Executive Library Director.
  - If the allegation is against the Executive Library Director, the employee is expected to go to the Director of Administrative Services.
  - If the allegation involves collusion between the Executive Library Director and the Director of Administrative Services, the employee is expected to go to the Board President.

**Note: The board is adopting this for their internal procedure.**

***Board Issue Resolution Procedure***

Policy dictates the Executive Library Director as final decision authority in unresolved employee issues, when needed.

The only exception to this is in the case of Whistleblower Policy involving the Director of Administrative Services or the Executive Library Director.

If an employee comes directly to an individual trustee who is not the current Board President:

- The trustee will bring the matter to the Board President for handling. Once handed off to the Board President, the trustee will drop the matter and keep their knowledge of it confidential, unless sharing the information as part of a formal investigation.

The Board President will:

1. Ascertain what the issue is.
2. If the issue is an allegation of a legal, ethical or policy violation (Whistleblower) by the Executive Library Director, the Board President will work with the Director of Administrative Services to understand and coordinate outside investigation of the matter.
3. If the issue is an allegation of a legal, ethical or policy violation and where collusion between the Executive Library Director and the Director of Administrative Services is alleged, the Board President will coordinate outside investigation of the matter with the Board's legal counsel.
4. If the issue is not with the Executive Library Director, the Board President will redirect the employee to the Director of Administrative Services or the Executive Library Director for handling and resolution.

If an employee issue involves a board member, The Executive Library Director will bring the matter to the Board President and the Board's legal counsel. If the issue involves the Board President, The Executive Library Director will bring the matter to the Board Vice-President and the Board's legal counsel.



**Quarterly Report of Cash and Investments**  
**March 2020**

				Interest Earned (Received)			
		Maturity					
Institution	% of Total	Value	Date	YTD	Jan 1	Mar 31	
<b>Cash</b>							
Colotrust *	99.03%	\$ 24,115,939	N/A	\$ 77,981	1.86%	1.25%	
Independent Bank	0.82%	199,140	N/A	40		0.05%	
Wells Fargo Bank	0.12%	28,622	N/A	3		0.03%	
CSIP Liquid*	0.03%	6,707	N/A	26	1.80%	1.20%	
Cash in Use	0.01%	2,949	N/A	-		N/A	
<b>Total Cash</b>	100.00%	<b>24,353,357</b>		<b>78,050</b>			
Property tax interest				108			
<b>Total Cash and Investments</b>		<b>\$ 24,353,357</b>		<b>\$ 78,158</b>			

**NOTE:**

\* Variable rate account.

**Date: April 16, 2020**

**Memo to: Douglas County Libraries Board of Trustees**

**From: Bob Pasicznyuk**

**RE: Pandemic and Library Operations - Update**

## 1. Public Policy Updates

- Policy Stay Order continues to April 26.
- Trump administration extends distancing guidelines until April 30.
- Hancock extends Denver's Stay-At-Home order until April 30.

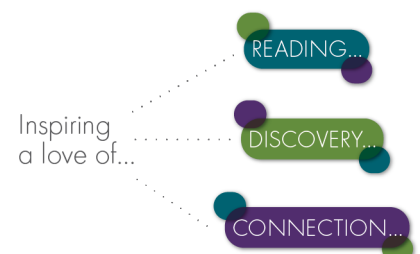
## 2. State of our Library's Business

### Internal Customer Focus: Finance and Administrative Services

- Connected with libraries around re-opening protocols and standards.
- Recruiting for an HR Manager.
- Performing facilities maintenance – painting and repairs.
- Monitored community crisis communications – small business, FEMA, Tri-County Health, County group on re-opening.

### External Customer Focus: Customer Engagement and Experience

- Continued heightened investments and monitoring of digital access – 2 attached reports.
  - #dcldiscoversjoy campaign to support community connection.
  - Zoom Storytimes.
- Continuing to pivot our business strategy.
  - Public Health – Local conversations about the needs of Tri-County Health.
  - Diversion – Provide more than another conversation about the pandemic.
  - Economic Loss (small business and employment).
  - Schools and Education (online education assistance; school recognition).
- Initiated team to stand up our libraries and plan for developing scenarios.
- Completed 1DCL Town Hall, Week 4.





## NEWS RELEASE

**FOR IMMEDIATE RELEASE**

April 17, 2020

**CONTACT: Wendy M. Holmes, APR**

303-880-7785 phone/text [wholmes@douglas.co.us](mailto:wholmes@douglas.co.us)

### County Releases 5-point COVID-19 Economic Recovery Framework

*Community leaders receive public health director input on a three-phased plan to safely resume public life and re-open non-essential businesses.*

Douglas County today revealed a [framework for reopening the County's economy](#), developed in collaboration with the Tri-County Health Department, who applauded the approach for accentuating the need to pair the plan with an effective public health strategy.

The plan, first presented to Tri-County Health Department Director, John Douglas, M.D., was accompanied by a letter, signed by the Board of County Commissioners, five municipal majors, Executive Director of Douglas County Libraries, and the Highlands Ranch Community Association CEO, asking the Director to support the County plan. The letter also asks the Director to advocate to the Governor and the Colorado Department of Public Health and Environment (CDPHE) that a statewide plan for reducing social distancing public health orders include the option for individual Counties and regions to select approaches that are suited to the context of their locations as long as core public health parameters can be assured.

The Douglas County framework includes five key principles that inform the three-phased plan:

- Access to effective and efficient antibody testing methods
- Recommended individual use of non-medical face-coverings in public settings
- Close and constant collaboration with hospitals
- Support for personal responsibility (social distancing and other preventive actions) including supports for high risk populations to remain in safe environments; and
- Review of business conditions, return to work, and other community influences

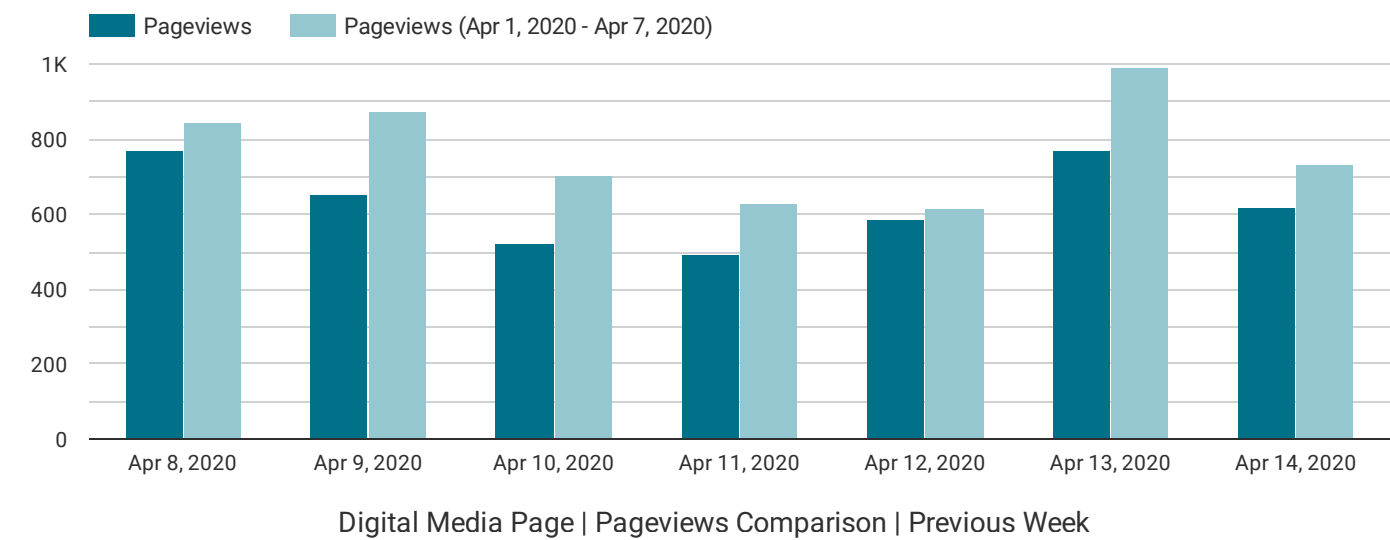
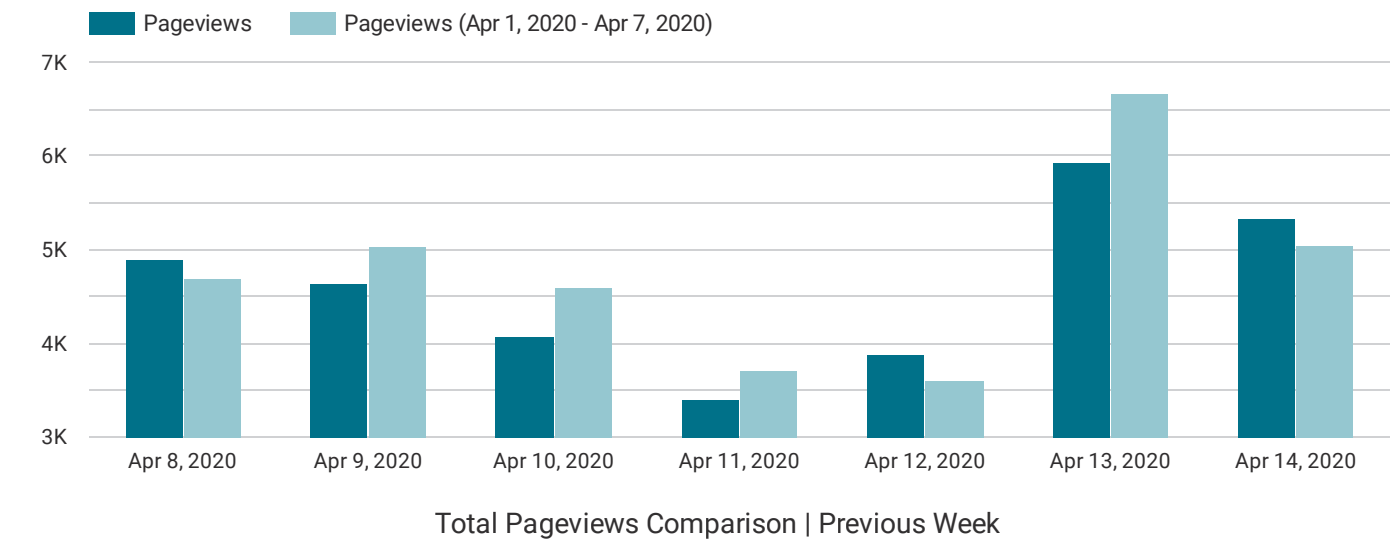
With each phase of the plan, the framework requires attention to improving measures of the epidemic and maintenance of core public health efforts, as well as substantial compliance with the principle factors in order to move to the next phase.

“This collaborative approach to local governance is a great model for the road to recovery and I look forward to continued partnership with Douglas County officials on this solution which promotes economic recovery while assuring appropriate public health measures and progress,” said Dr. Douglas.

“There has never been a more important moment in our state’s history for counties, municipalities and local health departments to engage in a consistent, unified approach, working in consultation with the Governor and CDPHE, on the framework for Colorado’s recovery from this pandemic,” said Roger Partridge, County Commissioner and Board chair, on behalf of his Board.

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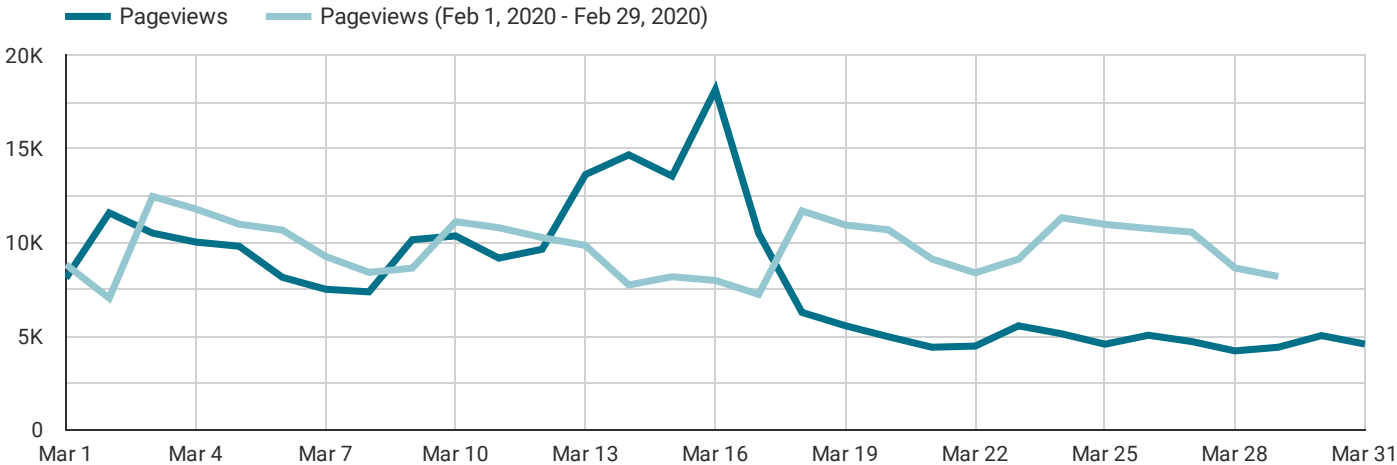


Selected Pages by Pageviews

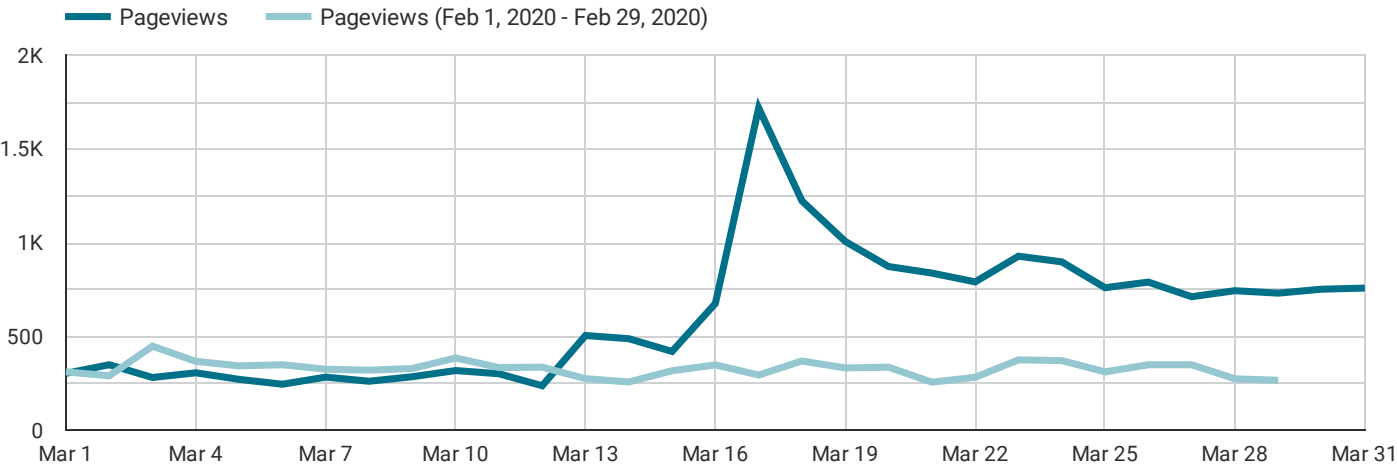
Page Title	Pageviews
Douglas County Libraries	16,935
Digital Media   Douglas County Libraries	4,392
Community Safety Notice   Douglas County Li...	943
Business & Finance   Douglas County Libraries	120
All Databases   Douglas County Libraries	102
History & Genealogy Databases   Douglas Cou...	95
Student Databases   Douglas County Libraries	61
Student Databases - High School   Douglas Co...	27
Digital Media Help Form   Douglas County Libr...	21
Lifestyle Databases   Douglas County Libraries	19

Top 10 Pages by Pageviews

Page Title	Pageviews
Douglas County Libraries	16,935
Digital Media   Douglas County Libraries	4,392
What's New   Douglas County Libraries	2,369
Storytime   Douglas County Libraries	1,225
Community Safety Notice   Douglas County Libra...	943
Parker   Douglas County Libraries	775
Highlands Ranch   Douglas County Libraries	667
Research Databases   Douglas County Libraries	547
Castle Rock   Douglas County Libraries	531
Library Perks   Douglas County Libraries	506



Total Pageviews Comparison | Mar vs Feb



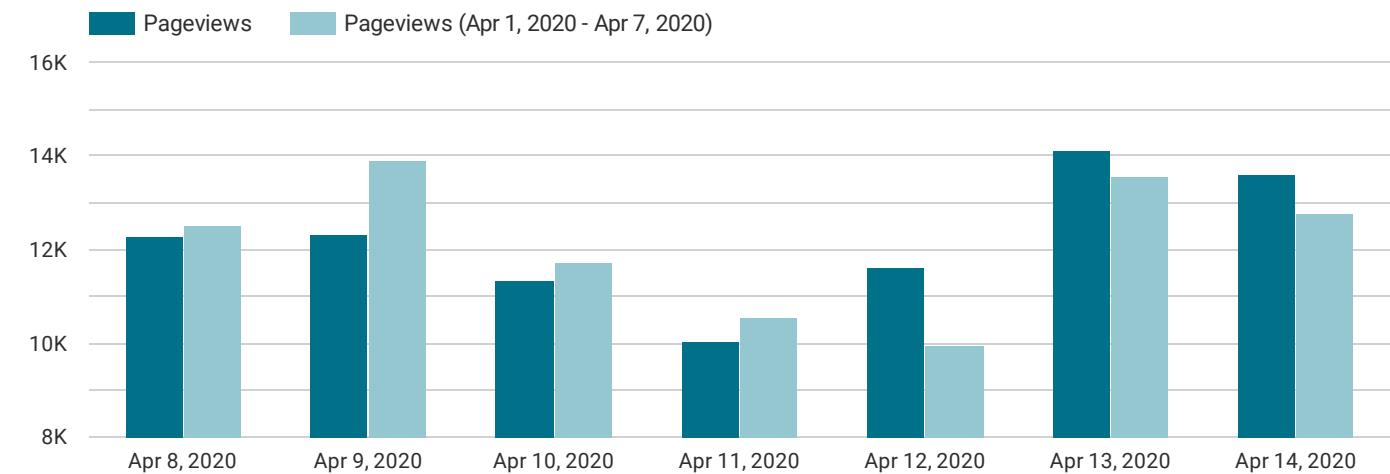
Digital Media Page | Pageviews Comparison | Mar vs Feb

Selected Pages by Pageviews

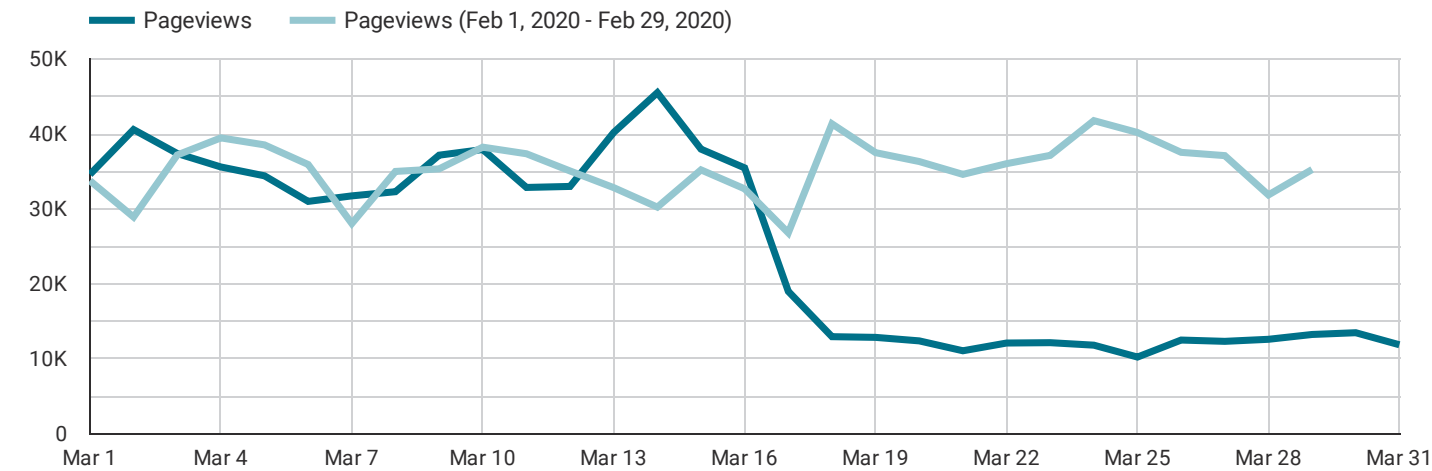
Page Title	Pageviews
Douglas County Libraries	132,865
Digital Media   Douglas County Libraries	18,994
Community Safety Notice   Douglas County Li...	13,422
All Databases   Douglas County Libraries	983
Student Databases   Douglas County Libraries	654
Business & Finance   Douglas County Libraries	441
History & Genealogy Databases   Douglas Cou...	301
Student Databases - Elementary School   Doug...	248
Student Databases - High School   Douglas Co...	236
Student Databases - Middle School   Douglas ...	211

Top 10 Pages by Pageviews

Page Title	Pageviews
Douglas County Libraries	132,865
What's New   Douglas County Libraries	19,911
Digital Media   Douglas County Libraries	18,994
Community Safety Notice   Douglas County Libra...	13,422
Parker   Douglas County Libraries	9,095
Highlands Ranch   Douglas County Libraries	7,352
Castle Rock   Douglas County Libraries	5,343
Reserve a Space   Douglas County Libraries	4,842
Library Perks   Douglas County Libraries	3,866
Lone Tree   Douglas County Libraries	3,695



Total Pageviews Comparison | Previous Week



Total Pageviews Comparison | Mar vs Feb

Top 10 Pages by Pageviews

Page Title	Pageviews
Search   Douglas County Libraries   BiblioCom...	32,444
Log In   Douglas County Libraries   BiblioCom...	11,262
Checked Out   Douglas County Libraries   Bibli...	9,566
On Hold   Douglas County Libraries   BiblioCo...	6,778
My DCL   Douglas County Libraries   BiblioCom...	2,999
Recent Activity   Douglas County Libraries   Bib...	1,808
New Titles   Douglas County Libraries   BiblioC...	1,465
Borrowing History   Douglas County Libraries   ...	386
Account   Douglas County Libraries   BiblioCo...	349
Library Messages   Douglas County Libraries   ...	214

Top Search Terms by Smart Search and/or Auto Query

Search Term
movies
dvd
hidden valley road: inside the mind of an american family
little fires everywhere
Hidden valley road
american dirt
consumer reports
where the crawdads sing
Untamed
ebooks

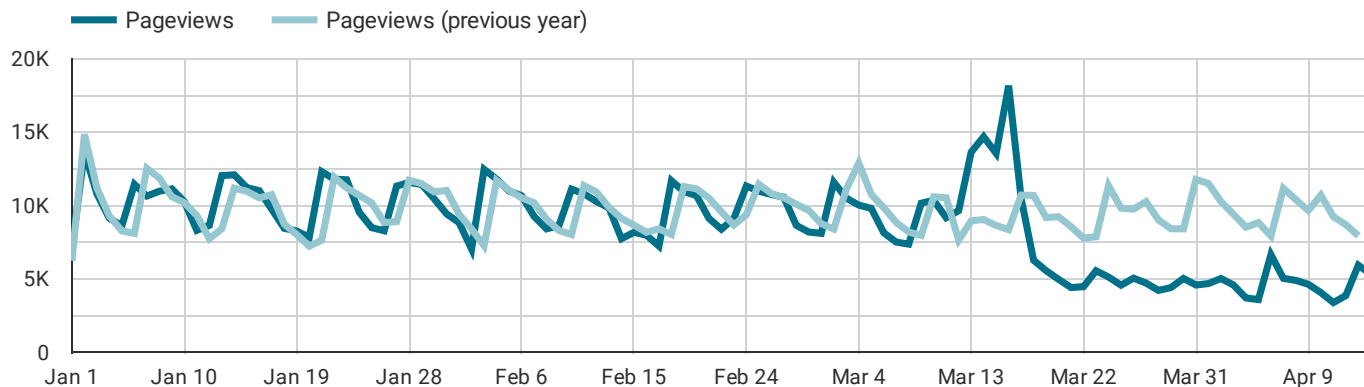
Total Pageviews

916,746

dcl.org

Jan 1, 2020 - Apr 14, 2020

20 of 24



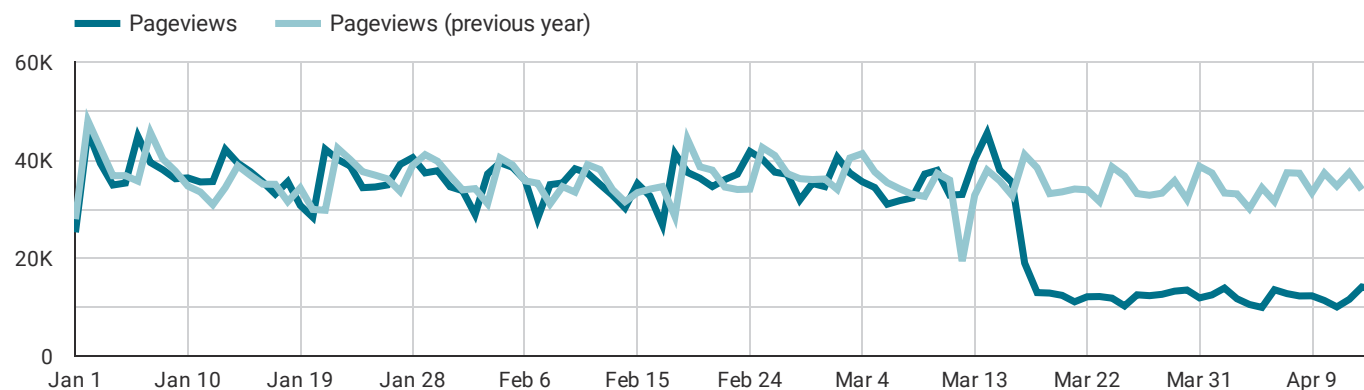
Total Pageviews Comparison | YTD

Total Pageviews

3,110,394

dcl.bibliocommons.com

Jan 1, 2020 - Apr 14, 2020



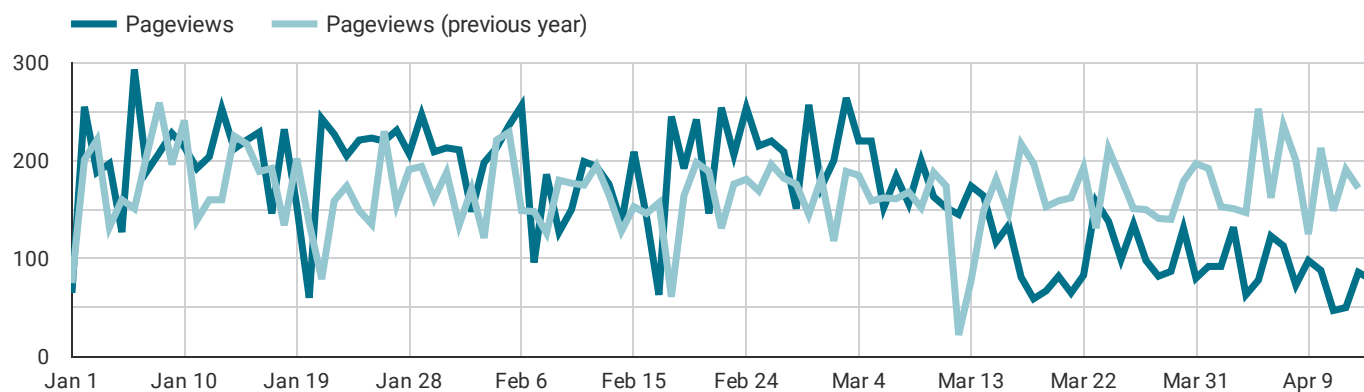
Total Pageviews Comparison | YTD

Total Pageviews

17,322

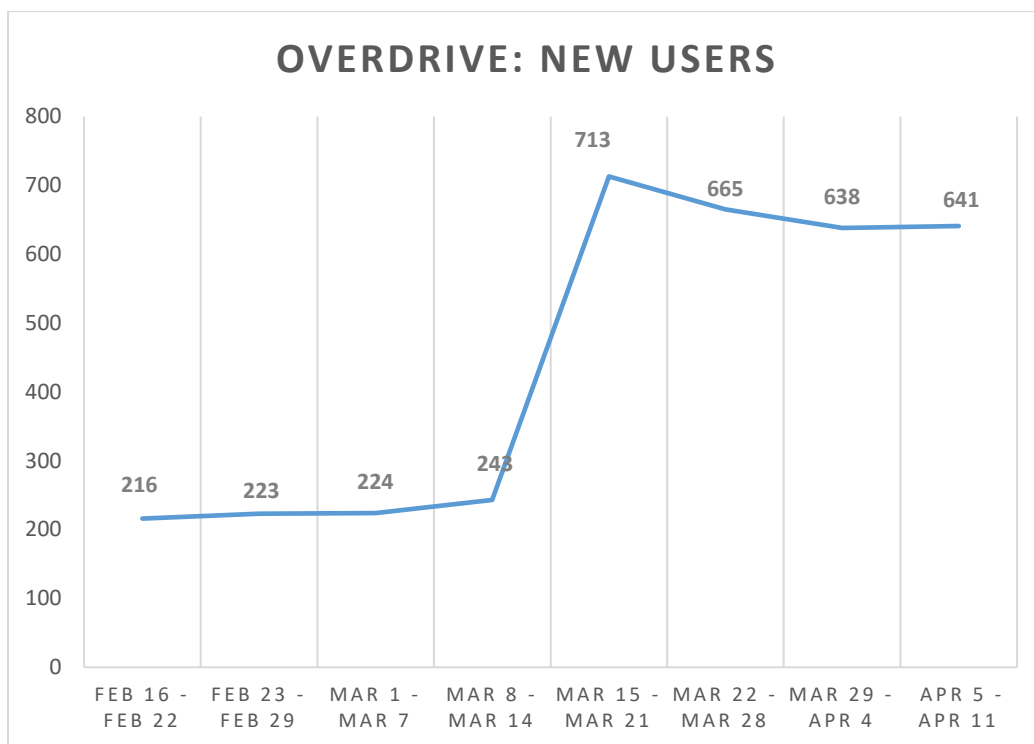
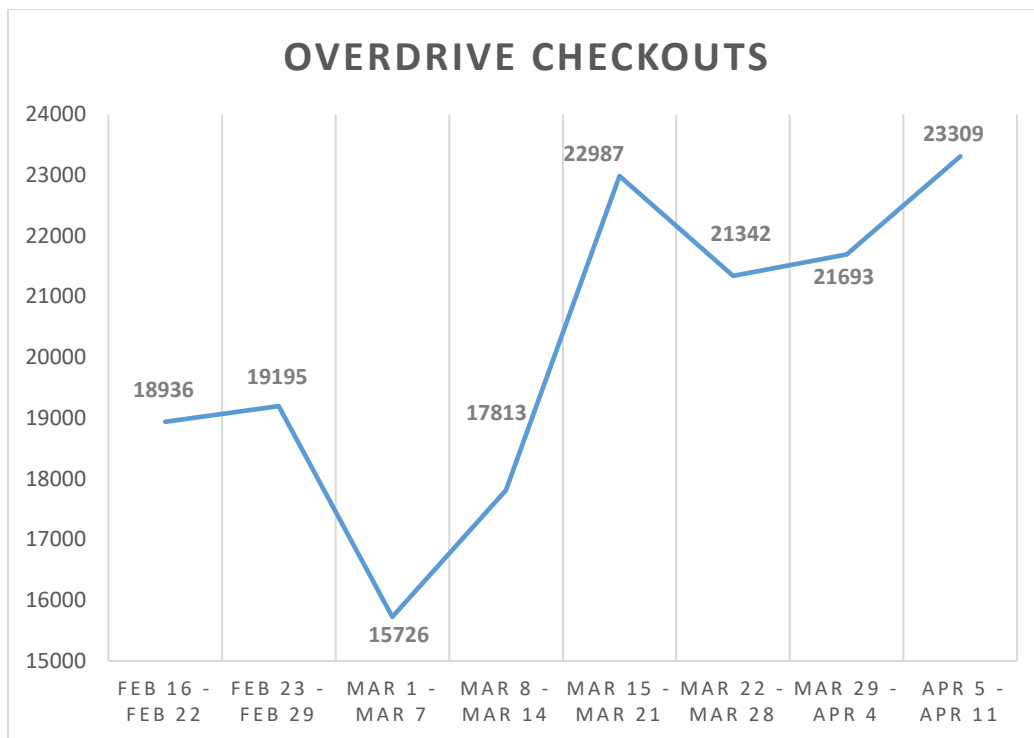
getacard.org

Jan 1, 2020 - Apr 14, 2020



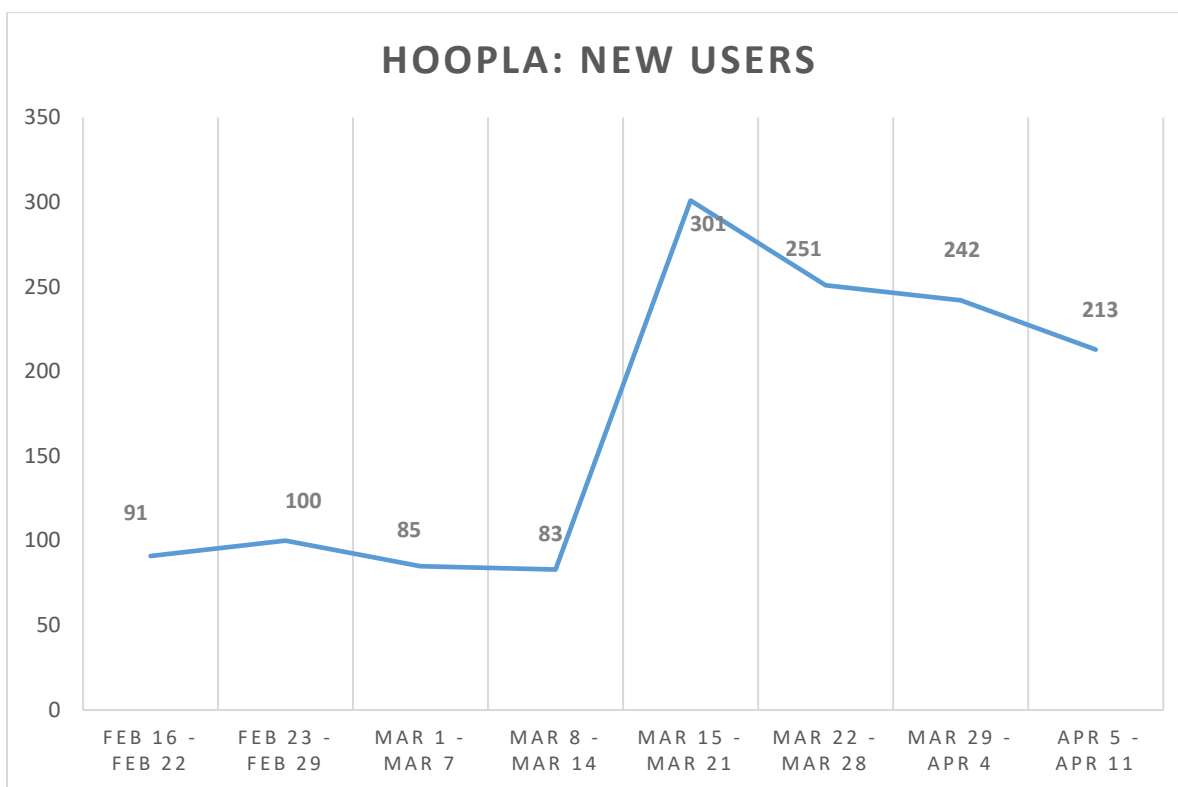
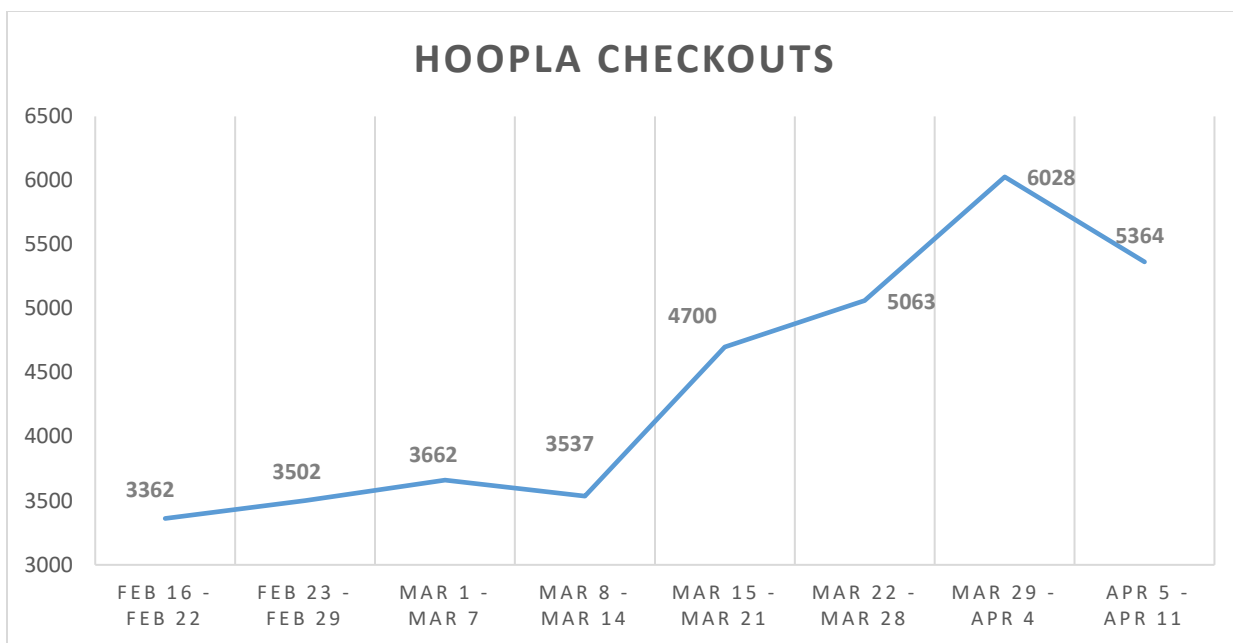
Total Pageviews Comparison | YTD

## State of DCL's Digital Collections



- Through OverDrive's Instant Digital Card, which went live 3/16, we have 1,484 new cards
- 4,078 "[Skip the Line](#)" checkouts since 3/13 launch
- Checkouts ↑ 37% from 2019 weekly average, New Users ↑ 202
- % from 2019 weekly average

## State of DCL's Digital Collections



- 183 new instant cards issued through hoopla Engage
- Checkouts ↑ 51% from 2019 weekly average, New Users ↑ 117% from 2019 weekly average

## State of DCL's Digital Collections

Just for fun, these are the top circling items in OverDrive last week.

Title	Checkouts	
Harry Potter and the Sorcerer's Stone: Harry Potter Series, Book 1 (unabridged)	154	
Funny, You Don't Look Autistic: A Comedian's Guide to Life on the Spectrum	78	eBook
Where the Crawdads Sing	51	eMagazine
Food Network	47	eAudio
Harry Potter and the Sorcerer's Stone: Harry Potter Series, Book 1	46	
Everything I Never Told You	43	
HGTV	38	
The Silent Patient	35	
The Economist	35	
Where the Crawdads Sing	32	
The Giver of Stars: A Novel (unabridged)	31	
Good Housekeeping	31	
Funny, You Don't Look Autistic: A Comedian's Guide to Life on the Spectrum (unabridged)	30	
Talking to Strangers: What We Should Know about the People We Don't Know (unabridged)	30	

- Harry Potter #1 was [made available for free](#) through OverDrive
- Funny, You Don't look Autistic is OverDrive [Big Library Read](#)
- OverDrive magazines launched April 2<sup>nd</sup> and already have some good traction

### Library Cards:

- Through GetACard, 1074 cards since closure on 3/17.
  - 3/17–3/24: 246 new cards
  - 3/25–3/31: 335 new cards
  - 4/1-4/7: 277 new cards
  - 4/8-4/14: 216 new cards

**Date: April 23, 2020**

**Memo to: Douglas County Libraries Board of Trustees**

**From: Bob Pasicznyuk**

**RE: Pandemic and Library Operations - Update**

On April 21, 2020, Governor Polis presented information outlining a transition from the *Stay at Home* order to a program he called *Safer at Home*. County informants believe that the governor will issue actual health orders based on the presentation by Friday, April 24. Douglas County has also submitted their own framework for "Opening Douglas County for Business." If health orders are consistent with the *Safer at Home* presentation or the Douglas County Framework is approved, the Board may open the library within constraints in the next week. Constraints common to each public health discussion include distancing support, staff health checks, staff safety gear, and controlling overall facility and staffing capacities. Note that there are many ways to define "opening the library." Here are different phases and facets of how we may open depending on restrictions.

1. Virtual Services – delivered via a computer screen
2. Delivered services – products we drop at homes and businesses
3. Staff working at their offices and at our facilities
4. Opening our book drops for returns
5. Curb-side services
6. Welcoming patrons back to our facilities adapted for social distancing
7. A full suite of services including our events and hospitality offerings

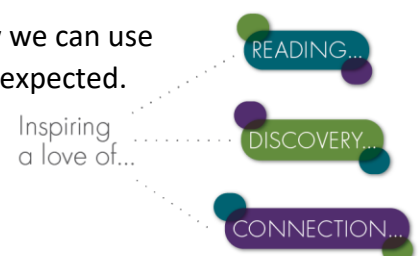
The lead times to execute these packages vary. Safety gear purchases force us to the timeline of the supply chain. Our plan can advance us to curb-side services in about two weeks. We could welcome patrons back to our facilities with renewed floor plans and distancing measures in about an additional two weeks.

These services phases are a sample of what we can do adjusting for retreating and advancing restrictions. Our staff have also begun to assemble a list of creative services that we can execute in varying degrees of "open."

There are many and competing values involved in decision making.

- Getting the county moving again.
- Meeting our community and customer's needs
- Engaging our staff
- Mitigating safety risks for customers and staff

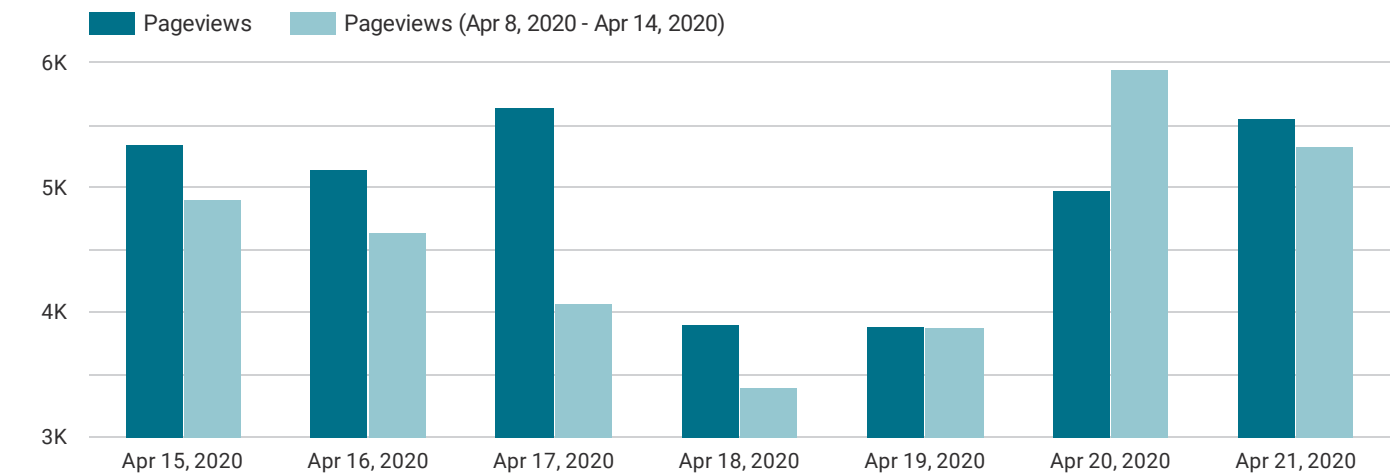
I look forward to our board discussion on Wednesday, April 29 toward how we can use today's crisis as a springboard to a stronger library that delivers more than expected.



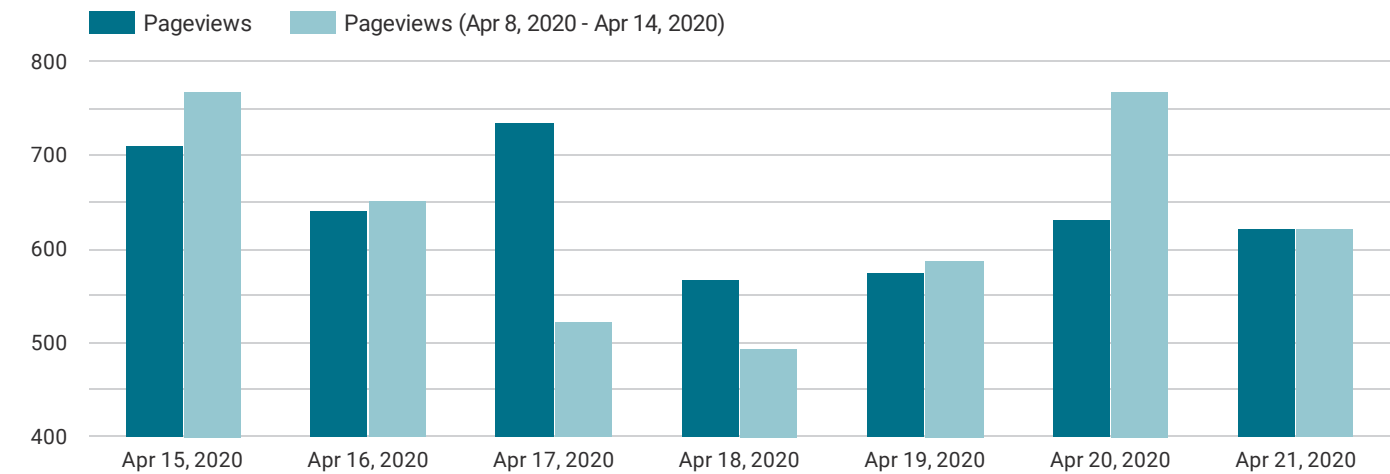


Total Pageviews  
34,420

dcl.org  
Apr 15, 2020 - Apr 21, 2020



Total Pageviews Comparison | Previous Week



Digital Media Page | Pageviews Comparison | Previous Week

Selected Pages by Pageviews

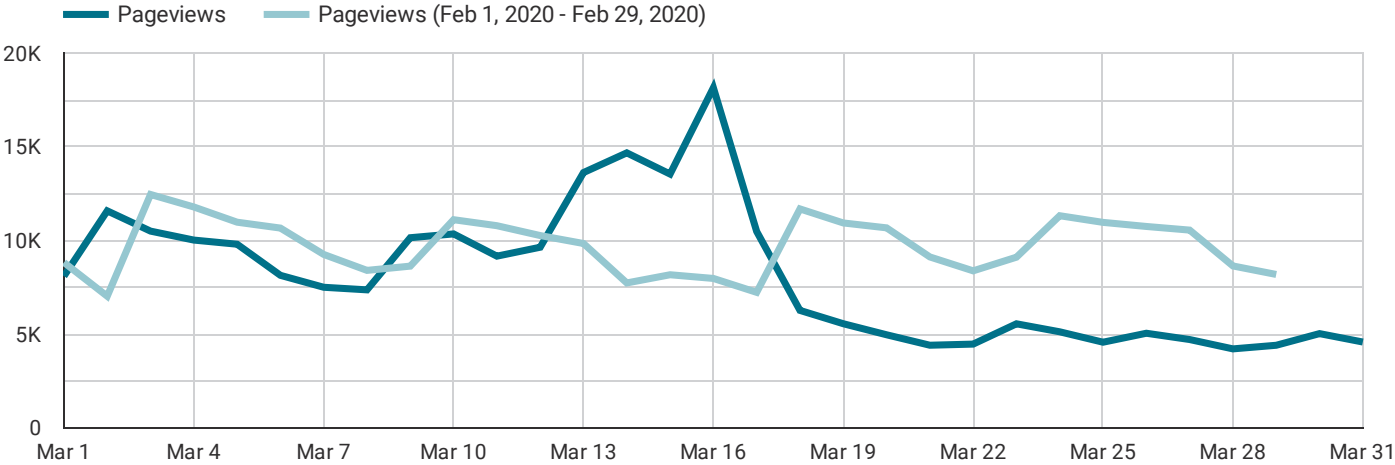
Page Title	Pageviews
Douglas County Libraries	17,818
Digital Media   Douglas County Libraries	4,465
Community Safety Notice   Douglas County Li...	1,234
All Databases   Douglas County Libraries	146
Business & Finance   Douglas County Libraries	131
History & Genealogy Databases   Douglas Cou...	89
Student Databases   Douglas County Libraries	60
Student Databases - High School   Douglas Co...	36
Student Databases - Elementary School   Doug...	17
Digital Media Help Form   Douglas County Libr...	12

Top 10 Pages by Pageviews

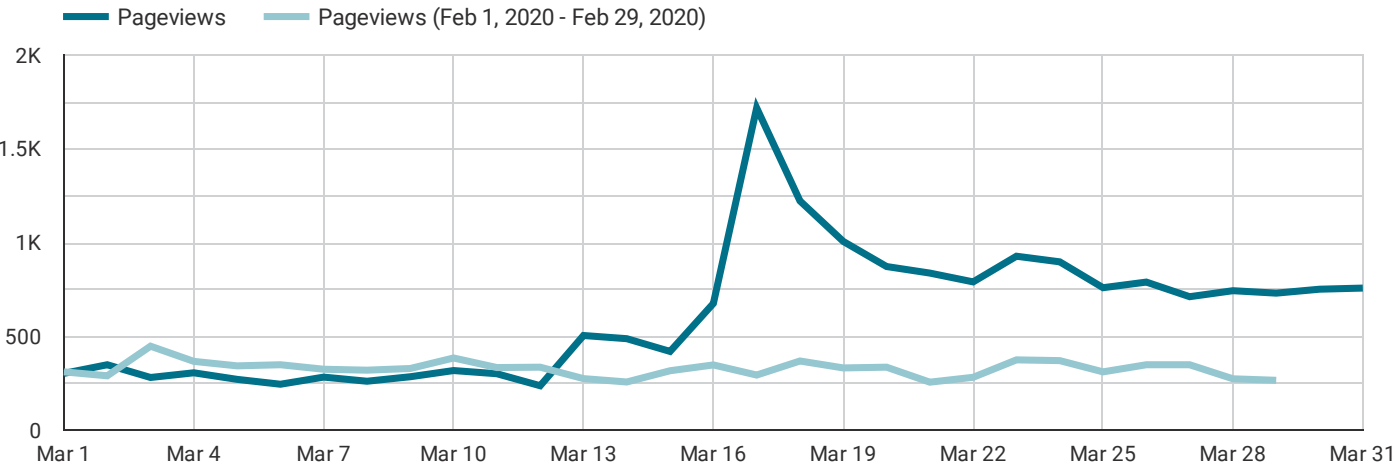
Page Title	Pageviews
Douglas County Libraries	17,818
Digital Media   Douglas County Libraries	4,465
What's New   Douglas County Libraries	2,694
Storytime   Douglas County Libraries	1,421
Community Safety Notice   Douglas County Libra...	1,234
Parker   Douglas County Libraries	925
Highlands Ranch   Douglas County Libraries	780
Research Databases   Douglas County Libraries	623
Castle Rock   Douglas County Libraries	482
Library Perks   Douglas County Libraries	470

Total Pageviews  
251,926

dcl.org  
Mar 1, 2020 - Mar 31, 2020



Total Pageviews Comparison | Mar vs Feb



Digital Media Page | Pageviews Comparison | Mar vs Feb

Selected Pages by Pageviews

Page Title	Pageviews
Douglas County Libraries	132,865
Digital Media   Douglas County Libraries	18,994
Community Safety Notice   Douglas County Li...	13,422
All Databases   Douglas County Libraries	983
Student Databases   Douglas County Libraries	654
Business & Finance   Douglas County Libraries	441
History & Genealogy Databases   Douglas Cou...	301
Student Databases - Elementary School   Doug...	248
Student Databases - High School   Douglas Co...	236
Student Databases - Middle School   Douglas ...	211

Top 10 Pages by Pageviews

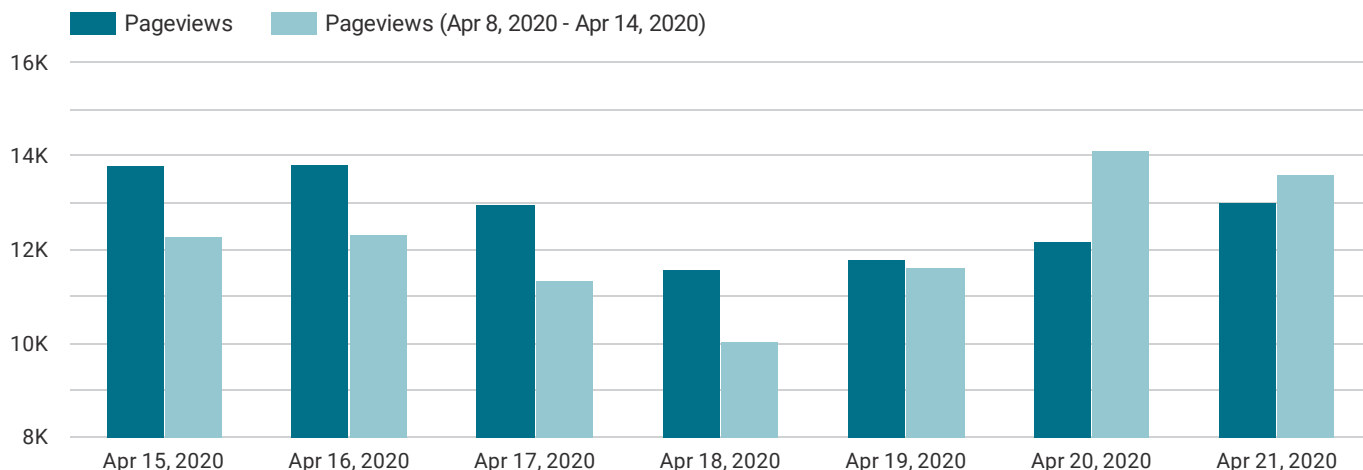
Page Title	Pageviews
Douglas County Libraries	132,865
What's New   Douglas County Libraries	19,911
Digital Media   Douglas County Libraries	18,994
Community Safety Notice   Douglas County Libra...	13,422
Parker   Douglas County Libraries	9,095
Highlands Ranch   Douglas County Libraries	7,352
Castle Rock   Douglas County Libraries	5,343
Reserve a Space   Douglas County Libraries	4,842
Library Perks   Douglas County Libraries	3,866
Lone Tree   Douglas County Libraries	3,695

Total Pageviews

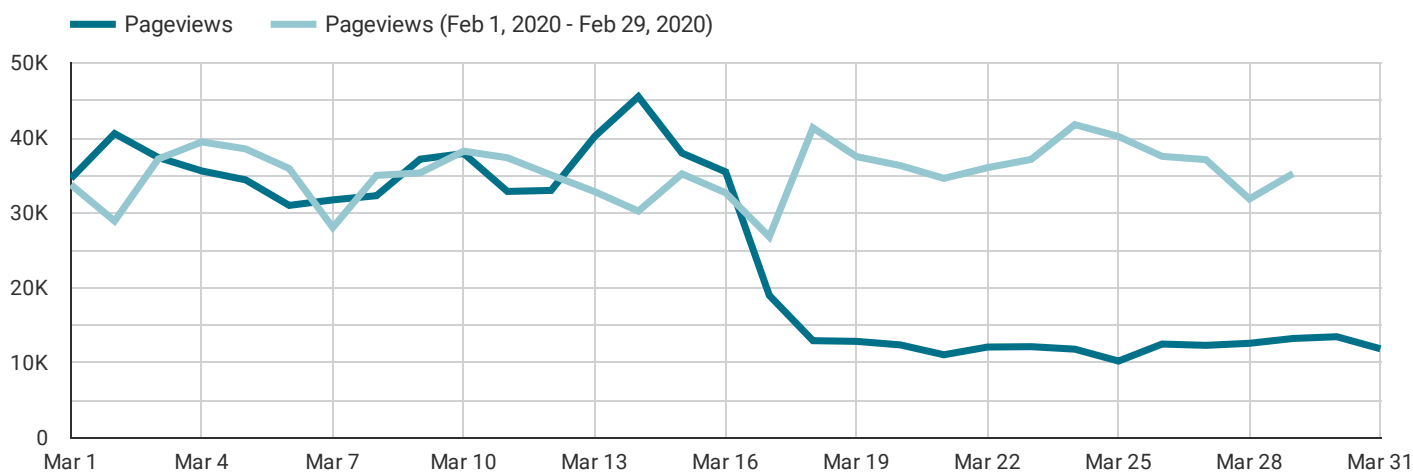
89,080

dcl.bibliocommons.com

Apr 15, 2020 - Apr 21, 2020



Total Pageviews Comparison | Previous Week



Total Pageviews Comparison | Mar vs Feb

### Top 10 Pages by Pageviews

Page Title	Pageviews
Search   Douglas County Libraries   BiblioCom...	34,274
Log In   Douglas County Libraries   BiblioCom...	11,908
Checked Out   Douglas County Libraries   Bibli...	9,666
On Hold   Douglas County Libraries   BiblioCo...	7,171
My DCL   Douglas County Libraries   BiblioCom...	3,142
Recent Activity   Douglas County Libraries   Bib...	1,846
New Titles   Douglas County Libraries   BiblioC...	1,570
Account   Douglas County Libraries   BiblioCo...	451
Borrowing History   Douglas County Libraries   ...	342
Forgot your PIN?   Douglas County Libraries   ...	216

### Top Search Terms by Smart Search and/or Auto Query

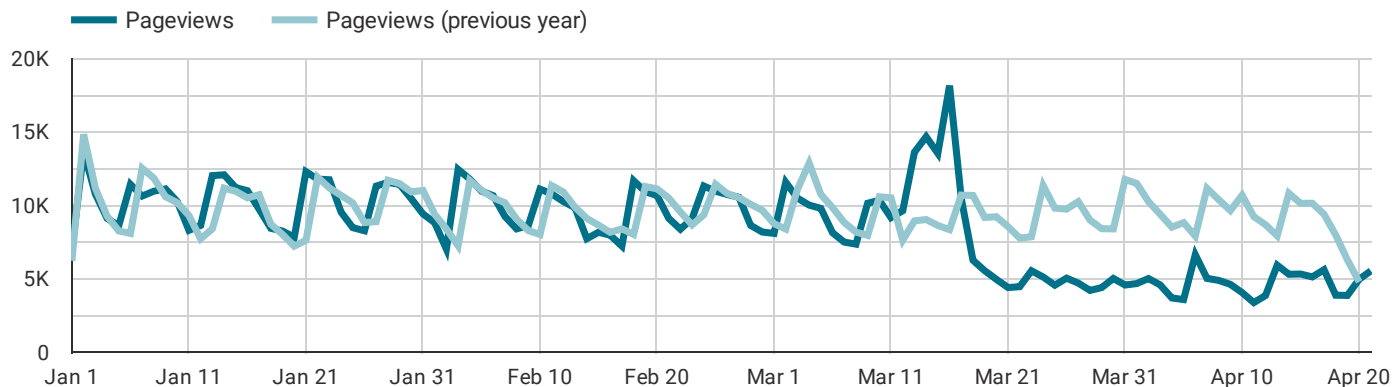
Search Term
movies
little fires everywhere
dvd
Untamed
ebooks
untamed
where the crawdads sing
Little fires everywhere
walk the wire
American dirt

Total Pageviews

951,166

dcl.org

Jan 1, 2020 - Apr 21, 2020



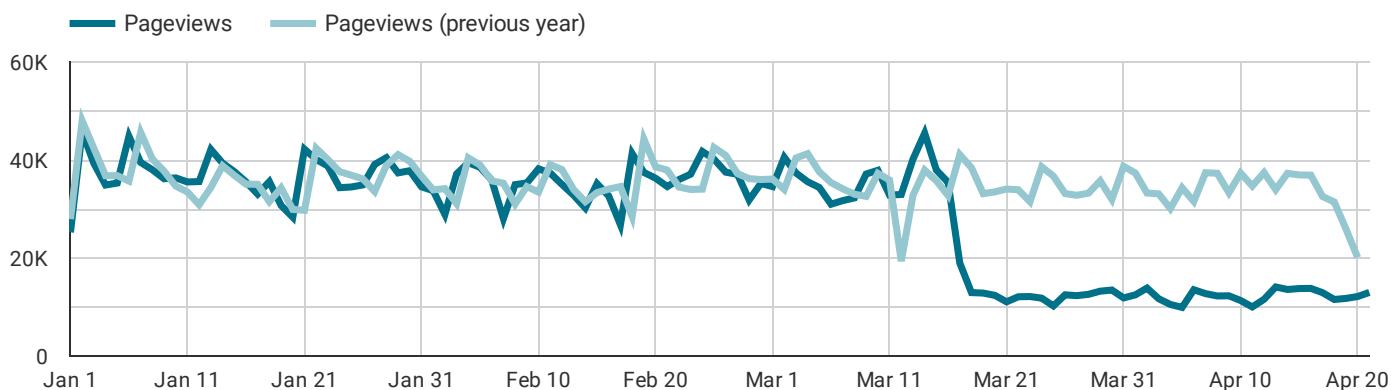
Total Pageviews Comparison | YTD

Total Pageviews

3,199,474

dcl.bibliocommons.com

Jan 1, 2020 - Apr 21, 2020



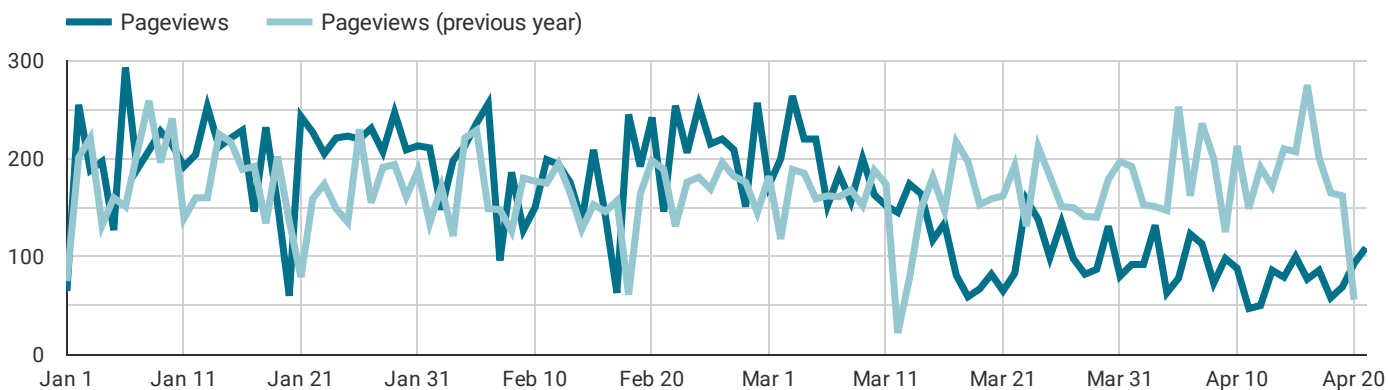
Total Pageviews Comparison | YTD

Total Pageviews

17,914

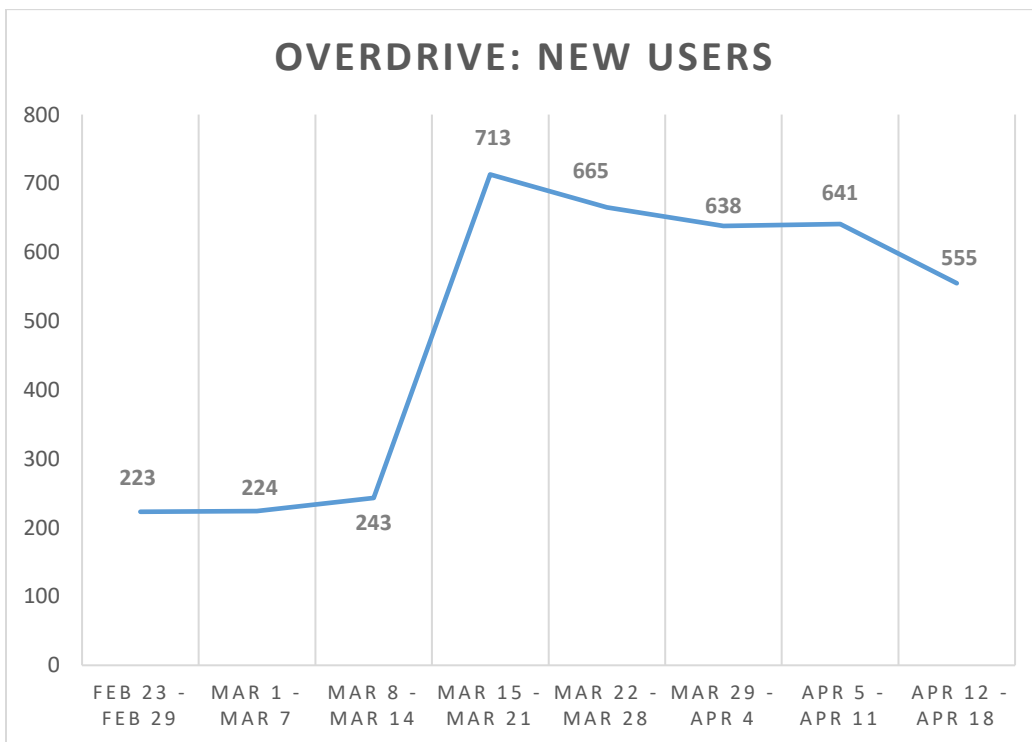
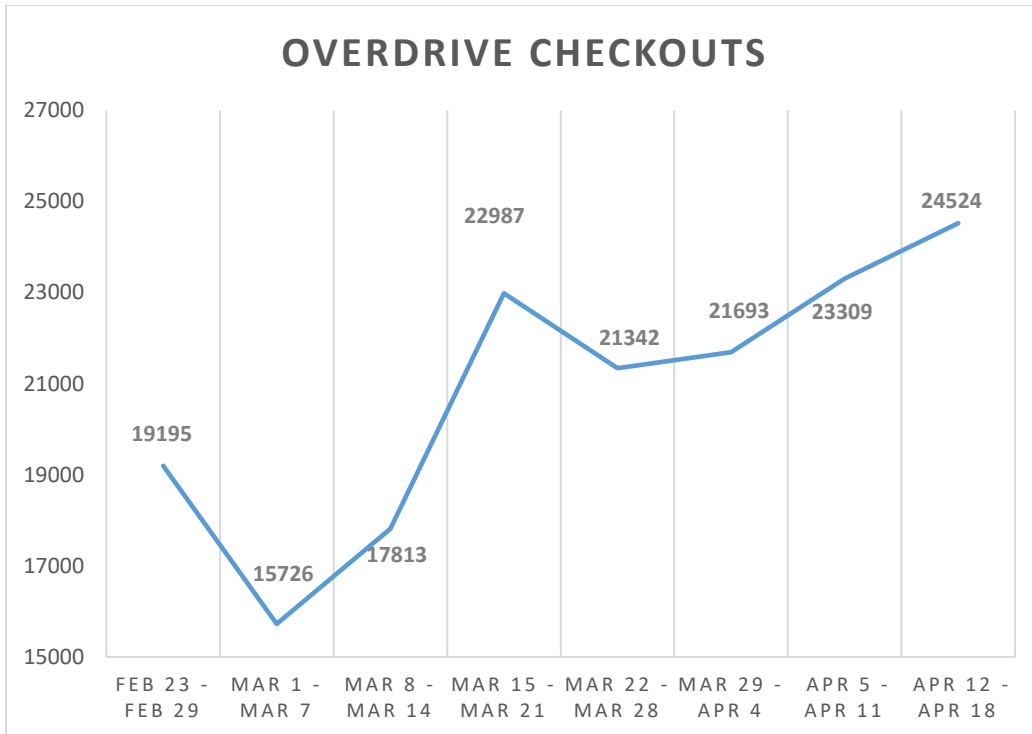
getacard.org

Jan 1, 2020 - Apr 21, 2020



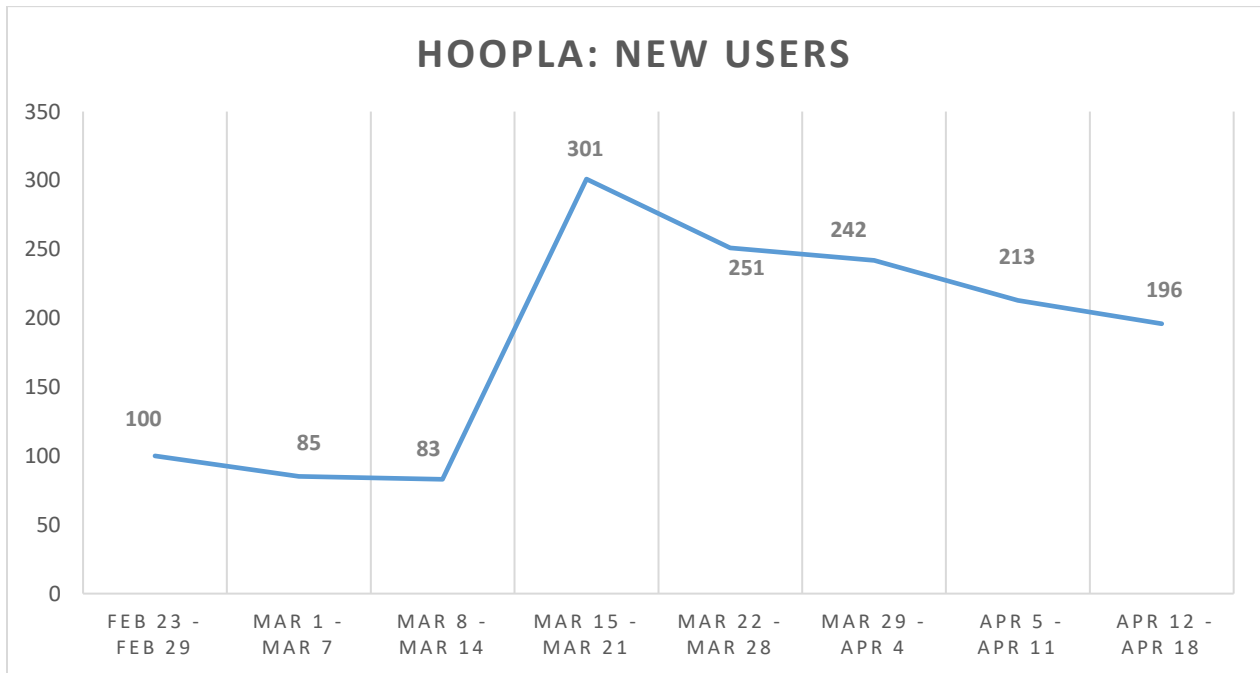
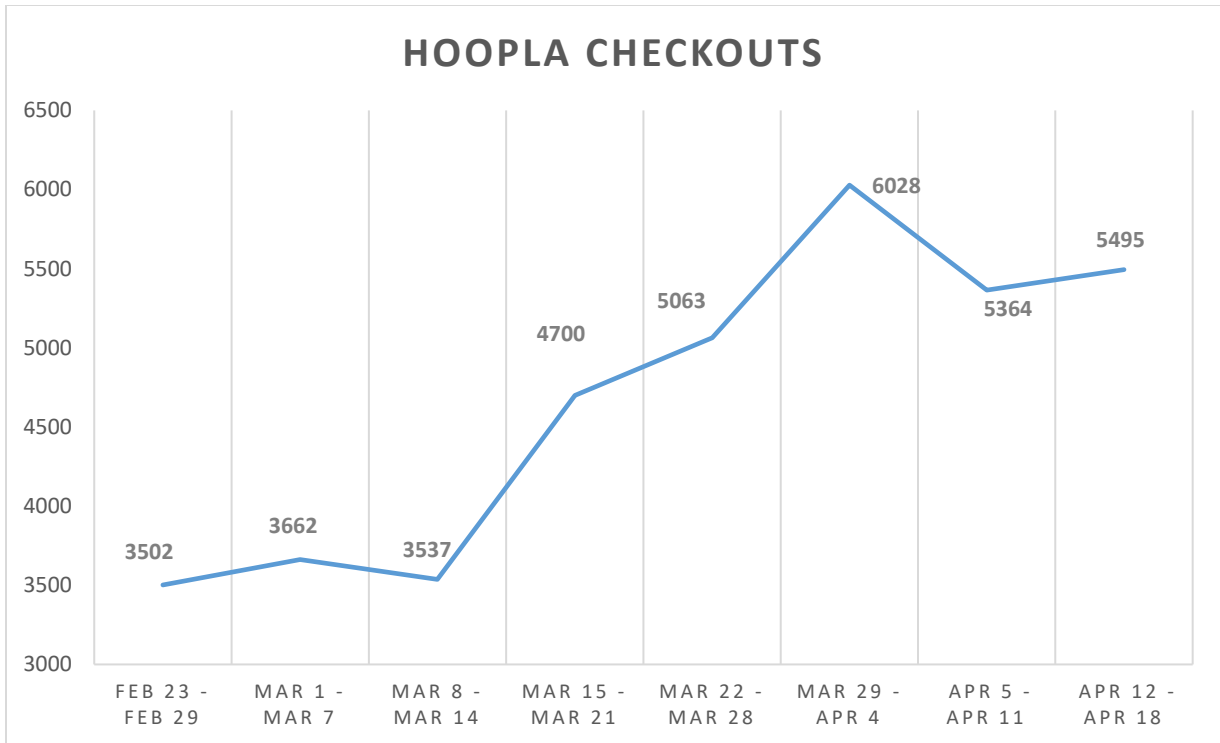
Total Pageviews Comparison | YTD

## State of DCL's Digital Collections



- Through OverDrive's Instant Digital Card, which went live 3/16, we have 1,760 new cards
- 5,042 "[Skip the Line](#)" checkouts since 3/13 launch
- Checkouts ↑ 45% from 2019 weekly average, New Users ↑ 162% from 2019 weekly average

## State of DCL's Digital Collections



- 259 new instant cards issued through hoopla Engage
- Checkouts ↑ 55% from 2019 weekly average, New Users ↑ 100% from 2019 weekly average

## State of DCL's Digital Collections

Here are the top 10 movies checked out in hoopla last week:

Title	Actor/Author	Checkouts		
The Pigeon Finds A Hot Dog!	Mo Willems	18		
Dragons Love Tacos	Adam Rubin	16	Free	Children's Books
Dragons Love Tacos 2: The Sequel	Adam Rubin	13		Feature Films
Duckling Gets a Cookie!?	Mo Willems	13		
Goldilocks and the Three				
Dinosaurs	Mo Willems	10	Free	
Creepy Carrots	James Naughton	10	Free	
Safe Haven	Julianne Hough	10		
Don't Let The Pigeon Stay Up Late	Mo Willems	10		
Don't Let The Pigeon Drive The Bus	Mo Willems	8		
Daddy Day Care	Eddie Murphy	8		

Some of the movies that customers are choosing are books that their kids can watch! Mo Willems has seen a huge resurgence of interest in his books after doing a series of [YouTube videos](#) to keep kids engaged. Also, 3 of these titles are Bonus Borrowings (customers don't lose a borrow, and hoopla picks up the tab so they are completely free to us!).

### Library Cards:

- Through GetACard, 1310 cards since closure on 3/17.
  - 3/17–3/24: 246 new cards
  - 3/25–3/31: 335 new cards
  - 4/1–4/7: 277 new cards
  - 4/8–4/14: 216 new cards
  - 4/15–4/21: 236 new cards

**DATE:** April 23, 2020

**AGENDA ITEM:** Authority to Re-Open Libraries

**PERSON(S) RESPONSIBLE:** Bob Pasicznyuk, Executive Library Director

**EXECUTIVE SUMMARY:** On March 16, 2020 the Board closed Douglas County Libraries by motion:

**MOTION: 20-03-02:** Cole moved and the motion carried unanimously by roll call vote to close Douglas County Libraries as of March 16, 2020, until further notice.

Currently the library is under a “stay-at-home” order until April 26, 2020.

The Executive Library Director is seeking agility in responding to the lifting of “stay-at-home” orders and the ability to safely and quickly respond is a fluid environment.

The Executive Library Director seeks a motion to allow for re-opening without further board action.

**STAFF RECOMMENDATION:** We recommend that you approve the motion to allow re-opening without further board action.

**FISCAL IMPACT:** None

**MOTION:** I move to allow the Executive Library Director re-open Douglas County Libraries upon lifting of local, state or national mandates, and to do so in a manner that complies with any restrictions imposed by local, state or national authorities. It is understood that such re-opening will be subject to necessary safety protocols, including sourcing needed protective or sanitary equipment, building access restrictions, or social limitations.

