



# Board of Trustees Special Meeting Agenda

**Douglas County Libraries**  
**Thursday, April 9, 2020**  
**4:00 P.M.**

Zoom Meeting (see end of agenda for call-in information)

## **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**

Special Meeting March 26, 2020

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**Pages 5-6**

## **DISTRICT BUSINESS**

*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.*

- Executive Session for Personnel Matters during COVID-19

## **GO INTO EXECUTIVE SESSION**

## **RETURN TO OPEN MEETING**

- Personnel Meetings with Director
- Philip S. Miller Library Renovation
  - Director's Report- Project Scope & Forecast
  - Financial Forecast
- COVID Reports

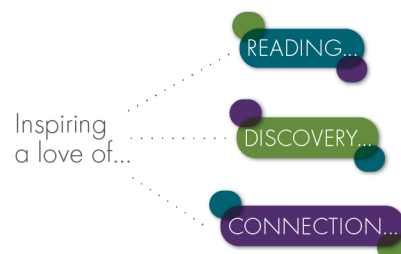
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**Pages 14-16**

**Pages 17-26**

## **TRUSTEE COMMENTS**



## UPCOMING BOARD MEETINGS

- **Suggested Meeting Updates:**
  - **Cancel Board Retreat on May 2, 2020**
  - **Change 4/16 meeting to Personnel Committee meeting**
  - **Add 4/23 COVID Board Meeting**

### 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

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. **Reported to be cancelled.**

## ADJOURN

## ZOOM

DCL Board of Trustee Special Weekly COVID Mtg

Join Zoom Meeting

<https://zoom.us/j/498178825>

Meeting ID: 498 178 825

One tap mobile

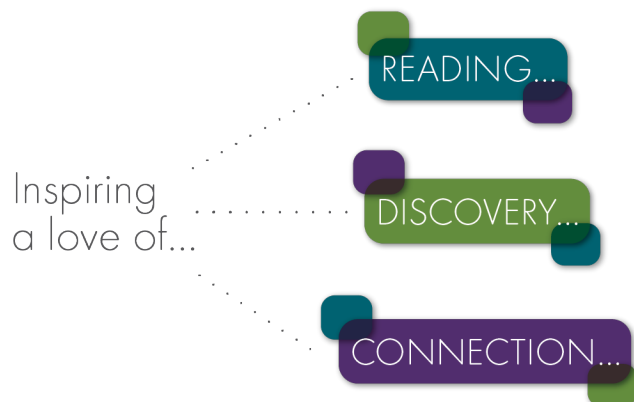
+16699006833,,498178825# US (San Jose)

+13462487799,,498178825# US (Houston)



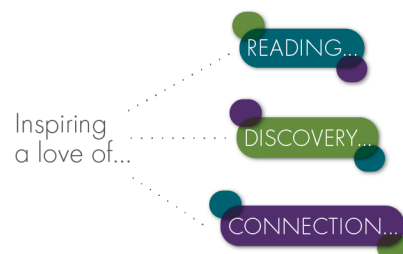
## Board of Trustees

**Special Meeting  
April 9, 2020**



#	Item	
1.	Minutes	Special Meeting March 26, 2020

**MOTION:** I move to accept the March 26, 2020 special board meeting minutes as presented



**DOUGLAS COUNTY LIBRARIES**  
**Special Board of Trustees Meeting**  
**March 26, 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 and Patti Owen-DeLay

**PUBLIC:** No public were in attendance.

**APPROVAL OF MINUTES**

**MOTION 20-03-01SP:** Duffy moved and the motion carried unanimously to approve the minutes of March 16, 2020, as presented.

**DISTRICT BUSINESS**

No one declared a conflict of interest.

**COVID-19 REPORT**

Pasicznyuk reviewed the packet report and criteria for being able to reopen the physical libraries.

**TRUSTEE COMMENTS**

Duffy – Is the \$200,000 diverted to additional digital enough? Pasicznyuk replied with only a week of data it is being watched.

Cole – Were Wi-Fi hotspots deployed? Pasicznyuk replied that 50 were ordered and received and will be distributed to Douglas County students needing them. Another 50 are on order.

Burkholder – Expressed the benefit of a town hall held by the City of Lone Tree and wondered about the benefit to the library district in holding a town hall conversation with the community.

## UPCOMING BOARD MEETINGS

Given the Tri-County Health mandate for sheltering in place until April 17, the board will not meet for a regular board meeting until April 16. The board will meet on April 9, 2020, for a study session to look at the financial forecast and scenarios for the Castle Rock – Philip S. Miller library renovation.

No board meeting will be held on April 2, 2020, and the regular board meeting and study session on April 29, 2020, are canceled.

1. **Board Meeting**: April 16, 2020, ZOOM, 4:00 p.m.
2. **Board Study Session**: April 9, 2020, ZOOM, 4:00 p.m.
3. **Board Annual Retreat**: May 2, 2020, Douglas County Libraries in Highlands Ranch, Event Hall A, 9:00 a.m. – 4:00 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.

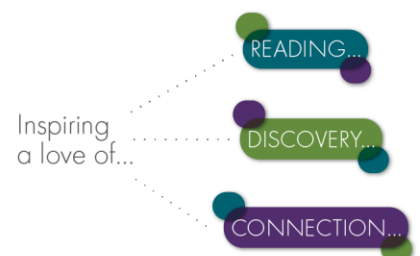
The meeting was adjourned at 4:25 p.m.

Respectfully submitted,

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

# PSM Renovation

Item	Preparatory Work
Director's Report	Review for discussion
Financial Forecast	Review for discussion



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

**Date:** April 9, 2020

**RE:** Castle Rock Facilities Future – Discussion and Analysis toward Decision

**From:** Executive Library Director, Bob Pasicznyuk

**Contents:**

Study Session 1	Study Session 2
Scope Alignment Capital Resource Forecast Solutions Criteria Solutions Summary	Solution Review Analysis Criteria and Comparison Staff Recommendation, Timeline, and Sequencing Next Steps

**Images:**

4-fold Castle Rock Property Depictions  
Castle Rock Parking Estimate by Zone



### Scope Alignment: What are we seeking to achieve and solve? What is the rationale for this project?

1. We seek to **upgrade our Castle Rock library facility** matching its capacity, brand, and amenities with Douglas County peers.  
~42,000 sFt library: On par with our larger community libraries in Parker and Highlands Ranch.
2. We seek safe, professional **capacity for our Archives and Local History** service supporting collection growth.  
~3,000 sFt Archives and Local History storage, curation, and public space.<sup>1</sup>
3. We seek to **provide adequate support services** work spaces.  
~23,000 sFt Office and Warehouse: Community Engagement, Director's Office, Facilities, Finance, HR, IT, storage.
4. We seek to **achieve adequate parking capacity** that supports rather than inhibits our business.  
~220 spaces - 4/1,000 sFt or 160 customer spaces and ~80 spaces for staff.

<sup>1</sup>The County has discussed joining us in our local history effort. If so, they require 4,000 sFt increasing that total to 7,000 sFt. This addition would raise the total building capacity to 49,000 sFt. The assumption is that project cost is unaffected by any County partnership as they would contribute to project revenues in keeping with our actual costs. Board direction would allow us to re-engage an agreement with the County.

## Capital Resource Forecast: What money should we have to work with and what is the source?

We seek to fund the project through our library's capital reserve fund.

Capital Reserve Forecast	2020	2021	2022	2023	2024
Best Property Value Case	17,851,000	20,793,000	26,861,000	32,608,000	42,068,000
Worst Property Value Case	17,851,000	20,343,000	26,311,000	32,058,000	38,786,000

## Solutions Criteria: What criteria do we use to judge competing solutions?

Cost and Time  
 Product and Value  
 Sequencing and Delivery  
 Risk and Optics

## Solutions Summary: What solutions have we examined? 2 Broad Solutions:

**Solution 1: Build a new library facility** on our current property selecting a solution for support needs.

**Solution 2: Renovate the existing building. Construct an addition** – either for support or the library.

### Solution 1: Build a new library facility

**Alternative 1:** Keep the support functions in the existing building

**Alternative 2:** Keep the support functions in the existing building, but prepare the new facility for future support expansion.

**Alternative 3:** Demolish the existing building. Build a 3<sup>rd</sup> floor for support services. Sell our excess land to fund the project.

### Solution 2: Renovate the existing building. Construct an addition.

**Alternative 1:** New support services. Renovate the rest for the library.

**Alternative 2:** New library space. Renovate both the remaining library and support services.

## Recommendation: Concentrate our effort on solution 1 – Build a new Library

## 1. Cost and Time

Any renovation scenario requires significant repairs and maintenance for the existing building.

<sup>3</sup> Current Facility Maintenance Capital Expenses	2020	2021	2022	2023	2024
Sorter		450,000			
HVAC Maintenance Project 1			200,000		
HVAC Maintenance Project 2				200,000	
Roof					475,000
Repair the foundation					2,500,000
Repair the sewer line					200,000
<b>Total</b>					<b>4,025,000</b>

The cost differential between new construction and renovation isn't enough to sway the timeline or other projects significantly.

## 2. Product.

New construction has greater longevity – yields a library for our children and their children.

New construction allows us to achieve high brand and finish cohesion.

New construction allows for a site design making the library prominent on Wilcox.

New construction allows us multiple options for support and administrative services.

New construction provides a better parking solution or more land for sale or trade.

- Sequencing and transition with this option will be expensive, awkward, and challenging since it requires lengthy phasing or standing up a temporary library.
- Risk and Optics: We might be heading into difficult economic times – great for competitive construction and challenging for messaging. New construction always draws the optics challenges that the former library was “good enough.”

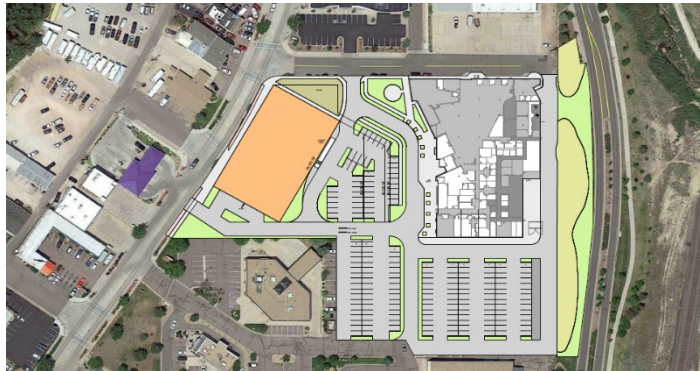
**Site Description: Figures 1 – 4:**



**1. Castle Rock Property Blank Canvass**



**2. Castle Rock Property with Existing Library Facility**



**3. Castle Rock Property – 2 building layout**



**4. Castle Rock Property – New building layout**

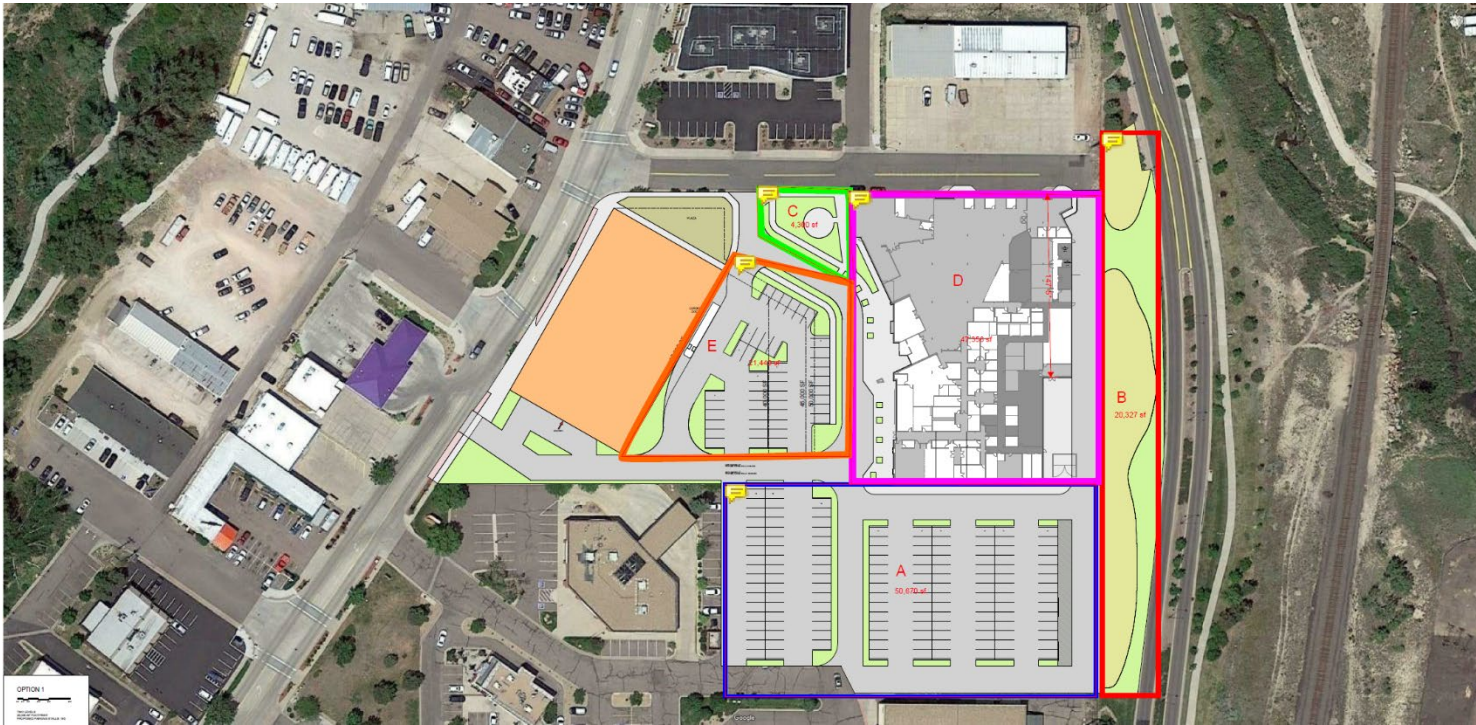


Figure 5 – Parking Count by Zone – A=155; B=62; C=13; D=145; E=65.





## 2020-2024 Forecast

DCL Operations + Investments balance  
 Required operations reserves  
 Emergency reserves (3%)  
 Maximum insurance deductibles  
 Available investments balance

Working capital reserves:

Salaries, wages, benefits & PERA  
 Operating expenses (incl's maint)  
 DC treasurer fees

Total working capital reserves

2020	2021	2022	2023	2024
<b>BEST CASE</b>				
\$21,971	\$25,033	\$31,316	\$37,177	\$46,879
(2,820)	(2,935)	(3,028)	(3,121)	(3,220)
(982)	(988)	(1,110)	(1,130)	(1,272)
(318)	(318)	(318)	(318)	(318)
<b>\$17,851</b>	<b>\$20,793</b>	<b>\$26,861</b>	<b>\$32,608</b>	<b>\$42,068</b>
1,943	2,014	2,075	2,137	2,201
862	904	934	966	998
16	16	18	19	21
<b>2,820</b>	<b>2,935</b>	<b>3,028</b>	<b>3,121</b>	<b>3,220</b>

### Assumptions

Forecasted property tax revenue increase	13.1%	2.0%	13.7%	2.0%	13.7%
2015-2020 historical increases		2.0%	13.7%	2.0%	13.7%
Assessment year increase as % of historical rates		100%	100%	100%	100%
Annual merit increase	3%	3%	3%	3%	3%
Salary/wage market adjustment	0%	0%	0%	0%	0%
Incentive compensation pool	\$50	\$50	\$50	\$50	\$50
Library Content expense increase	[a] 6.0%	3.6%	3.6%	3.6%	3.6%
Operating expenses increase	[b] 14%	7%	7%	7%	7%
102 - 118 S Wilcox retail income (expense)	0%	0%	0%	0%	0%
Debt interest & principal		as per COP amortization schedule			
Maintenance & Improvement Projects	[b]				
Expenditures	\$1,915	\$1,165	\$880	\$833	\$462
Increase	-92%	-39%	-24%	-5%	-45%

### Notes

[a] 2021-2024 growth rate based on 2017-2019 CAGR

[b] Improvement projects include forecasted improvements to existing branches based on the Districts normal rotation schedule. This forecast excludes expenditures for major renovation, or replacement, of the Castle Rock Branch.

Potential upgrades to the Castle Rock branch, if required:

replace indoor playscape  
 replace Techlogic book sorter  
 replace end-of-life EPDM roof

These upgrades are excluded from this forecast.

Total

	\$100			
	\$450			\$475
	<b>\$450</b>	<b>\$100</b>	<b>\$0</b>	<b>\$475</b>



## 2020-2024 Forecast

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 Available investments balance

Working capital reserves:

Salaries, wages, benefits & PERA  
 Operating expenses (incl's maint)  
 DC treasurer fees

Total working capital reserves

2020	2021	2022	2023	2024
<b>WORST CASE</b>				
\$21,971	\$24,583	\$30,766	\$36,627	\$43,524
(2,820)	(2,935)	(3,028)	(3,121)	(3,219)
(982)	(988)	(1,110)	(1,130)	(1,201)
(318)	(318)	(318)	(318)	(318)
<b>\$17,851</b>	<b>\$20,343</b>	<b>\$26,311</b>	<b>\$32,058</b>	<b>\$38,786</b>
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<b>2,820</b>	<b>2,935</b>	<b>3,028</b>	<b>3,121</b>	<b>3,219</b>

### Assumptions

Forecasted property tax revenue increase	13.1%	2.0%	13.7%	2.0%	6.9%
2015-2020 historical increases		2.0%	13.7%	2.0%	13.7%
Assessment year increase as % of historical rates		100%	100%	100%	50%
Annual merit increase	3%	3%	3%	3%	3%
Salary/wage market adjustment	0%	0%	0%	0%	0%
Incentive compensation pool	\$50	\$50	\$50	\$50	\$50
Library Content expense increase	[a] 6.0%	3.6%	3.6%	3.6%	3.6%
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Debt interest & principal		as per COP amortization schedule			
Maintenance & Improvement Projects	[b]				
Expenditures	\$1,915	\$1,615	\$980	\$833	\$937
Increase	-92%	-16%	-39%	-15%	13%

### Notes

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Total

These upgrades are included in this forecast.				
		\$100		
	\$450			
				\$475
	<b>\$450</b>	<b>\$100</b>	<b>\$0</b>	<b>\$475</b>



## 2020-2024 Forecast

DCL Operations + Investments balance  
 Required operations reserves  
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 Available investments balance

Property Tax Increases  
 Castle Rock Upgrade Costs

2020	2021	2022	2023	2024	Total
<b>BEST CASE</b>					
\$21,971	\$25,033	\$31,316	\$37,177	\$46,879	
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13.1%	2.0%	13.7%	2.0%	13.7%	
	\$0	\$0	\$0	\$0	\$0

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Property Tax Increases  
 Castle Rock Upgrade Costs

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<b>\$17,851</b>	<b>\$20,343</b>	<b>\$26,311</b>	<b>\$32,058</b>	<b>\$38,786</b>	
13.1%	2.0%	13.7%	2.0%	6.9%	
	\$450	\$100	\$0	\$475	\$1,025



**Date: April 8, 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.

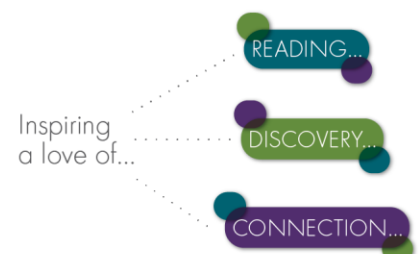
## 2. State of our Library's Business

### Internal Customer Focus: Finance and Administrative Services

- Connected with libraries nationally around CAREs Act implications.
- Connected with libraries nationally around C19 and library collection safety.
- Updating all library job descriptions for internal and external salary equity.
- Recruiting for an HR Manager.
- Performing facilities maintenance – painting and repairs.
- Updated our phone system for remote contact center option.
- Monitored community crisis communications – small business, FEMA, Tri-County Health.

### 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 Practice English Session.
  - Zoom Support of for Book Clubs.
  - Zoom Support for county non-profit partners.
  - *Volunteer Connect* for emergency support needs.
  - Planned Zoom Storytimes.
- Engaged library-wide entrepreneurial ideas pivoting current 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 3.



## Volunteer Connect: COVID-19 Response

A new section to the Volunteer Connect website (volunteer portal) has been added in response to COVID19 volunteer needs and opportunities in the last few days.

- The general opportunity posting “I’d like to help my community!” has received 7 registrations to date.
- Registrations were redirected to the Help & Hope Center needs (only organization posting at the time), 5 of the 7 registered immediately.

Currently, two organizations, Help & Hope Center and Castle Rock Senior Activity Center ,are posting opportunities under the Community Help in Response to COVID19 partnership. It is anticipated to increase to approx. 15 - 20 organizations as needs continue to surface.

## Recent Patron Comments

March 25, 2020 at 11:38 AM

Hi are you guys doing pickups? Because personally I think libraries are an essential business and I also cannot stay home for over a month because I'm about to run out of books

Hi! Unfortunately at this time all pickups are paused. Have you checked out our ebook selection on Overdrive/Libby? It's a fantastic resource with an incredible selection of books! <https://dcl.org/digital-media/>

**Douglas County Libraries**

**Digital Media | Douglas County Libraries**

Easily download or stream digital media like audiobooks, e-books, magazines, videos, music and more for free using your library card.



librerica • Follow

librerica Now that we're being encouraged to wear masks and since I don't sew, I scrounged up all my bandanas and found this one from @dclcolorado's past! That message, so timely! I am excited to finally be the masked bandit I have always dreamed of being but without the banditry. #dcldiscoversjoy #colorado #facemask

2d

peachokeano I was gonna see if you wanted me to make you one...but this works so much better for your style 🤪


2d Reply

View replies (1)

21 likes  
2 DAYS AGO

Add a comment... Post

## In the News

 @castlepinesconn · Apr 2

Special thanks to Douglas County Libraries @DCLcolorado for sponsoring The Connection's NEW crossword puzzle! Give it a try for a chance to win a \$50 gift card: [newspaper.castlepinesconnection.com/2020/apr/mobil...](http://newspaper.castlepinesconnection.com/2020/apr/mobil...)

#ALittleGoodNews #CastlePinesConnection #Crosswordpuzzle

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<https://castlerocknewspress.net/stories/douglas-county-libraries-provide-digital-resources-for-cooped-up-residents,297026#.XoX1OdqeAnc.link>

<https://www.kuvo.org/colorado-library-resources-books-and-audio-ebooks/>

*Kim McClintock article in celebration of April as both Volunteer Month and Week*

## Just Keep Swimming

Did you know that we've had DCL volunteers swim the English Channel, an incredible distance of at least 21 miles across one of the busiest shipping lanes in the world? Ok, well, maybe not literally. But in truth, we'd hold them up to those incredible athletes any time. Especially during *this* time.

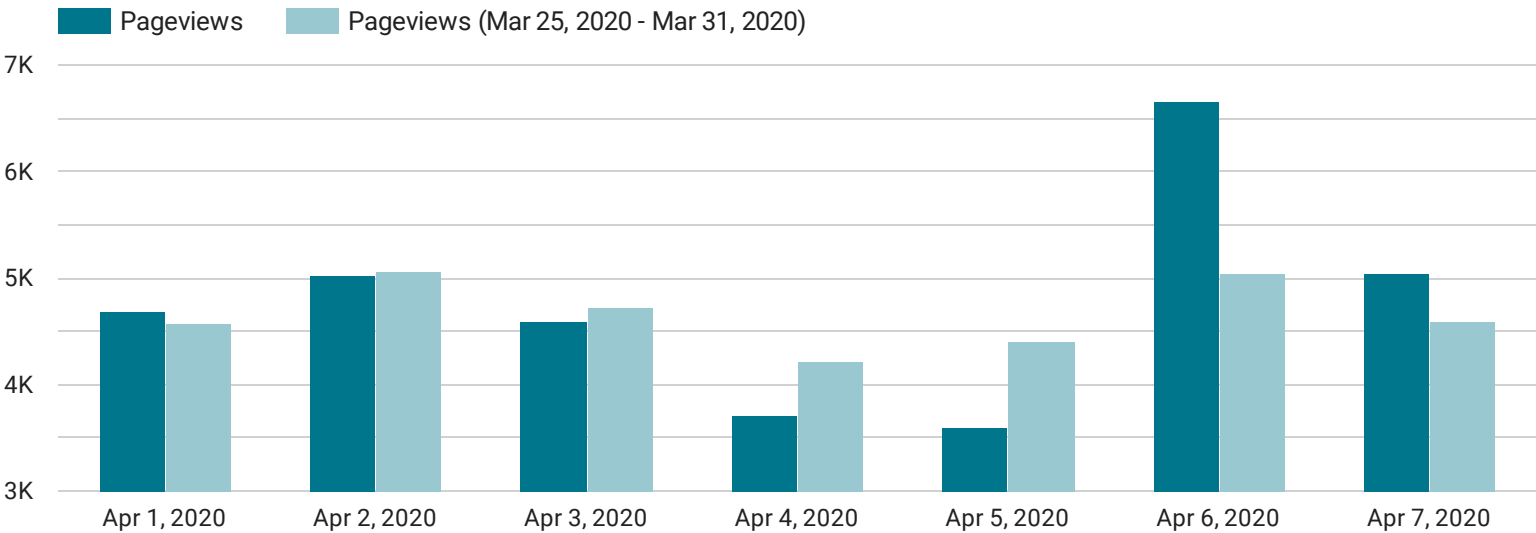
**Swimming the Channel takes time and endurance.** These foundational elements are consistently demonstrated by our committed volunteers. In 2019 alone, approximately 1,700 members of our library community donated nearly 37,000 hours of their time to their beloved library.

**You must be well prepared, and have knowledge of the local waters.** Library volunteers are a wealth of expertise and experience. They know (and *are*) our customers, and therefore often act as our best advocates for the role DCL plays in serving, responding to, and providing for the needs, strength and growth of our community.

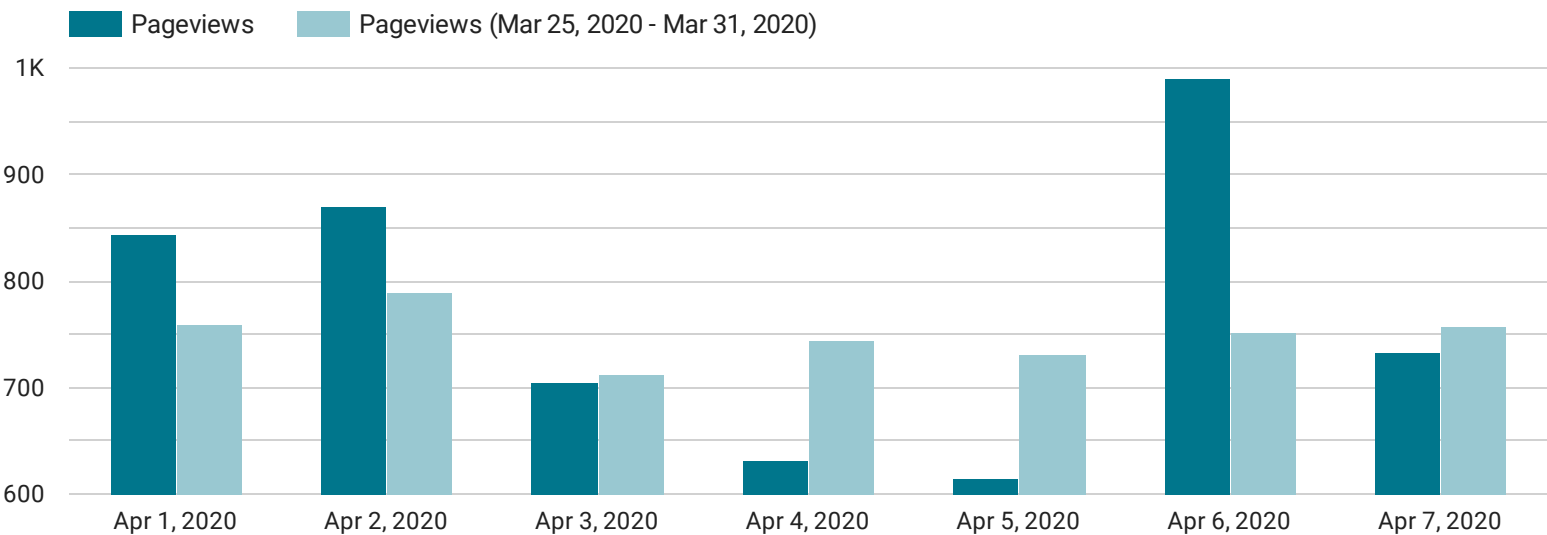
**Conditions can change quickly.** Nothing could be truer about this year, 2020. We've gone from a wellspring of creativity in anticipation of a year filled with community engagement – with all of the preparation, projects, program and event support that our volunteers provide – to suddenly facing a changing tide. Swimmers know that they might need to alter their course and perhaps even swim against the tide in order to reach the shore. They adjust their strategy and dig deep to some inexplicable source of resilience, and they persevere. In the days and hours before the COVID-19 closure, DCL volunteers processed library materials, shelved books, sorted donations, cleared surfaces for cleaning, delivered books to homebound community members, and made sure every last online sales order was filled and shipped to our eager customers. They saw the coming tide, and dug deep. As we alter our course, DCL volunteers will be eager to help in new ways and greater capacity.

**You need a support team.** Channel swimmers are not allowed to touch another human being during the course of the challenge. At this moment, that sounds painfully familiar. Yet, swimmers can receive food and drink from their support team via a pole stretched out to them. The Volunteer Services team is reaching out to our volunteers with scores of emails, cards, phone calls and virtual gatherings. They are the lifeline of strong connections with words of encouragement and gratitude, along with book recommendations, recipes, photos of family and pets, and favorite quotes. National Volunteer Week 2020 is April 19 - 25, and the Volunteer Services team will be sure our volunteers know that love, appreciation, and commitment go both ways. We are here for them, just as they have always been here for us.

**Some swimmers don't stop with one crossing; they are driven to do more.** In sight of land, but true to their nature, volunteers are heading back into the waters by seeking out ways to help during the crisis. They are able to use the new community response link on the Volunteer Connect Douglas County portal to help their fellow Douglas County residents make it through this time. We look forward to the hugs, to pats on the backs with exclamations of "We made it!" and the sighs of relief, and the long deep breaths. We will be ready for the new opportunities to come because our volunteers know how to embrace a challenge, and keep swimming.



Total Pageviews Comparison | Previous Week



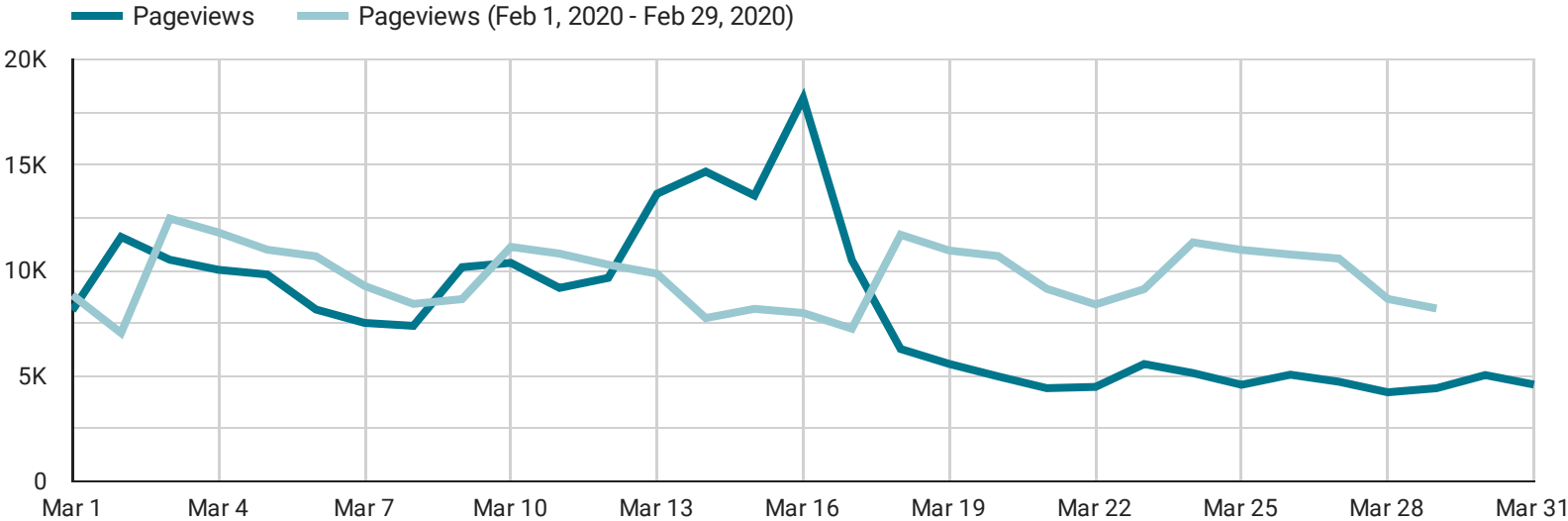
Digital Media Page | Pageviews Comparison | Previous Week

Selected Pages by Pageviews

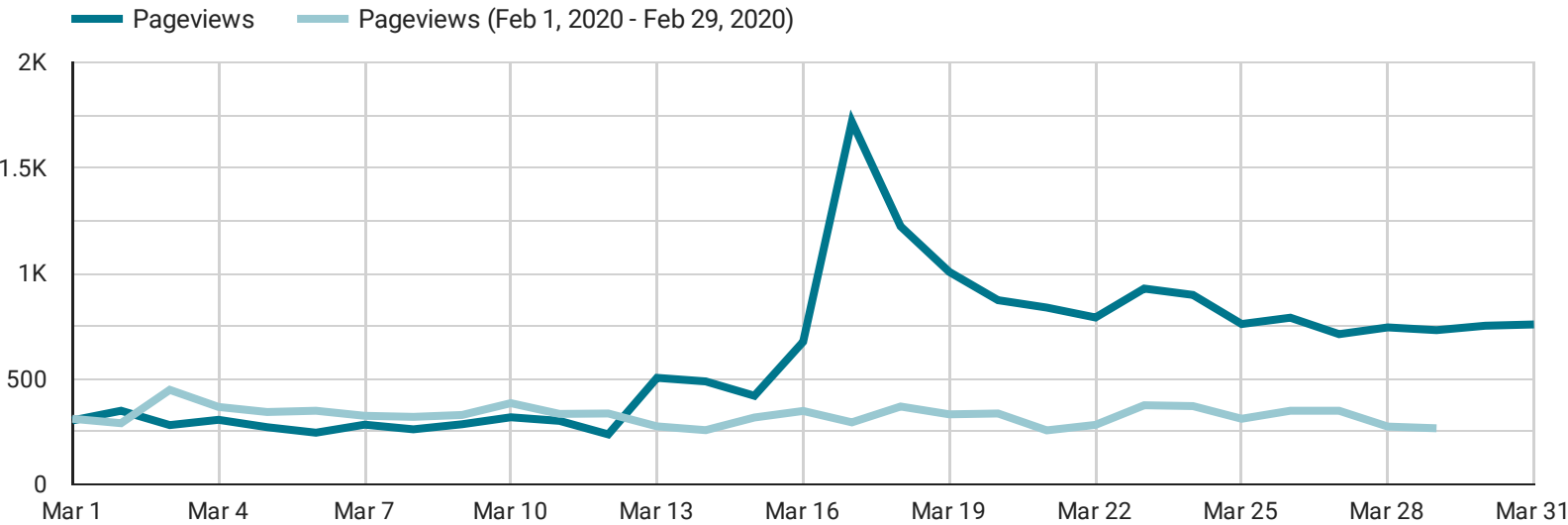
Page Title	Pageviews
Douglas County Libraries	16,656
Digital Media   Douglas County Libraries	5,369
Community Safety Notice   Douglas County Li...	2,262
All Databases   Douglas County Libraries	136
Business & Finance   Douglas County Libraries	118
History & Genealogy Databases   Douglas Cou...	80
Student Databases   Douglas County Libraries	62
Student Databases - High School   Douglas Co...	32
Digital Media Help Form   Douglas County Libr...	22
Lifestyle Databases   Douglas County Libraries	17

Top 10 Pages by Pageviews

Page Title	Pageviews
Douglas County Libraries	16,656
Digital Media   Douglas County Libraries	5,369
Community Safety Notice   Douglas County Libra...	2,262
What's New   Douglas County Libraries	2,178
Resources   Douglas County Libraries	794
Parker   Douglas County Libraries	794
Highlands Ranch   Douglas County Libraries	720
Library Perks   Douglas County Libraries	548
Castle Rock   Douglas County Libraries	542
Research Databases   Douglas County Libraries	529



Total Pageviews Comparison | Mar vs Feb



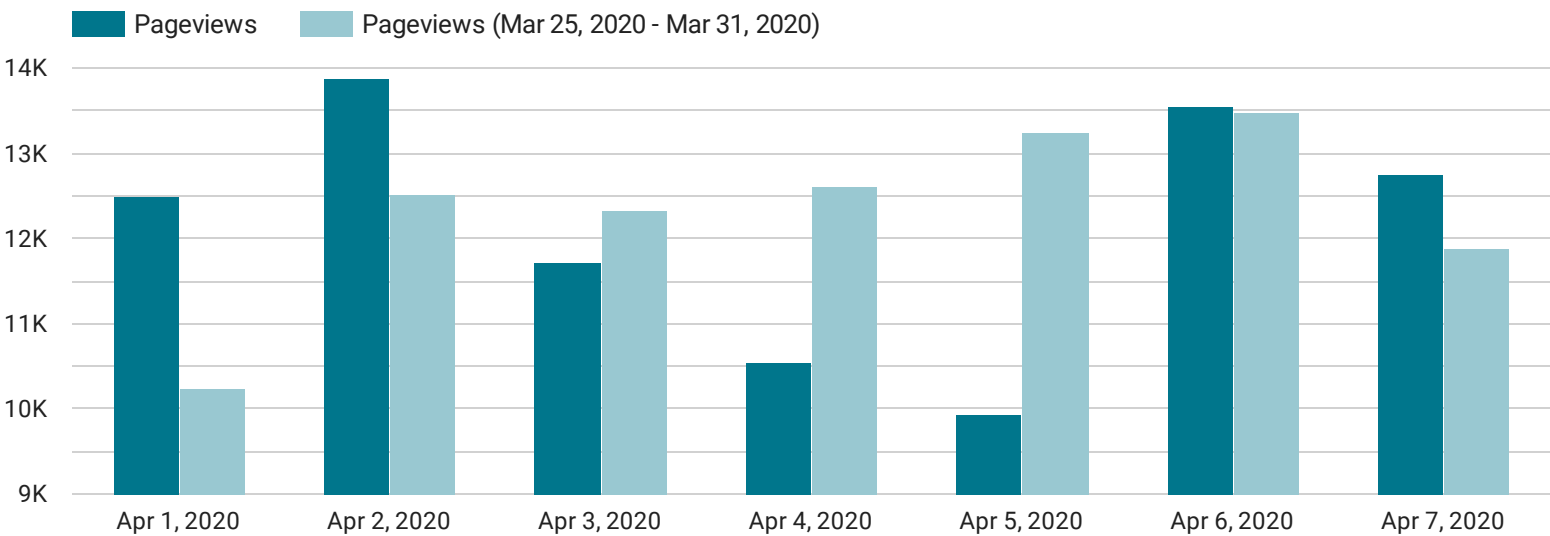
Digital Media Page | Pageviews Comparison | Mar vs Feb

Selected Pages by Pageviews

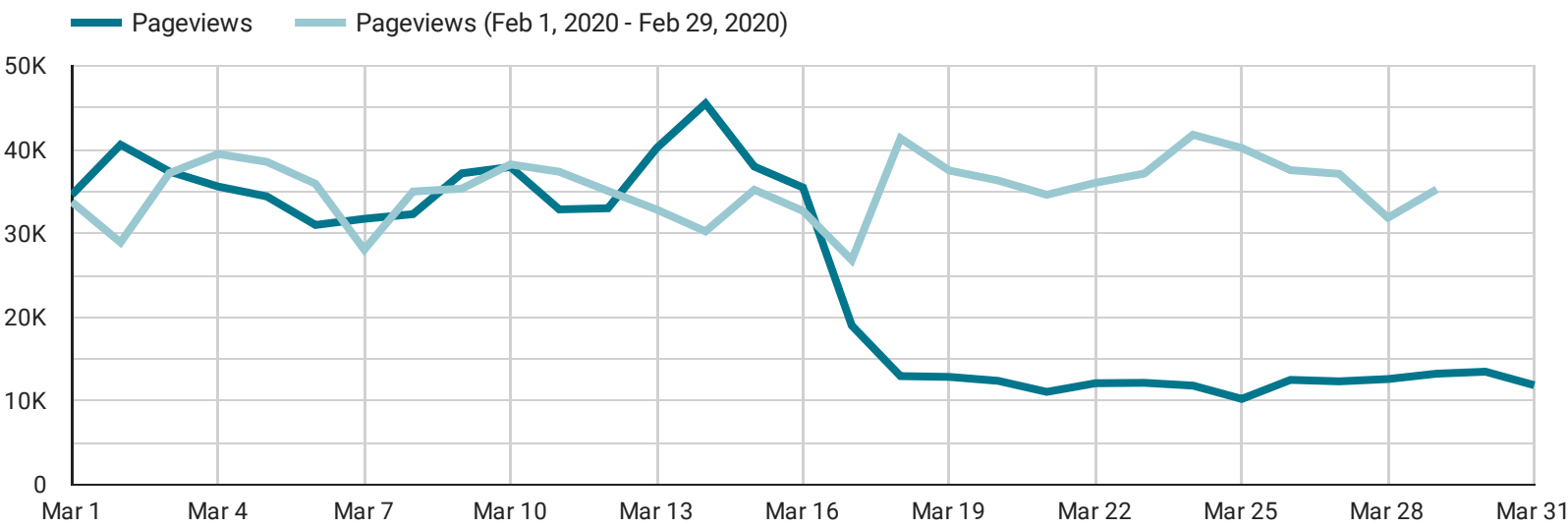
Page Title	Pageviews
Douglas County Libraries	132,865
Digital Media   Douglas County Libraries	18,994
Community Safety Notice   Douglas County Li...	13,422
All Databases   Douglas County Libraries	983
Student Databases   Douglas County Libraries	654
Business & Finance   Douglas County Libraries	441
History & 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...	32,696
Log In   Douglas County Libraries   BiblioCom...	11,649
Checked Out   Douglas County Libraries   Bibli...	8,992
On Hold   Douglas County Libraries   BiblioCo...	6,388
My DCL   Douglas County Libraries   BiblioCom...	3,056
Recent Activity   Douglas County Libraries   Bib...	1,912
New Titles   Douglas County Libraries   BiblioC...	1,391
Account   Douglas County Libraries   BiblioCo...	447
Borrowing History   Douglas County Libraries   ...	345
Forgot your PIN?   Douglas County Libraries   ...	263

Top Search Terms by Smart Search and/or Auto Query

Search Term
little fires everywhere
Hidden valley road
dvd
movies
Valentine
in five years
untamed
the glass hotel
Ebooks
the book of lost friends

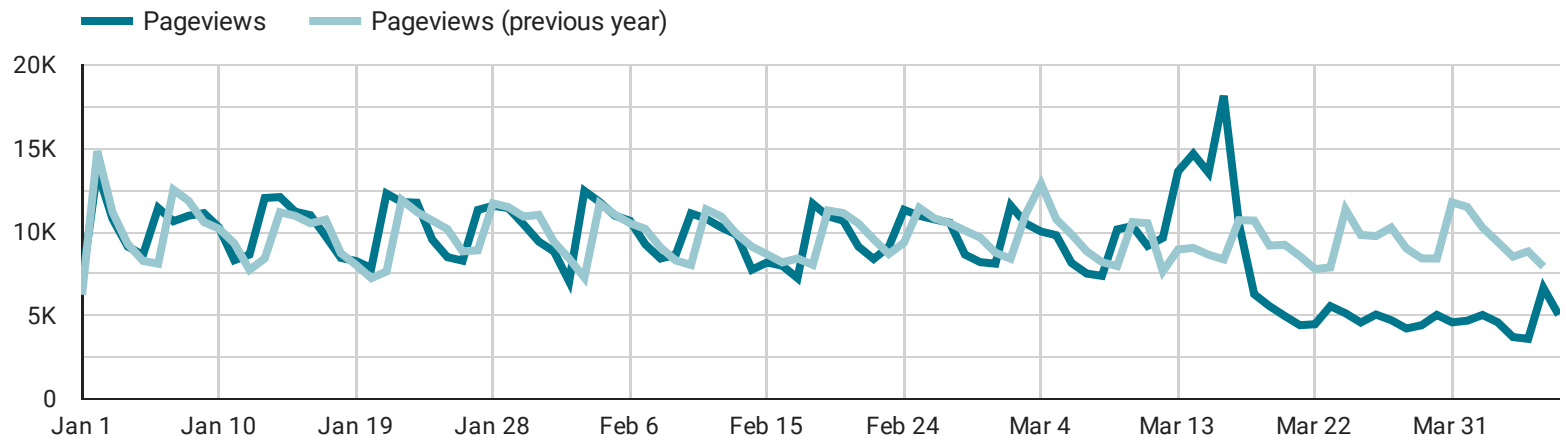
Total Pageviews

884,604

dcl.org

Jan 1, 2020 - Apr 7, 2020

23 of 26



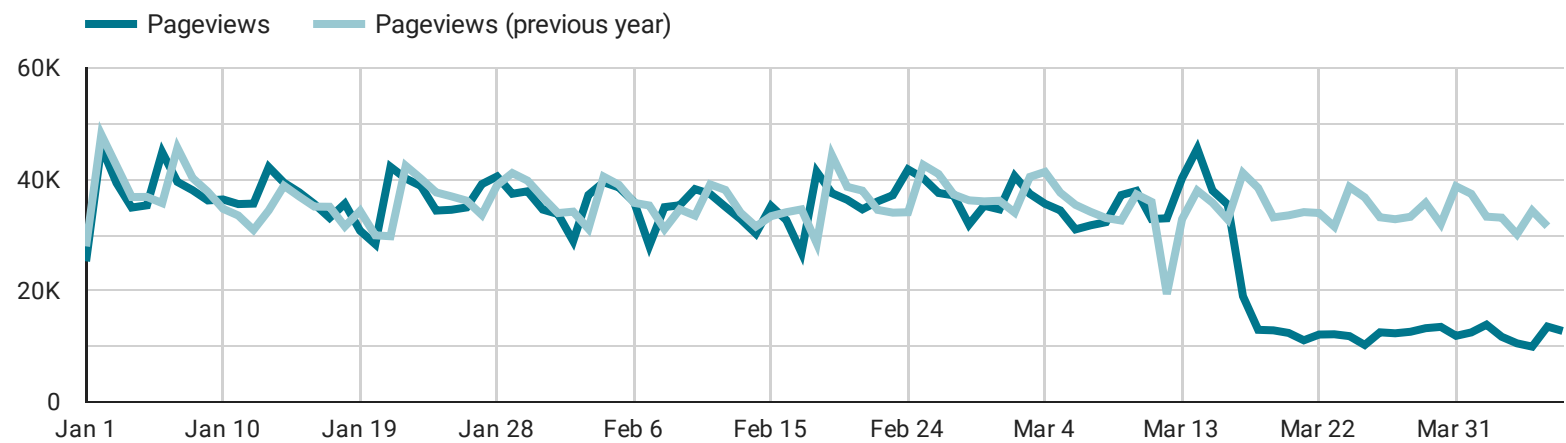
Total Pageviews Comparison | YTD

Total Pageviews

3,025,092

dcl.bibliocommons.com

Jan 1, 2020 - Apr 7, 2020



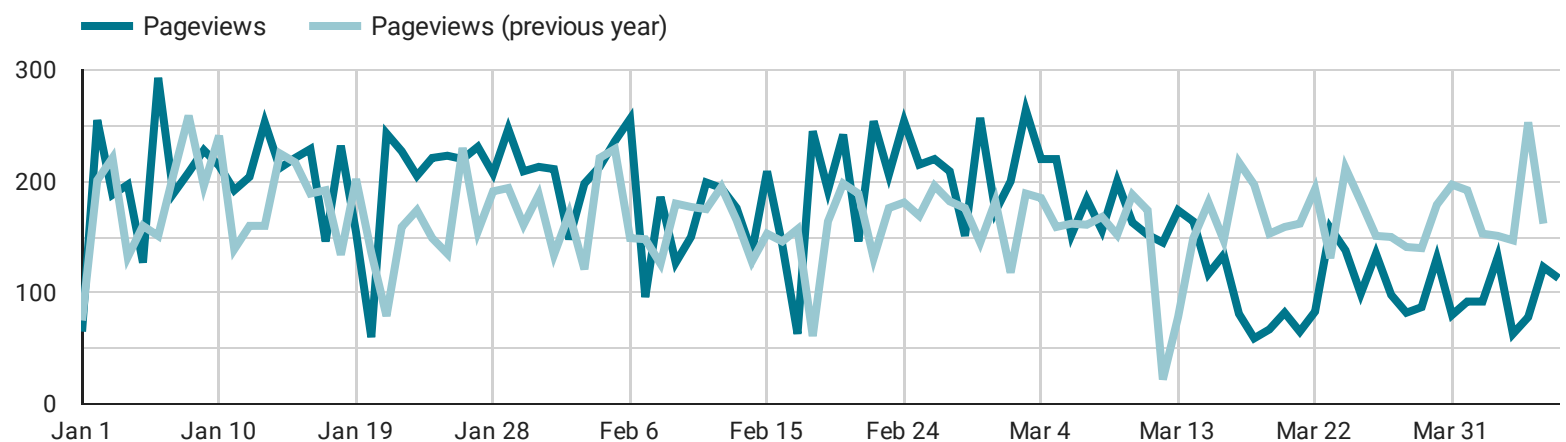
Total Pageviews Comparison | YTD

Total Pageviews

16,801

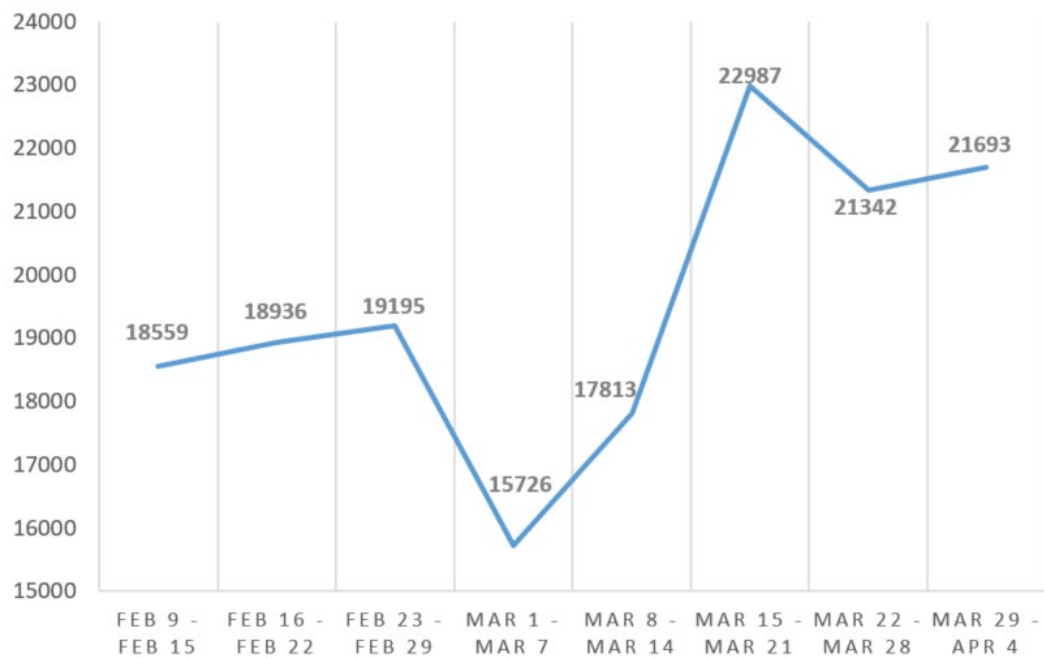
getacard.org

Jan 1, 2020 - Apr 7, 2020

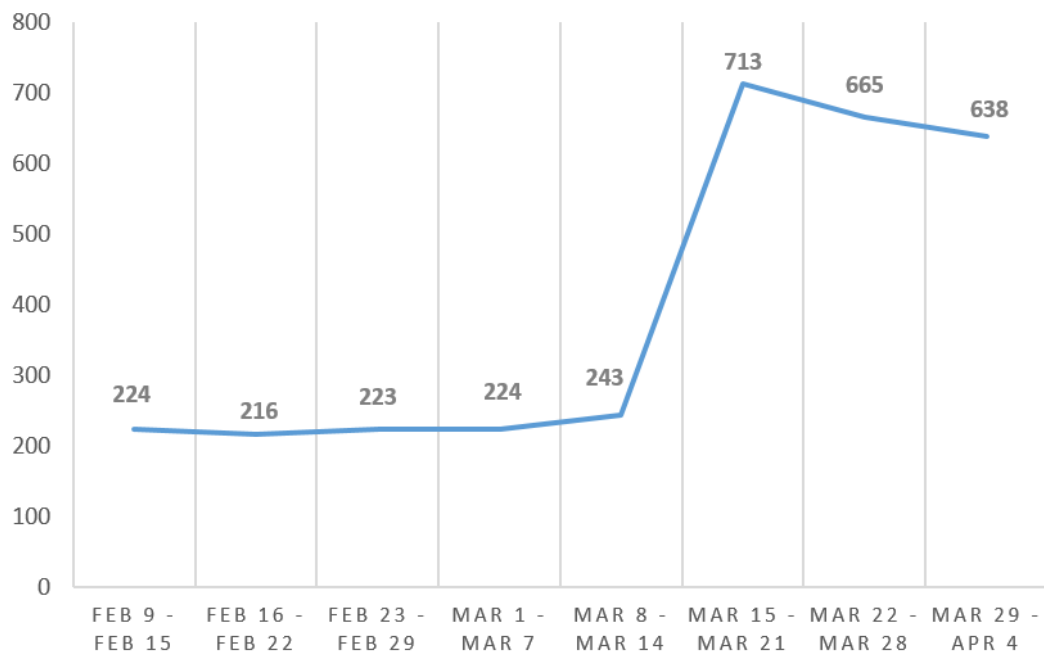


Total Pageviews Comparison | YTD

## OVERDRIVE CHECKOUTS



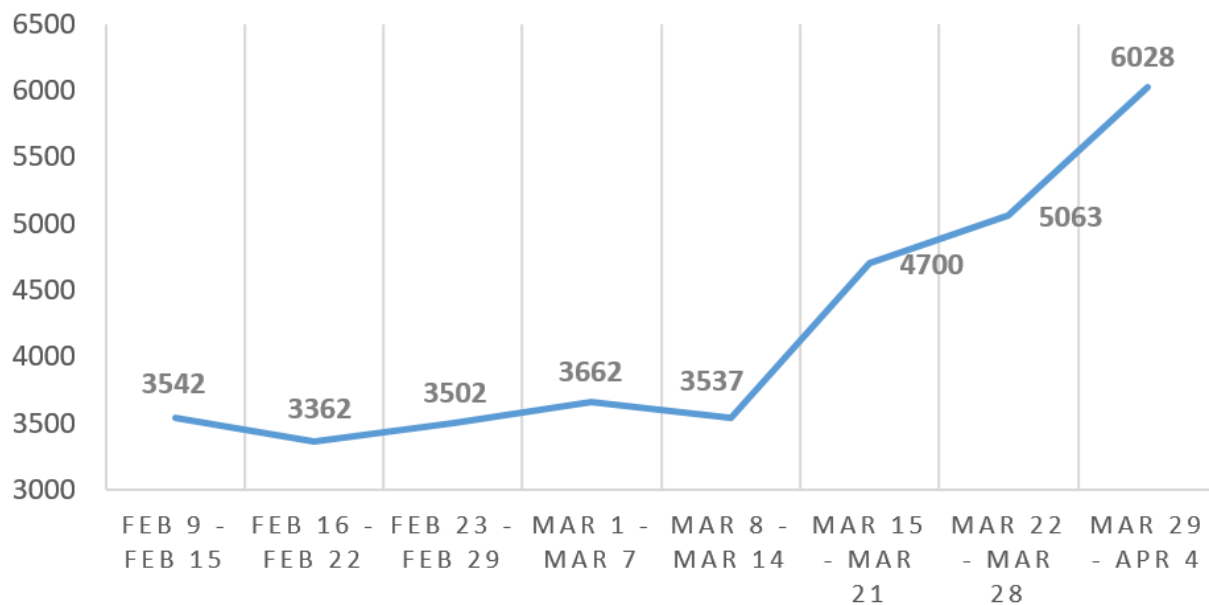
## OVERDRIVE: NEW USERS



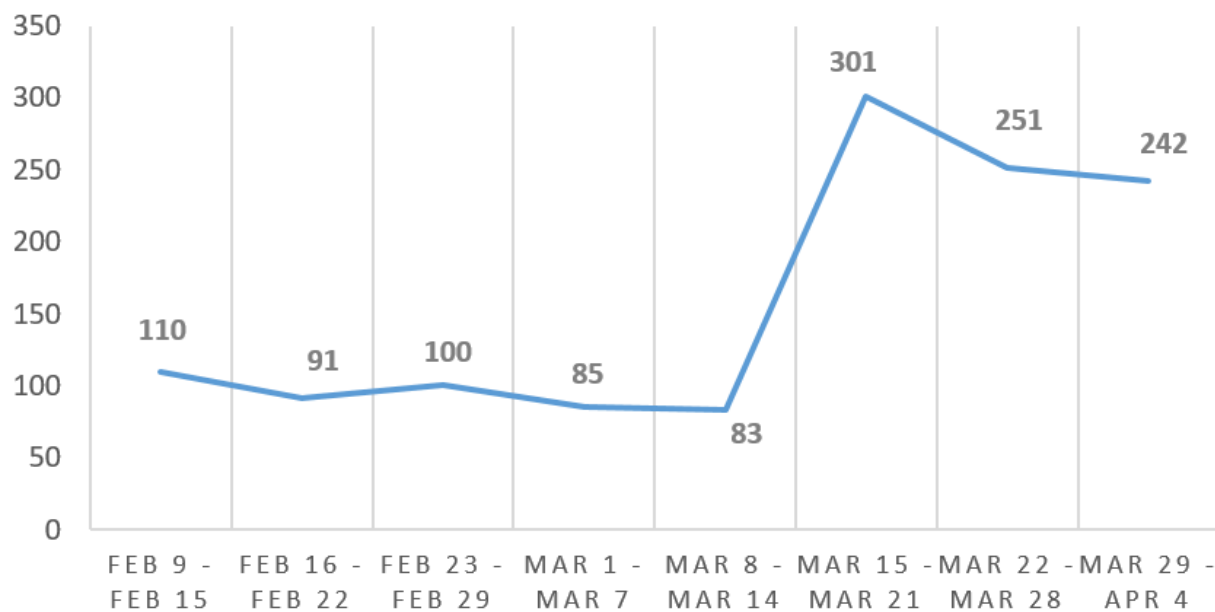
- Through OverDrive's Instant Digital Card, which went live 3/16, we have 1,131 new cards
- 2,858 "[Skip the Line](#)" checkouts since 3/13 launch
- Checkouts ↑ 28% from 2019 weekly average, New Users ↑ 201% from 2019 weekly average



## HOOPLA CHECKOUTS



## HOOPLA: NEW USERS



- 129 new instant cards issued through hoopla Engage
- Checkouts ↑ 70% from 2019 weekly average, New Users ↑ 147% from 2019 weekly average

- Great changes in hoopla recently:
  - [Harper Collins audio](#) was extremely expensive, and therefore blocked from our hoopla collection. After years of negotiations, they brought their price per circ down to a place where we have them back in our collection starting April 1<sup>st</sup>.
  - [Bonus Borrows](#): a collection that is free to us, and doesn't cost a "borrow" for customers.

#### Other Digital wins from the month of March:

- [Tumblebooks](#): views up 50%
- [Archives and Local History](#): 100% more hits.
- [Creativebug](#): 126 new users
- [Value Line](#) ↑30% and [Morningstar](#) ↑38%
- [Brainfuse](#): more than doubling in usage
- 1,136 workouts were completed through [Aaptiv](#),

#### Library Cards:

- Through GetACard, 858 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

#### Reopening:

- We continue to monitor conversations about materials handling in the COVID pandemic. There has not yet emerged a definitive answer or recommendation. In touch with Colorado Collection Managers as well as national ones via Urban Libraries Council.
- We are in contact with vendors regarding new materials we order. With most, our orders are still being entered so that nothing ends up backordered for us. Our orders will be placed on large pallets that will be ready to ship once the vendors are able to ship again and we are in the building to receive them.
- We are actively managing due dates, fines, and hold expiration dates.