

# Board of Trustees Special Meeting Agenda

Douglas County Libraries  
Wednesday, June 9, 2020  
6:00 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**

**MINUTE APPROVAL**

- **Motion** to Approve: Minutes May 27, 2020

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Pages 5-6

**EXECUTIVE LIBRARY DIRECTOR UPDATE**

Introduction of Jill Corrente, Sarah Schepman and Bonita Sonderby

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**DISTRICT BUSINESS**

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*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 – discussion of legal advice                      Executive Session Packet

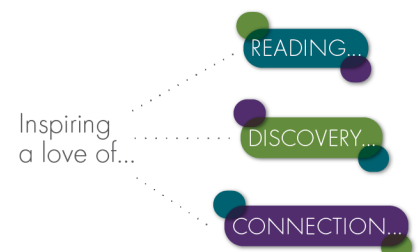
**EXECUTIVE SESSION**

**RETURN TO OPEN MEETING**

- **Motion** to align customer expectations for COVID-19
- **Motion** to reopen to the public

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## **FOUNDATION REPORT**

## **TRUSTEE COMMENTS**

## **UPCOMING BOARD MEETINGS**

### **Currently Scheduled:**

1. **Board Meeting**: August 26, 2020, Douglas County Libraries Lone Tree, Event Hall, 7:00 p.m. (Dinner at 6:30 p.m.)
2. **Board Study Session**: August 26, 2020, Douglas County Libraries Lone Tree, Event Hall, 5:00 p.m.

## **OTHER BOARD CALENDAR ITEMS**

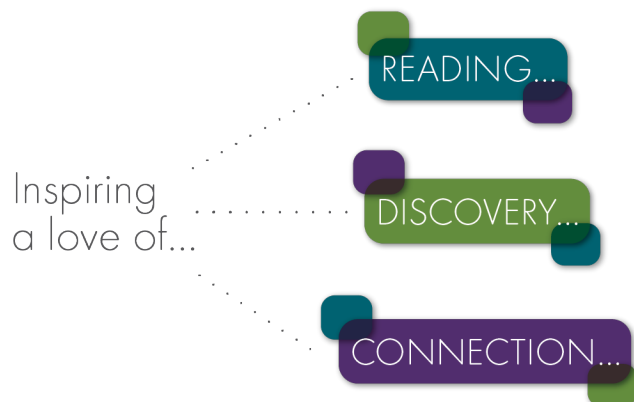
1. **Partnership of Douglas County Governments Meeting**: July 15, 2020, Town of Castle Rock, TBA, 7:00 a.m. (meeting begins at 7:30 a.m.)

## **ADJOURN**



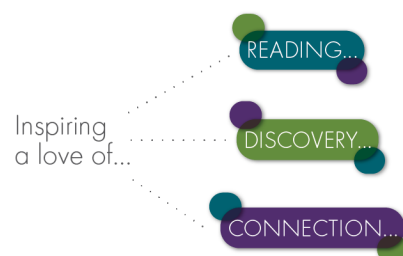
## Board of Trustees

**Special Meeting  
June 9, 2020**



#	Item	
1.	Minutes	Meeting May 27, 2020

**MOTION:** I move to accept the minutes of May 27, 2020 as presented.



## DOUGLAS COUNTY LIBRARIES

### Board of Trustees Meeting

May 27, 2020

Remote Virtual

President Cole called the regular meeting to order at 6:00 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, Meghann Silverthorn, Dawn Vaughn, and Louise Wood

Sean Duffy was absent; the absence was excused.

A quorum was present.

**STAFF:** Bob Pasicznyuk, Dave Anderson, Amber DeBerry, Julianne Griffin, Michael King, and Patti Owen-DeLay

**GUESTS:** Kim Higgins and Brent Millspaugh, Eide Bailly Auditors

**PUBLIC:** Jeff Pittman; Staff Attending as Public: Kelly Allan, Angie Brown, Melissa Della Penna, and Tina Schmidt

**PUBLIC COMMENT:** None

### APPROVAL OF CONSENT AGENDA

**MOTION 20-05-01:** Burkholder moved and the motion carried unanimously to approve the consent agenda consisting of April 29, 2020, minutes and the budgeted capital expenditure for Highlands Ranch library sorter.

### DISTRICT BUSINESS

No one declared a conflict of interest.

**PRESENTATION:** Annual Audit: Kim Higgins and Brent Millspaugh

Higgins reviewed the audit with the trustees.

Financial Statements: Prepared by District finance staff. Auditor gives an opinion on these Financial Statements. This opinion is a clean opinion, which is the best that you can receive.

## **ALIGN CUSTOMER EXPECTATIONS FOR COVID-19 COMPLIANCE**

Tabled until the June board meeting.

## **EXECUTIVE LIBRARY DIRECTOR UPDATE**

Pasicznyuk updated the board on curbside service. Anticipated opening is June 29 or July 1, pending mandate updates that would allow for opening to the public. It is anticipated that opening to the public will entail a host of restrictions under which we need to operate.

## **FOUNDATION**

The Foundation submitted its annual report to the library board.

## **TRUSTEE COMMENTS:**

Cole thanked staff for the Zoom support.

Silverthorn requested to send audit PERA questions to staff for discussion/answer at the next meeting.

## **UPCOMING BOARD MEETINGS**

### **Currently Scheduled:**

1. **Board Meeting**: June 24, 2020, Douglas County Libraries in Highlands Ranch, Event Hall 7:00 p.m. (Dinner at 6:30 p.m.)
2. **Board Study Session**: June 24, 2020, Douglas County Libraries in Highlands Ranch, Event Hall 5:00 p.m. - 6:30 p.m.

### **Other Board Calendar Items:**

1. **Partnership of Douglas County Governments Meeting**: July 15, 2020, Town of Castle Rock, TBA, 7:00 a.m. (meeting begins at 7:30 a.m.)

Note: Both the board meetings and the Partnership of Douglas County Governments meeting are location tentative depending on public health orders.

The meeting was adjourned at 6:45 p.m.

Respectfully submitted,

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

## Opening to the Public

Bob Pasicznyuk

June 2020

### Health Trust and Verification: Is our library ready to open to the public?

<https://www.tchd.org/823/Case-Updates>

The library has three levels of accountability to determine that are libraries may open and operate safely:

- (1) The Colorado Department of Public Health issues broad health orders for all Colorado communities,
- (2) Tri-County Health focuses on the public health requirements for Adams, Arapahoe, and Douglas Counties, and
- (3) The library's Board of Trustees determines closure of our libraries.

Tri-County health updates COVID health metrics daily. At the time of this writing, Douglas County had received 1 COVID-related hospital admission in the past week as well and less COVID impacts by an order of magnitude.

Businesses are opening throughout Douglas County based on positive health trending data.

Tri-county Comparison	Cases	Deaths	Hospital Admissions/ICU
Douglas	807	45	152/56
Arapahoe	4,461	307	842/194
Adams	3,264	123	483/139

If government health orders allow us to open and the board validates our readiness, the library will not simply snap back to business as usual, but will abide a number of safeguards and best practices.

- 1) Limit the library's overall occupancy load to 50% of standard, ensuring 28 sFt per person, or a maximum occupancy of 175 at a time.
- 2) Monitor all employees for COVID-19 symptoms through daily health checks and verifications.
- 3) Require that employees employ face coverings and protective equipment.
- 4) Recommend that customers employ face coverings.
- 5) Design floor plans and service points to achieve 6-foot distancing requirements.
- 6) Install protective barriers at service points separating staff and customers.
- 7) Continue to offer non-contact options (like curb-side services) as long as conditions and demand warrants the service.
- 8) Disinfect library surfaces and equipment in keeping with public-space best practices.
- 9) Recommend and accommodate hand washing and other personal disinfecting strategies.

If any branch or department cannot meet these requirements, the Executive Library Director will order an emergency closure of that branch or department location.

### Resource Trust and Verification: How is the library investing citizen resources today?

Inspiring  
a love of...

READING...

DISCOVERY...

CONNECTION...

At the time of this writing, library staff are working at approximately 94% of their standard scheduled hours. The library is exerting considerable effort making it a priority to approach 100% by month's end.

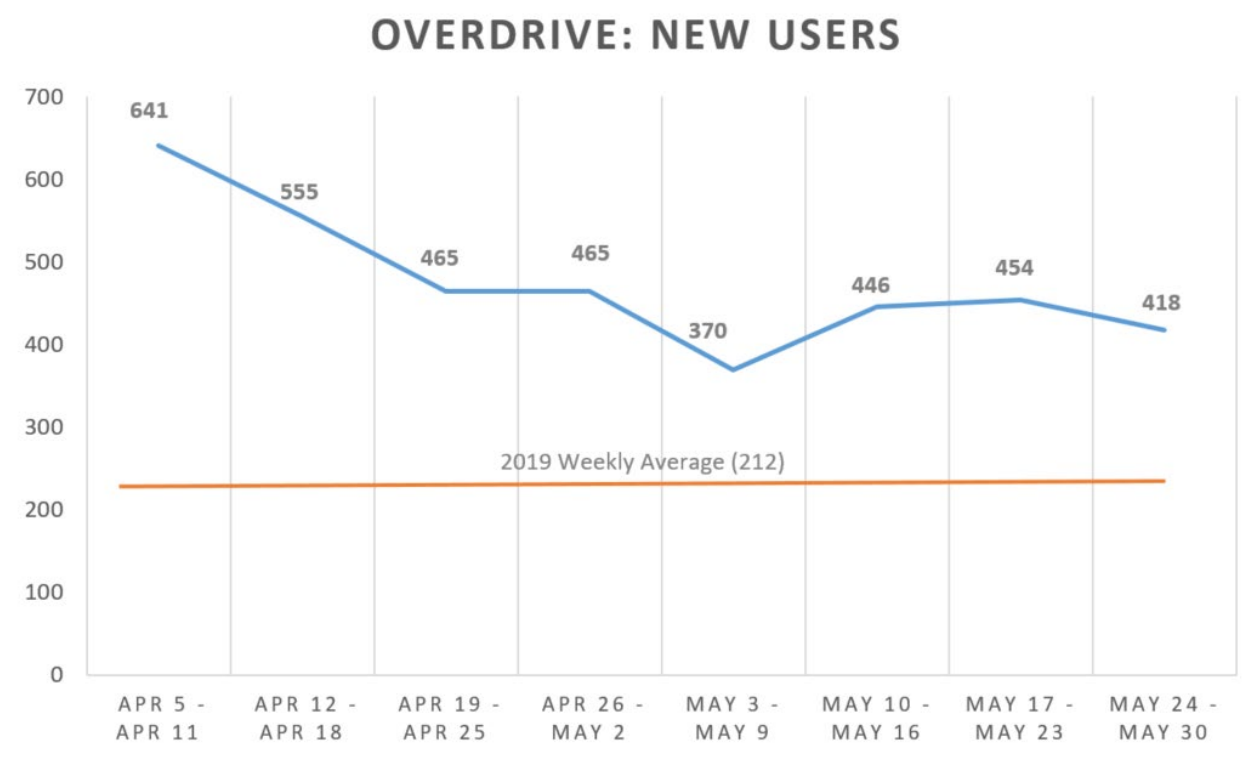
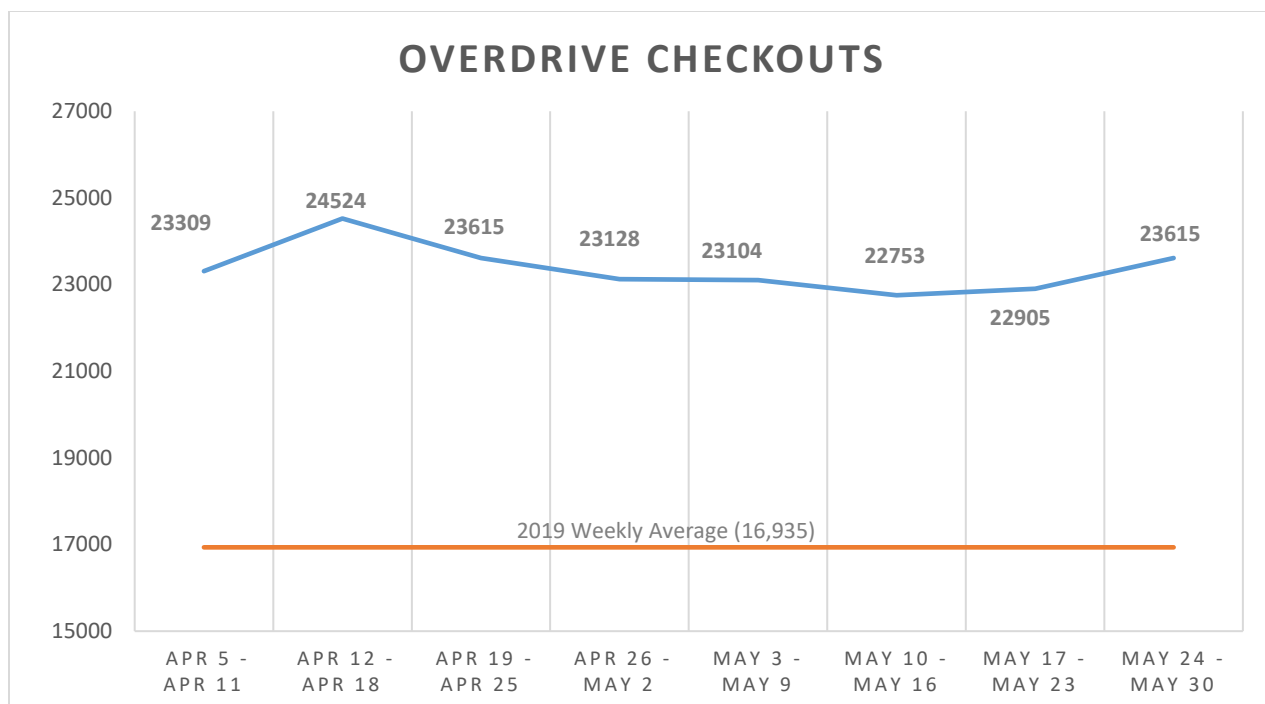
**Entrepreneurial and COVID Response Ventures**

- Curb-side library materials delivery services (library materials and laptops)
- Virtual programming delivery
- COVID-related HR support and care
- Increased virtual product purchases, support, and maintenance
- DCL Delivers
- Senior Connect
- Warm Call
- Alternative Business Strategy and Planning

**Traditional Services**

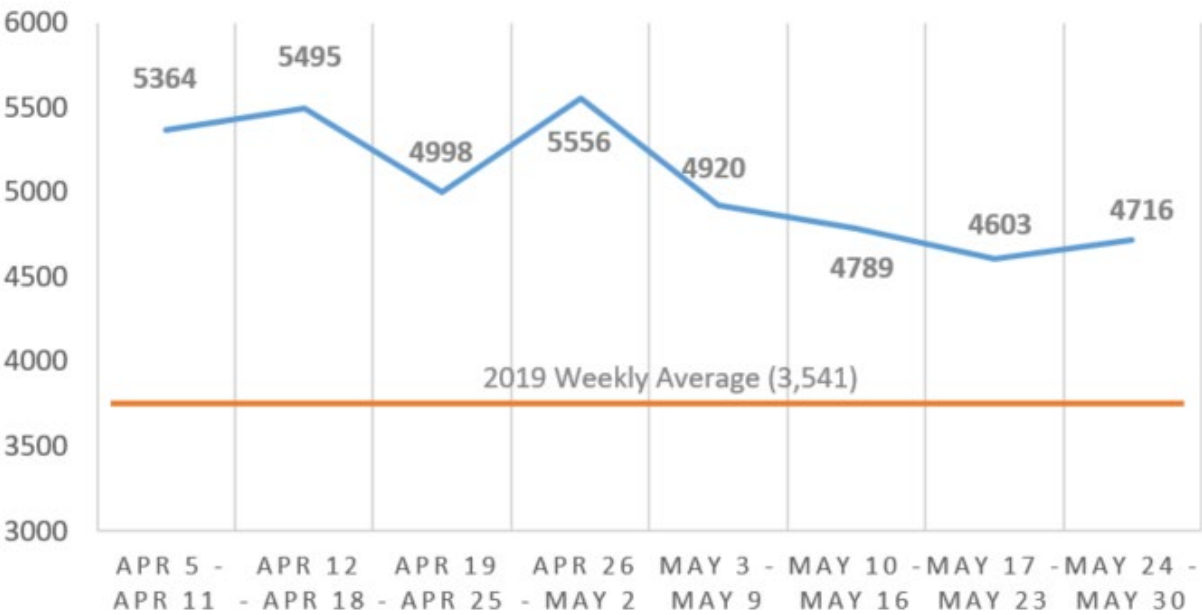
- Collection Management
- Internal Customer support and infrastructure maintenance
- Budgeting and Finance
- Contact Center Customer Support
- Materials Handling Services



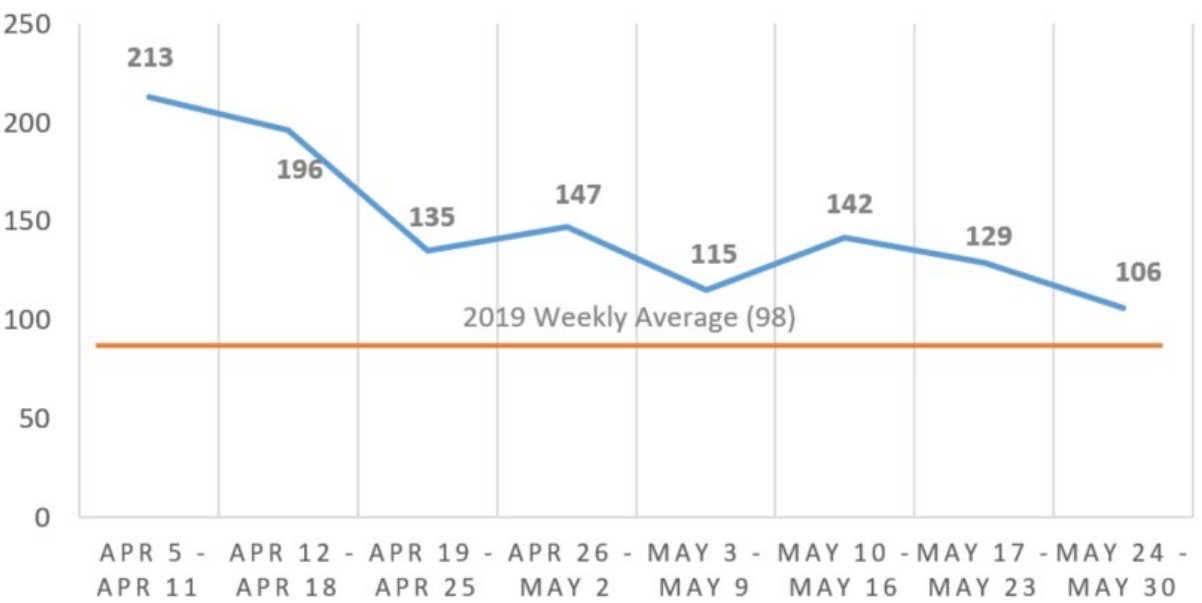


- Through OverDrive's Instant Digital Card, which went live 3/16, we have 3,289 new cards
- 11,497 "[Skip the Line](#)" checkouts since 3/13 launch

# HOOPLA CHECKOUTS



# HOOPLA: NEW USERS



### Just for Fun

- Highlights of May digital usage
  - In a time when many do not have their normal commute, we had the highest number of audiobook checkouts of all time in OverDrive, just north of 37,000
  - We achieved the highest number of unique users in OverDrive in May. 19,913 customers checked out at least one item. This is equal to 10% of our cardholders.
  - 239 people took advantage of unlimited [Great Courses content on Kanopy](#)
  - 606 customers signed up for [Headspace](#)
  - Over 1,000 workouts were completed through [Aaptiv](#). With an average of 300 calories burned per workout, this equates to approximately 300,000 calories

### **Library Cards:**

- Through GetACard, 2,625 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
  - 4/22–4/28: 172 new cards
  - 4/29–5/5: 220 new cards
  - 5/6–5/12: 196 new cards
  - 5/13–5/19: 239 new cards
  - 5/20–5/26: 210 new cards
  - 5/27–6/2: 278 new cards

### **Holds Placed on Physical Items:**

- Through the catalog, 112,731 holds have been placed since closure on 3/17.
  - 3/17–4/28: 17,916 holds placed
  - 4/29–5/5: 10,942 holds placed; this number is most likely high because curbside services were announced and we removed the automatic “online content only” filter on BiblioCommons.
  - 5/6–5/12: 15,645 holds placed
  - 5/13–5/19: 22,256 holds placed
  - 5/20–5/26: 23,796 holds placed
  - 5/27–6/2: 22,176 holds placed

Item	Preparatory Work	Motion
Request for Approval – Align Customer Expectations for COVID-19	Review for action	<b><u>MOTION:</u></b> I move to align customer compliance expectations for COVID-19 to specific health orders, ordinances, and laws. Health recommendations will be shared, but staff will not enforce anything that isn't an order, ordinance, or law.
Request for Approval – Opening Library to the Public	Review for action	<b><u>MOTION:</u></b> I move to authorize the opening of Douglas County Libraries to customer access on 6/29/2020 or at the first opportunity following 6/29/2020 and in keeping with public health orders and authorization.

**DATE:** May 27, 2020

**AGENDA ITEM:** This is an agenda item to align board decision with library practice around Public Health Safety Requirements for customers concerning COVID-19.

**BUDGET IMPACT:** \$0.00

Public policy makers are responding to the pandemic with both recommendations and public health orders. The same document, communication, or website entry may contain both. To date and where our staff and vendors are concerned, our library has sought to comply with both health orders and recommendations. Our library has sought for guidance and clarity when orders and recommendations are contradictory or ambiguous. Our municipal partners vary in their stance between health orders and recommendations.

The situation is more complex when planning for public or customer re-entry to our facilities. Our library should and must comply with orders, but what about health recommendations? Our library may adopt more restrictive measures than state and county health departments. Should we? If we list any health recommendation as a customer behavioral standard in our code of conduct, how will our library handle the problem of compliance? Will our staff confront customers in a breach, contact law enforcement, or begin progressive discipline with anyone who doesn't wear a mask, abide distancing, and more.

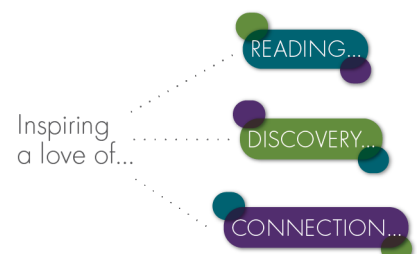
I recommend that our libraries regard the distinction between health orders and recommendations. Public policy makers understand the difference between the two. When they make distinctions, I don't believe that it is in our interest to adopt more restrictive measures or constrain our customers to abide both.

I do believe that it is in our interest (staff and customers alike) to request that customers honor health recommendations without going to the next step of constraining behavior or demanding compliance.

For example: As long as the Colorado Department of Health or Tri-County Health merely recommend that citizens wear a mask or face covering, we would request our customers wear one, but wouldn't ban customer use of the library should they choose not to honor the request.

As such we are confirming:

1. This policy recommendation, as it stands, has limited to no fiscal implication.
2. Should we choose to demand compliance of recommendations, the fiscal implications vary depending on our need for compliance support.



**RECOMMENDATION:** I recommend that the Board make a motion limiting customer compliance concerning COVID-19 to health orders, laws, and ordinances.

**MOTION:** I move to align customer compliance expectations for COVID-19 to specific health orders, ordinances, and laws. Health recommendations will be shared, but staff will not enforce anything that isn't an order, ordinance, or law.

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

**DATE:** June 3, 2020

**AGENDA ITEM:** This is a request to allow the library to open facilities to customers in keeping with public health and safety restrictions.

**BUDGET IMPACT:** \$0.00

Our library is poised to open facilities to the general public (our customers) on or after 6/29/2020 and in keeping with all public health and safety requirements. The library is now purchases placards, directional floor signs, plexiglass screens, and safety equipment necessary for library operations. The June 29, 2020 date takes into consideration purchasing and delivery timelines. The 6/29/2020 timeline also allows us to transition existing service packages to direct customer access within our facilities.

The Colorado Department of Public Health will consider authorizing customer-access to library facilities on 6/30/2020. Douglas County is also submitting a variance request that would permit customer-access also.

**RECOMMENDATION:** I recommend that the Board make a motion opening our library to customer access on 6/29/2020. If public-health orders or a variance does not permit opening on 6/29/2020, the board may authorize the Director to open at the soonest possible date following 6/29/2020 or call a special board meeting for authorization in keeping with the need.

**MOTION:** I move to authorize the opening of Douglas County Libraries to customer access on 6/29/2020 or at the first opportunity following 6/29/2020 and in keeping with public health orders and authorization.

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

