Douglas County Libraries

Board of Trustees Annual Meeting Agenda

Douglas County Libraries in Castle Rock, Philip S. Miller
Wednesday, February 12, 2020

CALL TO ORDER Presiding: Sean Duffy, President

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

ATTENDANCE

WELCOME NEW TRUSTEE(S): Dan Danser, Dawn Vaughn and Suzanne Burkholder

PUBLIC COMMENTS

CONSENT AGENDA **Pg.5**

Board members may request to have any item(s) removed from the consent agenda for further conversation by making that request when asked by the chair and stating the item number.

MOTION TO APPROVE CONSENT AGENDA

1.	Minutes – December 2, 2019	Pgs.6-9
2.	BOCC Appointment Resolution	Pg. 10
3.	Ratification of Email Poll – Roxborough Closure	Pgs. 11-12
4.	Designation of Board Public Notice Posting	Pg. 13
5	Closure –Storybook Holiday	Pg. 14
6.	Closure – Annual Staff Day	Pg. 15
7.	Budgeted Capital Expenditure RFA - PC Replacements 2020	Pgs. 16-17
8.	Budgeted Capital Expenditure RFA - Security Cameras 2020	Pg. 18
9.	Budgeted Capital Expenditure RFA - Transport Bins 2020	Pg. 19

PRESENTATION

2019 – A Year in Review

Inspiring a love of... READING... DISCOVERY... CONNECTION...

Douglas County Libraries

Board of Trustees Annual Meeting Agenda

EXECUTIVE LIBRARY DIRECTOR UPDATE Pgs. 20-31

DISTRICT BUSINESS Pg. 32

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.

Items removed from Consent Agenda (Sean Duffy) *If any – see above.*

Annual Meeting Items (Sean Duffy) .

- **MOTION TO ELECT:** Selection of 2020 Board Officers
  - President
  - Vice President
  - Treasurer
  - Secretary
- **MOTION TO APPOINT**: **Committees** (Chair and 2 members)
  - Personnel
  - Capital Planning

  Selection of a Trustee for Representative Opportunity (1 member)
  - Partnership of Douglas County Governments
  - Douglas County Youth Initiative

  Appointments Already in Place:
  - Douglas County Libraries Foundation - 2020 Representative, Ron Cole

Other Business Items (Sean Duffy)

- **Quarterly Investment Report** Pg. 33
- **Quarterly Key Performance Indicator Report** Pgs. 34-41

FOUNDATION REPORT (Ron Cole)

- **Annual Report** Pgs. 42-46

TRUSTEE COMMENTS

Inspiring a love of... READING... DISCOVERY... CONNECTION...

Douglas County Libraries

Board of Trustees Annual Meeting Agenda

UPCOMING BOARD MEETINGS

1. **Board Meeting**: March 25, 2020, Douglas County Libraries in Parker, Event Hall A, 7 p.m. (Dinner at 6:30 p.m.)
2. **Board Study Session**: March 25, 2020, Douglas County Libraries in Parker, Event Hall A, 5 p.m. - 6:30 p.m.
3. **Board Annual Retreat**: May 2, 2020, Douglas County Libraries in Highlands Ranch, Event Hall A, 9 a.m. - 4 p.m.

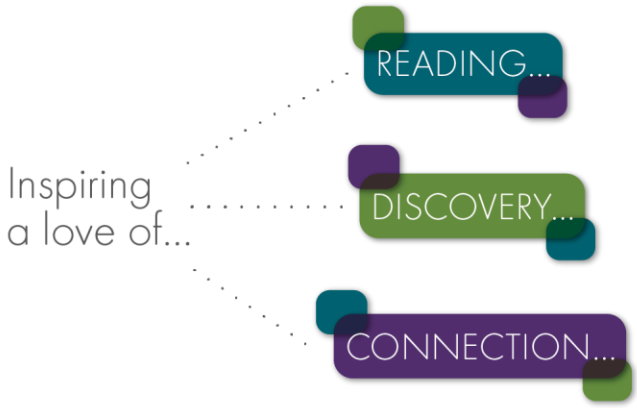
OTHER BOARD CALENDAR ITEMS

1. **Partnership of Douglas County Governments Meeting**: March 18, 2020, Town of Parker, 7:00 a.m. - 9:30 a.m.
2. **Douglas County 2020 State of the County**: March 31, 2020, 7:30 a.m. - 9:00 a.m., CU South Denver.

ADJOURN

Board of Trustees

Annual Meeting
February 12, 2020



Douglas County Libraries

Consent Agenda

Board Action: Review the below items for mass approval. Board members can remove any item from the consent agenda prior to its acceptance for further discussion and action during district business.

#	Item	
1.	Minutes	Public Hearting Meeting December 2, 2019
2.	Board of County Commissioner Appointment Resolution	Resolution #020-004 Appointing Suzanne Burkholder, Dan Danser, and Dawn Vaughn
3.	Ratification of Email Poll	Closure of Roxborough Library for recarpeting
4.	Designation of Board Public Notice Posting Place	Annual, legal requirement to designate the the District website as posting place for Board Public Notices with the Philip S. Miller Library as back-up if the website it down.
5.	Closure	Storybook Holiday 2020 – Closure of libraries for this signature event setup. Events happen during closed hours
6.	Closure	Staff Day 2019 – Close all district facilities on Friday, August 21,2 020 for annual Staff Appreciation Day.
7.	Budgeted Capital Expenditure*	PC Replacements – 2020
8.	Budgeted Capital Expenditure*	Security Cameras - 2020
9.	Budgeted Capital Expenditure*	Transport Bins – 2020

MOTION: I move to accept the Consent Agenda as presented.

*These items are coming to you in support of our expenditure policy for budgeted capital expenditures of $50,000 or more.

As such we are confirming:

1. Budgeted monies are still in place for this project.
2. The scope of the project is in line with the project budget
3. The project is in line with our current strategies or workplan.

We have finalized our scope costs through our normal bid and procurement processes.

DOUGLAS COUNTY LIBRARIES
Board of Trustees Meeting
Public Hearing for Budget Adoption
December 2, 2019
Lone Tree, Colorado

President Duffy called the regular meeting to order at 7:00 p.m.

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

The following were present:

TRUSTEES: John Beckwith, Ron Cole, Sean Duffy, Lawrence Falter, Bob Morris, Meghann Silverthorn and Louise Wood

All trustees were present. A quorum was present.

STAFF: Bob Pasicznyuk, Dave Anderson, Cliff Davidson, Amber DeBerry, Elizabeth Lamonia, Jeff Konishi, Dave Meyer, Rick O'Dell, and Patti Owen-DeLay

MOTION 19-12-01: Morris moved and the motion carried unanimously to approve the agenda as presented.

PRESENTATION
Cliff Davidson presented elements of Storytime for sensory students.

PUBLIC COMMENTS

- Dr. Rudy Ramsey – Concern with political appointment of library board and lack of connection to the history of library demonstrated by the removal of "James H. LaRue" from the Highlands Ranch library.
- Eleanor Brown – Concern with decision and more so the manner in which the decision was rushed through.
- Dr. Dana Torpey Newman – Concerns with partisan actions by trustee Silverthorn and Duffy's article stating library board as being nonpolitical when it acted in a very political manner by removing James H. LaRue's name from the Highlands Ranch library. (Dr. Torpey Newman requested that her written comments be included in the minutes. The minutes are records of action and only include brief statements on public comment.)
- Katie Barrett – Concern with removal of James H. LaRue's name from the Highlands Ranch library as a capricious action.
- K.C. Neel – Disappointment with the removal of James H. LaRue's name from the Highlands Ranch library as being petty politics.
- Michelle Ling – Spoke in support of removal of James H. LaRue's name from the Highlands Ranch library as being sound policy.

- Eleanor Glover – Saddened to have James H. LaRue's name removed from the Highlands Ranch library due to his contributions.
- Benjamin Ling – Spoke in favor of removal of James H. LaRue's name from the Highlands Ranch library due to LaRue's political actions.
- Emily Suyat – Found the board's actions to remove LaRue's name as punitive and bad precedent.
- Kathleen Boyer – Speaking for Connie Ingram and herself; concern with removal of James H. LaRue's name from the Highlands Ranch library as being spiteful.
- Esther Okanlawon – Displeasure with the board in changing the name of the Highlands Ranch library.
- Lindsey Smithson – Concern with the why of the decision to rename the Highlands Ranch library and its negative impact on the district.

MOTION 19-12-02: Wood moved and the motion carried unanimously to approve the consent agenda consisting of the October 30, 2019, board meeting minutes and revised 2020 board meeting dates.

PUBLIC HEARING
The Douglas County Libraries Board of Trustees is now convened for adoption of the Final 2020 Budget.

Duffy opened the Public Hearing for the 2020 Budget for Douglas County Libraries. In compliance with Colorado Statutes, and as legally noticed, a public hearing is being held on December 2, 2019, for the purpose of adopting the Final Budget for 2020.

The budget for 2020 as shown by the attachment is made a part of this Resolution and is proposed for adoption as the Final Budget of the Douglas County Libraries for 2020. No adjustments are being proposed at this time.

At this time the board will be pleased to hear any citizens' comments concerning the Douglas County Libraries Final Budget for 2020. Do we have any citizens who would like to make comment?

No public comments were made on the adoption of the 2020 budget.

<u>Review of Budget Changes</u>
Anderson reviewed changes to the revenue and expenditures of the budget proposed for adoption from the initial October draft budget.

MOTION 19-12-03: Cole moved and the motion carried unanimously to approve.
RESOLUTION 2019-12-01 Adopting a Budget; **RESOLUTION 2019-12-02** Setting Mill Levies; and **RESOLUTION 2019-12-03** Appropriating Sums of Money as presented.

Duffy closed the Public Hearing.

EXECUTIVE LIBRARY DIRECTOR'S UPDATE
Pasicznyuk directed the board to his report recalling 2019 accomplishments. He noted:

- Best place for kids
- Author events
- 2020 budget returning $3 million to reserves for future growth

DISTRICT BUSINESS
No one declared a conflict of interest.

Meeting Follow-up Items
All items were reported on in the board packet. No further action required.

- Full-time versus part-time employees
- Motion sensor in budget – Mistake in numbers, amended to $8,000 from $800
- Data security
- Name change costs

Quarterly KPI Report
No board discussion.

FOUNDATION REPORT
Cole encouraged everyone to support the libraries by contributing to the library Foundation next Tuesday, December 10, during Colorado Gives Day.

TRUSTEE COMMENTS

Morris stated that the vote to remove LaRue's name off the library happened while he was in Europe. Morris finds the act reprehensible.

Wood – It is important for a public body to remember that it is not just the way someone is honored but that the person being honored has a tacit responsibility to care for the reflection of his or her actions on the institution. The removal of LaRue's name leaves LaRue free to live his life and take action without concern regarding its impact on the library.

Beckwith thanked the public for coming and speaking tonight.

UPCOMING BOARD MEETINGS

1. **Board Meeting**: January 29, 2020, Castle Pines Library, Castle Pines North Master Association Event Hall, 7:00 p.m. (dinner at 6:30 p.m.)
2. **Board Study Session**: January 29, 2020, Castle Pines Library, Castle Pines North Master Association Event Hall, 5:00 p.m.

OTHER BOARD CALENDAR ITEMS

1. **Partnership of Douglas County Governments Meeting**: December 18, 2019, City of Castle Pines, Castle Pines Library, 7:00-9:30 a.m.

ADJOURN MOTION 19-12-04: Falter moved and the motion passed unanimously to adjourn the meeting at 8:43 p.m.

Respectfully submitted,

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

Resolution No. R-020-004

THE BOARD OF COUNTY COMMISSIONERS
OF THE COUNTY OF DOUGLAS, COLORADO

RESOLUTION MAKING APPOINTMENTS TO THE DOUGLAS COUNTY LIBRARIES BOARD OF TRUSTEES.

WHEREAS, Resolution No. R-990-149, established the Douglas Public Library District, now known as Douglas County Libraries, specified the terms of office for the members of the library district's board of trustees and established a procedure for filling vacancies on the library district's board of trustees ("Establishment Resolution"); and

WHEREAS, Resolution No. R-001-041 reduced the term office of members of the Board of Trustees of the Douglas Public Library District from five years to three years.

WHEREAS, Resolution No. R-013-37 revised the process regarding recommendations for Appointment of Trustees to serve on the Douglas County Libraries Board of Trustees and was amended in 2018 to further detail the process.

WHEREAS, Trustees to the Douglas County Libraries are appointed by the Douglas County Board of County Commissioners; and

BE IT RESOLVED, that the following individuals are appointed to the Douglas County Libraries Board of Trustees for the term specified:

Suzanne Burkholder	Term Expires January 2023
Daniel Danser	Term Expires January 2023
Dawn Vaughn	Term Expires January 2023

PASSED AND ADOPTED this 14th day of January 2020, in Castle Rock, Douglas County, Colorado.

THE BOARD OF COUNTY COMMISSIONERS
OF THE COUNTY OF DOUGLAS, COLORADO
BY: Roger A. Partridge
ROGER A. PARTRIDGE, Chair

ATTEST: Emily Wrenn
EMILY WRENN, Clerk to the Board

DOUGLAS COUNTY, COLORADO SEAL EST 1874

Ref: #2020003702, Date: 1/16/2020 8:37 AM,
Pages: 1 of 1,
Douglas County, CO. Merlin Klotz, Clerk and Recorder

BOARD OF TRUSTEES E-MAIL POLL

Conducted by: Patti Owen-DeLay

Date(s) poll conducted: January 17, 2020 – January 20, 2020

Question: Do you approve the closure of the Douglas County Libraries Roxborough branch for the purpose of renovation beginning on Friday, February 14, 2020 and reopening on Saturday, February 22, 2020.

Suzanne Burkholder: **YES** No Abstain Could not be reached
Comments: None

Ron Cole: **YES** No Abstain Could not be reached
Comments: None

Daniel Danser: **YES** No Abstain Could not be reached
Comments: None

Sean Duffy: **YES** No Abstain Could not be reached
Comments: *Would you provide detail for us for our information on where story times are being held or any other activities being moved off site so we can be aware of what community partners are engaging with us. Always good to know our allies particularly in the Roxborough area.* (See "Addendum" page)

W*ould you remind us of the costs of the various improvements just so our new colleagues can have a handle on what a refresh such as this costs?* (See "Addendum" page)

Are we planning some type of public event to welcome the community back and to thank the sponsor of the playscape? (See "Addendum" page)

Meghann Silverthorn: **YES** No Abstain Could not be reached
Comments: *Are there any contingency plans for if the closure has to last longer than expected due to contractor issues?* (See "Addendum" page)

Dawn Vaughn: **YES** No Abstain Could not be reached
Comments: None

Louise Wood: **YES** No Abstain Could not be reached
Comments: None

RATIFICATION DATE: _____ **MOTION #: _____**

BOARD OF TRUSTEES E-MAIL POLL ADDENDUM

Would you provide detail for us for our information on where story times are being held or any other activities being moved off site so we can be aware of what community partners are engaging with us? Always good to know our allies particularly in the Roxborough area.

Confirmed Storytimes:

- Tuesday, Feb. 18, 10 a.m.: all ages storytime at Atlas Coffee in Sterling Ranch (8155 Piney River Ave, Littleton, 80125)
- Wednesday, Feb. 19, 9:30 a.m.: baby storytime at Atlas Coffee in Sterling Ranch (8155 Piney River Ave, Littleton, 80125)
- Thursday, Feb. 20, 10 a.m.: all ages storytime at West Metro fire station #15 in Roxborough (6220 N Roxborough Dr, Littleton, 80125)

Due to the nature of the work, we are not planning holds pick up.

Would you remind us of the costs of the various improvements just so our new colleagues can have a handle on what a refresh such as this costs?

Playscape – 2019 Budget and expenditure $36,217

Purchased in 2019, held install to coincide with carpet replacement.

Carpet and Shelving – 2020 Budgeted Improvements $45,850

Are we planning some type of public event to welcome the community back and to thank the sponsor of the playscape?

We will offer "pop-up" special treats and activities as a "welcome back" and to celebrate the new playscape on our Saturday re-opening. This project does not have a sponsor.

Are there any contingency plans for if the closure has to last longer than expected due to contractor issues?

The only issue would be carpeting as we are handling the other items, and as we have done these carpet replacements a number of times now we feel confident of our timeline.

Douglas County Libraries

Request for Approval

DATE: February 12, 2020

AGENDA ITEM: Annual designation of public notice posting location

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

EXECUTIVE SUMMARY: Colorado Open Meeting Law requires public and timely notice of meetings of public bodies. In addition it requires the public body to adopt the "place of posting" at its first meeting of each year. The law was amended to allow for "virtual" posting. Douglas County Libraries complies with the requirements of the law. This act is just another aspect of legal compliance.

STAFF RECOMMENDATION: We recommend that you approve the District website as the official posting place for library required public meeting notices.

FISCAL IMPACT: None

Douglas County Libraries

Request for Approval

DATE: February 12, 2020

AGENDA ITEM: Closure motion and Request for Approval for early Closures of Highlands Ranch and Lone Tree libraries for the set-up/tear-down of Storybook Holiday events.

PERSON(S) RESPONSIBLE: Amber DeBerry, Director, Community Relations

EXECUTIVE SUMMARY: Storybook Holiday, the Lone Tree signature program that we launched in 2017 has been a resounding success. In order to improve the experience for both patrons and staff, and expand the experience in to a new location, staff is requesting:

1. A two-hour early closure of the Lone Tree Library on the Saturday of the program (as was approved for the 2019 program), and
2. A one-hour late opening of the Lone Tree Library on Sunday to allow for the brunch experience of the program (as was approved for the 2019 program), and
3. A two-hour early closure of the Highlands Ranch Library to allow for a new October experience on the Saturday of the program.

This would help simplify setup by allowing for that activity without navigating around patrons in the building. This also allows us to start the event an hour earlier, supporting our younger patrons. Additionally, given the success of the program, we want to offer the program not only on a weekend in December, but also on a Saturday evening in October the next day.

STAFF RECOMMENDATION: Staff recommends closing the Lone Tree Library early on Saturday, December 5, 2020 at 3 p.m. (This is a two-hour early closure) and opening the Lone Tree Library late on Sunday December 6, 2020 open at 1 p.m. (This is a one-hour late opening). In addition, staff recommends closing the Highlands Ranch Library early on Saturday, October 24, 2020 at 3 p.m. (This is a two-hour early closure)

FISCAL IMPACT: None

SUPPORTING DOCUMENTATION: None

Douglas County Libraries

Request for Approval

DATE: February 12, 2020

AGENDA ITEM: Staff Day Closure

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

DISCUSSION: In support of DCL's Building Team and Excellence goal, we would like to request a closure day for our annual staff development event. This is our staff's only day to spend time together for the purpose of recognition, team building, learning and development, internal communication efforts, celebrating the year's successes and having fun together.

Douglas County Schools are back in session in mid-August and the school district calendars show our proposed closure date as "in-session" days. We know of no conflicts with district activities on August 28, and believe it to be a good fit from a weather standpoint as well.

RECOMMENDATION: I am requesting a closure date of Friday, August 21, 2020 for this event.

BUDGET IMPACT: There is a budget for staff day in the Human Resources department's 2020 budget.

Douglas County Libraries

Request for Approval
Budgeted Capital Expenditure

DATE: February 12, 2020

AGENDA ITEM: Budgeted Capital Expenditure over $50,000 for replacement of PCs, laptops, and related equipment.

DISCUSSION:

Each year, DCL replaces technology devices at or about a 4-year life cycle. The replacement cycle is set to ensure premium product and service delivery for the public and staff. The 2020 budget includes budget for this annual work. We are requesting board authorization now so that our IT Team has the flexibility to achieve these replacements month-by-month throughout the year.

- We purchase equipment through a competitive process – multiple quotes.
- We retire equipment through a certified recycler – state and federal law.
- The pricing examples listing in the request may vary during the year due to market fluctuations. If unit pricing rises, the library will vary purchase quantities to stay within the board's authorization or request board approval for a new authorization.

BUDGET IMPACT: $97,755.80 (Breakdown on next page)
Contingency Amount: $0

RECOMMENDATION: We recommend that the Board approve this expenditure as presented through the following motion.

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

Item	QTY	CDW	Amazon
Intel Nuc Small Workstation	10	$ 4,032.30	$ 6,179.90
HP Elitebook 840 g6	25	$ 28,738.00	*$ 20,849.25
HP support	25	$ 6,310.50	$ 8,287.75
HP monitor/doc 24"	40	$ 12,538.40	$ 11,712.40
Dell monitor 27"	10	$ 4,081.70	$ 4,215.50
Logitec Keyboard mouse combo	50	$ 2,124.50	$ 1,549.50
Hyperx DDR Ram Memory	10	$ 707.40	$ 744.80
HP printer m203dw	5	$ 495.00	$ 602.50
Honeywell barcode scanner	10	$ 778.00	$ 630.00
Total		**$ 59,805.80**	**$ 54,771.60**
13in Macbook pro	25	$ 29,975.00	
Apple Care	25	$ 4,975.00	
Total		**$ 34,950.00**	
Additional Costs			
Metec recycling and disposal	**Total**		$ 3,000.00
	Grand Total		**$ 97,755.80**

*Only 14 available from Amazon.

Douglas County Libraries

Request for Approval
Budgeted Capital Expenditure

DATE: February 12, 2020

AGENDA ITEM: Budgeted Capital Expenditure over $50,000 for replacement of security cameras.

DISCUSSION:
To ensure proper security and safety of DCL assets, staff, and customers, DCL replaces security and surveillance cameras on or about every four years. The library uses a variety of hardware solutions for this need – all high resolution, industry-standard products. Approval of this purchase will allow the flexibility to replace and install cameras throughout the year. If unit costs rise due to market fluctuations, the library will either lower purchase quantities or make an additional request of the board for authorization.

Related Note: The library cooperates with law enforcement in the use of images and records from this equipment within the boundaries of Colorado law.

BUDGET IMPACT: $49,790

Item	Cost	Budgeted Amount
Replacement of existing security cameras	$49,790.00	$50,000
Contingency Amount: $0		
Total: $49,790.00		

RECOMMENDATION: We recommend that the Board approve this expenditure as presented through the following motion.

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

Item	Quantity	Cost
Panasonic WV-SFV781L	4	$8,492.40
Panasonic WV-S2570L	12	$11,530.80
Panasonic WV-X6533LN	1	$2,926.00
WV-Q122A	1	$274.40
Advidia A-45-F	10	$2,800.00
Advidia A-87-V	10	$4,613.00
Advidia A-46-FW	30	$7,875.00
Panasonic WV-X8570N	4	$10,374.00
PWM781	4	$490.00
PACA4GR	4	$414.40
Grand Total		**$49,790.00**

Douglas County Libraries

Request for Approval
Budgeted Capital Expenditure

DATE: February 12, 2020

AGENDA ITEM: Budgeted Capital Expenditure over $50,000 for replacement of AMH bins.

DISCUSSION:
Since 2008, our library has used automated materials handling (AMH) systems to process customer returns, requests, and manage the movement of inventories across the County. Though utilitarian, bin containers are a key component to system operation. The 1st generation of these containers were expensive ($5,000/unit) with high secondary maintenance costs. In the past four years, we have transitioned to new materials handling systems that require a bin of definite specifications, but not a specific product. This year, we budgeted to replace the bulk of our bins with a less-expensive product that doesn't require the maintenance overhead. We seek authorization to initiate the order for new bins replacing 104 bins or about 75% of our inventory. The authorization allows us to stagger shipments during the year.

Our AMH vendor is RFID Library Solutions. We contacted multiple vendors to solicit bin pricing and availability to our specifications. We selected RFID Library Solutions as our vendor-of-choice since we their pricing and overall quality surpassed other choices.

The disparity between the budget and actual pricing was due to initial vendor quotes last fall and the final, negotiated price.

BUDGET IMPACT: Total of $397,800; 104 bins @ $3,750 each - $390,000; Shipping - $8,800.

Item	Cost	Budgeted Amount
Replacement of transport sorter bins	$397,800	$457,600
Contingency Amount: $0		
Total: $397,800		

RECOMMENDATION: We recommend the Board authorize this expenditure.

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

Douglas County Libraries

Director's Report

2020 Priorities – Toward Our Leadership Agenda
Bob Pasicznyuk
February 2020

A new year and decade is an opportunity for reflection and goal-setting. It is the season to set and discard resolutions. In the context of beginnings, may I suggest priorities that we can achieve together conveniently fitting on one hand.

1) **Let's give thanks for today's achievements without losing hunger for growth.** In 2019, our library crested the 1,000,000 mark in digital customer transactions let alone five times that number in traditional fare. Hundreds of thousands of children and parents invested in early childhood education with us through *Storytime*, *1,000 Books Before Kindergarten*, *Summer Reading*, and *Bookstart*. Just a year ago, we completed renewal of our Highlands Ranch facility preparing it from two years of savings for its next generation of service. Against the pressures and priorities needing the attention of law enforcement, the Douglas County Sheriff came alongside our staff to make our libraries and community safer through *Crisis Intervention Training*. *Storybook Holiday* redefined the standard for what a library event can be – a community and family tradition. On November 6, 2019, civic space reservations opened for 2020. In the first 30 minutes of the day, customers placed 1,300 reservations toward a daily total of 2,500. Our staff earned community trust forging relationships one customer at a time.

2) **Let's set our schedule and work relationships for board and staff leadership.** Our 1st meeting of the year is an opportunity to work our schedules and make assignments with committees, study sessions, informal gatherings, and more to achieve results we will be grateful for a year from now.

3) **Let's complete our planning effort and begin to live that plan for the next half decade**. For about a year, we have been working on a business plan for the next half decade or more. This year, we have the obligation to begin shifting the business to new work, sustain current moves that are delivering on community demand, and setting goals that allow us to gauge our progress along the way.

4) **Let's plan our next few capital moves**. In 2020, we have challenging facilities decisions to make with opportunities at our Castle Rock and Roxborough facilities. We are committed to achieve a product consistent with our citizen's support as well as one that supports business growth.

5) **Let's gain rhythm and footing in the building of our library's culture**. If you employ your favorite search engine around the relationship between organizational success and culture, be prepared to work through a lengthy source list. Crafting a thoughtful business plan that will enable a company to thrive is difficult work. That plan, even if it is a good one, is limited without the culture to support it. Culture is the unwritten rules of how we behave in the company. It is what we permit and what we reward. In 2019, we worked to describe the DCL culture we seek. We began honing leadership tools helpful for living that culture. In 2020, we need to show progress toward our commitments – completing our culture playbook and applying it to practical problems.

What They Are Saying About Us

Jessica F @teacher2library

You know you're a frequent patron when you intend to go to Target but muscle memory drives you to Lone Tree Library instead. #Problems #LibraryLife @DCLcolorado

3:30 PM · Oct 7, 2019 · Twitter for Android

Flagstone's 5J @msjaimes · Nov 7

Replying to @mstewartscience

I'm thrilled I was able to successfully request all but one #SibertSmckdown book from our fabulous #publiclibrary, @DCLcolorado or Prospector.

1 1

NOV 13, 2019, 1:48 PM

Can I give feedback?

I am really disappointed about the library board of trustees' decision to take Jamie Larue's name from the HR Library. I think it's a political move.

Thank you for your feedback, Michelle. We will pass it along to our Board of Trustees.

steve mahoney - REMOTE #df19 @_steve3_ · 4h

I don't know folks

-> @DCLcolorado

Why don't we just call it

Highlands Ranch Library

In

Honor

Of

Well

@HighlandsRanch_

Just a thought

Christian B.
Castle Rock, CO
102 friends

10/22/2019

Parking: 3/5
Building amenities: 5/5
Noise: 0/5
Selection: 4/5

Similar to the other Douglas County Libraries this building is very clean, modern, offers rentable laptops & desktop computers, and has a great selection of books and other media.

Unfortunately it's difficult to stay here long due to it being the loudest library I've ever visited in my lifetime, thereby making it near impossible to concentrate, quietly read, or do any other standard "Library activity". I'll be blunt: This is a private Children's Daycare Center masquerading as a Public Library. There exists an abundance of screaming children quickly running around with little to no parental supervision and even the parents seem willing to shout across the room at their kids, laugh loudly, play games in the halls, leave toys scattered across the floors, along with a long list of other extraordinarily selfish, rude behaviors that make for a terrible Library experience for anyone who happens to be there to quietly read a book or politely study on laptops that now require accompanying earbuds to drown out the concert-like noise levels caused by that ever-present "Family-Friendly" crowd that's endemic in this region when compared to other U.S. cities.

This is yet another example in the long, long, long list of ways in which Colorado seems to regionally differ from everywhere else I've lived (D.C., Northern Virginia, San Diego, Pensacola, Chicago) insofar as there seems to exist this regional unspoken truth of "The local culture exists for Parents, Kids, or Grandparents but if you're 18-35, Single, LGBT, PoC, Alternative, Non-Religious, or anything that differs from the local carbon copy Stepford mold, you're uninvited from this culture". Diversity of peoples of differing ages, the decision to remain single and/or not have kids, and other factors that create a mosaic of peoples should be taken into account when creating public places like libraries or when city planners create the infrastructure plans - it's a 25 minute drive with 4(!) school zones on the way here but merely 5 miles away (big yikes!) - so local city planning and cultural hallmarks need to be more aligned with the reality of the existence of diverse peoples and be more welcoming to all peoples rather than just one segment of society.

Was this review ...?

Useful Funny Cool

Your Contribution

SUBMIT A STORY: Have a story to share? Post it at yourhub.denverpost.com.

The Douglas County Libraries Foundation provides scholarships for adults completing their high school equivalency testing.
Provided by Douglas County Libraries Foundation

Colorado Gives donation funds library programs

By Melissa Anciaux
YourHub Contributor

Douglas County Libraries and the DCL Foundation invite the community to help fund vital library programs and services by donating to the foundation on Colorado Gives Day, Tuesday, Dec. 10.

Colorado Gives Day is a statewide movement that celebrates philanthropy through online giving. Thanks to Community First Foundation, FirstBank and other partners, this day of giving boasts a $1.5 million incentive fund, one of the largest in the country.

That means that every nonprofit receiving a donation on Colorado Gives Day also receives a portion of the incentive fund, which increases the value of every dollar donated.

For the DCL Foundation, donations are vital for supporting adult literacy programs and ESL tutoring; Operation Paperback; early literacy programs like Cuddle Up & Read; and scholarships for adults in the high school equivalency test prep program and for kids attending Camp DCL, among other programs and services.

Joan VanArsdale was able to send her daughter to Camp DCL's Cooking Network camp this year on a foundation scholarship.

"Being a single mom, I don't have the income that I would like to give her all the camps and all the things she would like. So this really gave her the opportunity to do something that she otherwise wouldn't be able to do," VanArsdale said.

This year, the foundation awarded 17 Camp DCL scholarships, allowing local children to expand their world. Since Camp DCL's inception in 2017 more than 40 scholarships have been awarded to qualifying kids.

To schedule a donation to the DCL Foundation for Dec. 10, visit DCL.org/donate. To learn more about the foundation and its work, visit DCL.org/foundation.

Melissa Anciaux is a staff writer/editor at Douglas County Libraries.

1 ORTHOPEDIC SURGEON SPECIALIZING IN JOINT REPLACEMENT

Edward Szuszczewicz, MD (Dr. Ed)

Dr. Szuszczewicz is a board certified orthopedic surgeon who specializes in total joint replacement, fracture care and general orthopedics. He has spent more than 12 years teaching the anterior minimally invasive technique for hip replacement surgery to other surgeons across the country, as he was one of the first to adopt the technique.

To make an appointment call 303.790.7181 or visit OrthoONEDenver.com/SkyRidge

Castle Rock, Colorado Springs, and Highlands Ranch clinic locations

Health ONE Sky Ridge Medical Center®
Beyond Your Expectations

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Physician Care℠

Highlands Ranch Herald: https://highlandsranchherald.net/stories/renaming-of-library-in-highlands-ranch-draws-criticism,291169

Upcoming Happenings

Highlands Ranch, Monday, February 10, 6:30PM
Book Lovers: Find your next great read at this evening of book talks, with special guests and door prizes!

- My Yard! Learn the Basics of Xeriscape series, Castle Pines, Thursday mornings from 10:00 – 11:00 am, beginning February 20th thru March 26th.
- Celebrate Dr. Seuss, February 22nd at 11am, Castle Rock
- Human Library, February 29th at 1pm, Castle Rock
- Herbal Tea Tasting, February 29th at 1pm, Lone Tree
- Travel Insights: Cruise the World, March 3rd at 1 pm, Lone Tree
- Teddy Bear Sleepover, Castle Pines, Friday, March 6th from 5:00-6:00 pm and Saturday, March 7th from 9:30-10:30 am.

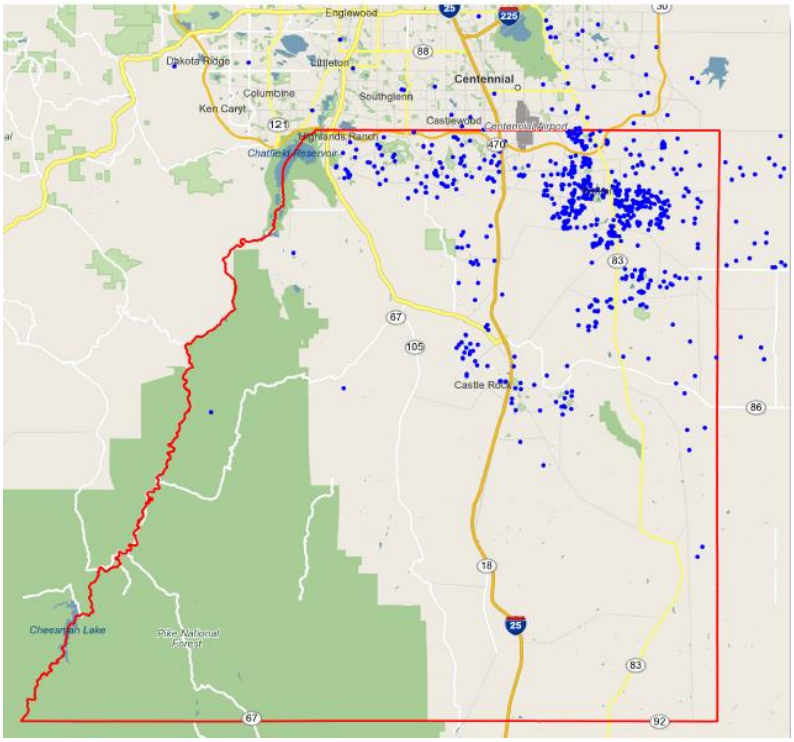
Parker, Saturday, March 14, 2-3:30 PM, **DCL Presents: Author Kate DiCamillo**
The Newbery Award-winning and *New York Times* bestselling author will visit Douglas County Libraries in Parker to talk about her newest book, *Beverly, Right Here*, the finale in the Three Rancheros series. A copy of the book is included with ticket, and a book signing will follow the author's presentation.

- Mad Hatter's Tea Party, March 28, 1 p.m.-4 p.m., Roxborough
- Enchanted Castle, April 4th from 10am to 12pm, Castle Rock

Building Bright Futures
Creative Learning for All Ages

The Recording Studio at Douglas County Libraries in Parker has been operating since 2016. We offer a sound dampened room with a green wall, lights, camcorders and cameras for recording video as well as the hardware and software for recording audio. Customers can also create content with and Adobe Creative Suite both inside and outside of the Recording Studio. Recently, we analyzed user data from 2016-2019 to learn a little more about how the Recording Studio is being used by the community. Over a three-year period, the trend is that Studio users have to book the Studio further in advance, 4 days (2017) to 2 weeks (2019). We have seen an increase in use over the 2019 year, 75% of the total customers from 2016-2019 reserved the Recording Studio in 2019.

Our Recording Studio customer base is consistent with the over all demographics of Douglas County: mostly English speaking individuals, between the ages of 5-25 and 35-54, white, with a current year income of greater than $150,000. About 20% of the Recording Studio customers used either a temporary card or a guest pass to book the room, which may indicate they came to the library solely to use the Recording Studio and do not use other DCL services or have a library card. Our Recording Studio customers use the studio an average of 4 times, with approximately 100 power-users who have booked it more than 8 times which is a total of 55% of our customers over all. Though the highest concentration of customers are located in the Parker area, there are concentrations of users from Castle Rock and Highlands Ranch. The map shows the trade area (red outline) and the Recording Studio customer households (blue dots).



We have had a variety of different projects come out of the Recording Studio. Everything from a 5th grade class project to a self-published author recording an audio version of his novel. Bands have come in to record and edit music. Customers have created podcasts or youtube videos. Our librarians at our Parker location have been supporting, promoting, and connecting with the customers who use the studio and are the ones who collaborate with IT in selecting what hardware and software offered within it. They provide one on one tech coaching for patrons as

requested and have provided some successful how-to classes over last summer. Additionally, they have run a video recording/editing contest for customers over the last two years to encourage use, which has resulted in some fun projects shared with the team. Overall, the studio has offered a rich new field for our customers and our team to explore!

Reflecting on 2019, here are some memorable moments from Collection Services:

- Physical collection circulated over 5 million times.
- We reached 1,000,000 digital circs which is a first for us!
- Merchandising efforts continued to be innovative and inviting.
- We improved our processes to engage with Local Authors.
- We added value to the collection with large print books in both juvenile and young adult areas.

And, just for fun, here are the top circulated titles per collection in 2019:

- Adult Fiction (print & audio): *Where the Crawdads Sing*
- Adult Nonfiction (print & audio): *Girl, Wash Your Face*
- Movies: *First Man*
- YA Fiction: *The Hate U Give*
- J Fiction: *Diary of A Wimpy Kid – The Meltdown*
- J Nonfiction: *Boy Who Harnessed the Wind*
- Picture Book: *Oodles of Kittens*

Create Connections
Engagement, Events, and Celebrations

Highlight of 2019 in Roxborough: Colorful event reflected best of DCL

On November 2, 2019, the Roxborough branch celebrated family with a colorful Day of the Dead festival. The event was the culmination of a year's worth of preparation by the ROX staff and teams across Douglas County Libraries, and reflected the best of DCL's core values. The ROX staff, 20 volunteers, one singer, and a dozen dancers created a fun, colorful "Day of the Dead" event.

Guests made crafts, participated in fun activities, played games, and enjoyed traditional folk dancing and music, along with traditional Día de los Muertos refreshments.

Patron feedback was uniformly positive, and many on staff reflected that it was one of the most heartfelt, fulfilling projects they'd ever been a part of, due in part to the teamwork required within the branch and across the district. At the branch, teams of staff collaborated to research the cultural context of Día de los Muertos, create décor, plan activities and crafts, and source refreshments. These teams showed resilience and innovation to work within our branch's space and stay within budget, they trusted each other to carry their own piece of the project, and showed an enormous amount of respect for the holiday and a warm, welcoming spirit.

The event was ultimately successful because it was a cross-DCL collaboration: ComRel was a terrific partner in listening and creating beautiful signage and supporting collateral for the event, IT went above and beyond to ensure that our sound system provided a premium experience, Facilities helped with hauling and hanging decorations, and Finance pitched in by tracking down a check which a vendor had misplaced, ensuring the vendor received her payment and could prepare for the event. Staff at other branches were also helpful in sharing their own knowledge and experience from doing similar events.

The ROX staff is currently applying these same values and lessons to plan our 2020 signature event, a Mad Hatter's Tea Party and Adventure in Wonderland on Saturday, March 28.

Connecting with our customers at Lone Tree

When looking back over 2019, connection is the word that jumps to mind. The desire to make connections with our customers or provide opportunities for our customers to connect with each other was created through events and improvements. Customers were able to celebrate their culture and learned about others through our multicultural storytime event, as well as the larger-scale Cultural Arts Fair. Teen Library Council members were able

to share interests, have fun and build new friendships during the district-wide Teen Take Over held in July. We looked to build relationships to our local neighbors by reaching out to our senior living neighbors, working with our local vet clinic on a sponsorship for our playscape and participating with the City of Lone Tree's Tree Lighting event. The Highlands Ranch location remodel afforded us the opportunity to build stronger connections between our teams and customers who primarily use their neighborhood branch. We are proud of the service we provided in 2019 and strive to provide even better service in this new year.

A look back on 2019 shows lots of fun events, community connections, and moments that brought smiles to our faces. Here are a few of the best stories collected.

- I helped a woman with her barcode in order to access Prospector. I commented that it was about as old as mine (three zeros between the 23025 and her unique digits). She told me her kids had her library card number memorized before they knew their home phone number!
- A lady came in to get a card. She told me that her friends had been asking her when she was going to go to the library to get her card. "Apparently," she said, "you are a very well know and well respected." That comment made me feel very proud of where I work and what we do because we must be doing a good job!
- Fun Quotes overheard by staff: **from a young person** "Look at all the beautiful booksl"' **from a woman on a break from a meeting** "I'm so tempted to escape and go out and enjoy the library instead." **from a young person getting a book from the Holds shelf** "Yes! They have it! Hallelujah!" **from a child placing a book in the book drop** "Good bye book, I'll miss you!"
- A customer came in to get audio cds for her legally blind husband, and was so delighted that we had what he wanted to read. She said, "I've never been attached to a kinder library" and she's been all over--Arizona, California, New York. We're her favorite by far!
- Overheard from the Info desk as a mom and her toddler were leaving. The child got louder and louder as they approached the exit saying over and over "Mommy, I don't want to go" "Mommy, no" "Mommy , pleeeaase" and finally "Mommy, I want to stay here…forever!!!"
- I worked with a patron who is 85 years old to get eBooks on her iPad. She was so frustrated with the process when she came in that she was almost in tears and wanting to use curse words (between you and me a couple times one slipped out). I got her all set and when she was leaving she said Thank you again and again, but also said "This library has saved my life!" She went on to say "The kindness and respect shown to me every time I come in or call is so appreciated." She hugged me and left me almost in happy tears.

Building Team and Excellence

Growing Internally to Succeed Externally

2019 was a big year for staffing changes at the Castle Pines Library, with many both bittersweet and exciting opportunities for our co-workers to pursue dreams, accomplish goals, and continue their personal journeys. These types of changes can be incredibly impactful within smaller teams and the staff at this location pulled together beautifully to welcome both the talented newcomers and familiar faces from around the district. We also focused on showing continued support and appreciation for the hard work, creativity, and resilience of our co-workers with random acts of kindness and encouragement becoming a regular occurrence. One of the most impactful efforts was an appreciation event suggested, planned, and carried out by the patron services staff for the material handling technicians at this location. PS staff brought in food to share and prepared fun craft activities to honor the hard work of their MHT teammates. The joy of both giving and receiving were a delight to observe!

The Highlands Ranch staff had an opportunity to hone their resiliency skills in 2019 and they became wonderful role models in putting the district's core values into practice. Throughout the renovation and into the months that followed, the team exemplified these values daily, to both patrons and each other.

This staff readily takes on extra projects and is trustworthy to do a great job. They approach their work with enthusiasm and creativity, and are conscientious about offering their best. Creativity and innovation shine in the programming and the services they provide. They welcome patrons and staff with genuine friendliness, truly seeking to connect with others. Uniquely respectful in their interactions, they are sensitive to the feelings of others. Most apparent in 2019 was the team's growth around resiliency. The staff has become willing to navigate tense situations and seek resolution as well as exhibit confidence when dealing with ambiguity and change.

It is an extraordinary accomplishment to be consistent in life. The Highlands Ranch staff consistently brings their best to the job. They are committed and strive to provide each patron with a premium, personal experience. They handle difficult situations with calm, diplomacy and tact and their demeanor steadfastly reflects our values. It is an honored to work with such an amazing group of people!

Our Adult Literacy and Outreach in Action

Strive to Thrive is a resource fair that the Community of Care Network of Douglas County organizes twice per year to support our residents who are experiencing food insecurity, homelessness, work related challenges, etc. Residents who come to Strive to Thrive will find resources, services, and information from around 30 different local organizations. The Strive to Thrive event at the Calvary Chapel on January 29, 2020 saw 177 residents. The "Back to School August" Strive to Thrive Events assist over 360 residents and alternates between Highlands Ranch and Parker. The Literacy and Volunteer Services Departments of Douglas County Libraries have proudly attended since January 2013.

During each event residents share the profound impact that Douglas County Libraries has had on their lives with us. We hear how much they appreciate having a safe place where they and their children feel comfortable and respected. At the recent Strive to Thrive event, as our Adult Literacy Specialist, I spoke with one woman who is a frequent user of our libraries and credits DCL with saving her life by having information available for her to help her understand her cancer diagnosis and how to better care for herself. She is now cancer free. She also credits our resources for helping her as a caregiver when her husband became ill as well.

To participate, organizations are required to have tangible materials to give away, which has allowed for deeper conversations about our services. Over the past years, Volunteer Services has helped sort out a variety of books for all ages to make available to those who come to Strive to Thrive. The most popular books are those for early readers to young adults, however, we have books available that are high interest for adults as well. Giving away books allows us to have conversations about our Literacy programs, from Baby Storytime and 1,000 Books Before Kindergarten to the Career Online High School, Digital Drop-In help, and more!

We are proud to give back to our community to help ignite their passion for discovery, connection, and love of reading.

EXCELLENCE AWARDS

Best Companies to Work For 2019 Excellence Award Winners

Quicksilver Scientific Inc.

Excellence Award for Creating Change

The organization adapts quickly, creating solutions to meet changing needs. It reads the business environment, reacts quickly to trends and anticipates future shifts.

Lerch Bates Inc.

Excellence Award for Culture Momentum

The organization that has best culture achievement over time in terms of creating clarity and alignment. Leaders put extra time and effort into creating a great workplace, shifting their approach and deliberately creating a *Best Company to Work For in Colorado.*

Douglas County Libraries

Excellence Award for Team Orientation

The organization places value on working cooperatively toward a common goal for which all employees feel mutually accountable. The organization relies on team effort to get work done.

MoneyTree Inc.

Excellence Award for Customer Focus

The organization understands and reacts to its customers and is driven by a desire and ability to satisfy them.

Douglas County Libraries District Business

Item	Prepatory Work	Motion
Annual Meeting Elections	Come prepared to nominate and vote to elect 2020 Board Officers	I move to elect _____ as President for 2020. I move to elect _____ as Vice-President for 2020. I move to elect _____ as Treasurer for 2020. I move to elect _____ as Secretary for 2020.
Annual Meeting Representative Opportunities	Come prepared to volunteer for and/or vote to appoint 2020 committee chair & members, representatives	I move to appoint _____ as Board Personnel Committee Chair. I move to appoint _____ and _____ as Board Personnel Committee members. I move to appoint _____ as Board Capital Planning Committee Chair. I move to appoint _____ and _____ as Board Capital Planning Committee members. I move to appoint _____ as the Board representative for the Partnership of Douglas County Governments. I move to appoint _____ as the Board representative for the Douglas County Youth Initiative.
Quarterly Investment Report	Review the investment report. By policy the Board receives these for review and discussion on a quarterly basis.	No action required
Quarterly Key Performance Indicator (KPI)	Review the KPI for any discussion you would like to have on these indicators.	No action required

Douglas County Libraries

Quarterly Report of Cash and Investments
December 2019

Institution	% of Total	Value	Maturity Date	Interest Earned (Received) YTD	Jan 1	Dec 30
Cash						
Colotrust *	99.02%	$ 18,750,065	N/A	$ 395,773	2.59%	1.86%
Independent Bank	0.60%	113,289	N/A	285		0.10%
Wells Fargo Bank	0.33%	62,396	N/A	11		0.30%
CSIP Liquid*	0.04%	6,680	N/A	35,935	2.17%	1.80%
Cash in Use	0.02%	2,949	N/A	-		N/A
Total Cash	100.00%	**18,935,379**		**432,004**		
Investments						
Term 8/29/19	0.00%	-	8/29/2019	97,637		2.56%
CSIP Total	**0.00%**	**-**		**97,637**		2.56%
Total cash and investment income				**529,641**		
Property tax interest				18,883		
Total Cash and Investments		**$ 18,935,379**		**$ 548,524**		

NOTE:
* Variable rate account.

Cumulative Comparison of CSIP Investment to ColoTrust Investment:

	CSIP Actual	ColoTrust Calculated	CSIP over ColoTrust
Thru September 30, 2019	97,637	95,307	2,330
	$ 97,637	$ 95,307	$ 2,330

Key Performance Indicators October-December 2019

These key performance indicators are measures to track and evaluate the success of DCL. They assess effectiveness, efficiency and achievement of district goals. To provide context, metrics are also compared against peer libraries and previous DCL Achievements.

Summary

In 2019 we experienced consistent growth in website visits, wireless usage and ILL borrowing. In addition, meeting room use by external customers grew from 2018, for both paid and non-paid reservations. Overall, digital activity continued to grow as well.

Events and activities (formerly programming) remain nearly flat. While there was an 11% decrease in total events planned and offered, attendance fell only by 1.5% overall. This highlights the efficiency inherent in offering fewer premium events and activities. This "quality over quantity" approach held true to maintaining event attendance even as the number of offerings further decreased due to the temporary Highlands Ranch closure.

Door count showed a 17% drop in 2019, reflecting the closure of Highlands Ranch branch for the first quarter and the variance between door count systems. We now have more than a full year of data collected with the current door count software, which will allow for more equivalent comparisons of visitors moving forward. However, we do believe there is still a slight decrease in overall attendance.

While digital collection numbers reached an all-time high in circulation, total circulation continues to trend down slightly, consistent with the national trend.

Definition of Terms

Circulation per capita: annual circulation divided by legal service area population

Library visits per capita: number of annual library visits divided by legal service area population

Events attendance per 1,000 served: total number of attendees at library events per 1,000 residents of legal service area population

Quarterly churn rate: percentage of patrons who become inactive during a particular quarter; calculated by dividing the number of patrons deemed inactive during the quarter by the total number of patrons at the beginning of the quarter

Resident household registration per capita: total number of county households with cards divided by legal service area households

Annual circulation per budget: circulation divided by operational expenditures

Annual visits per budget: visits divided by operational expenditures

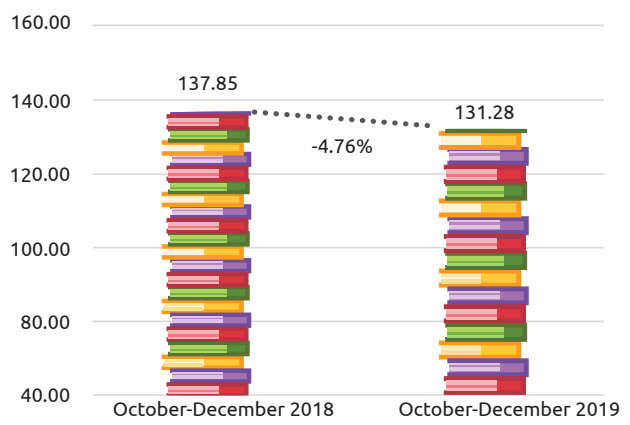
Spending per capita: total operational expenditure divided by legal service area population

Sources

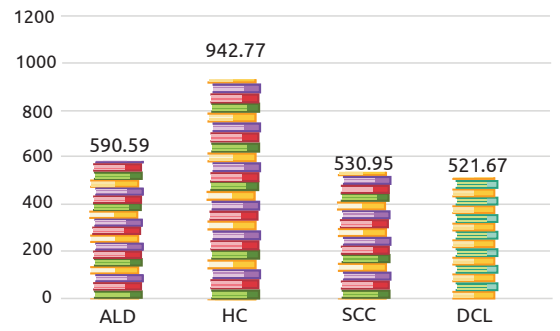
Arapahoe Library District (ALD) and Douglas County Libraries (DCL) Metrics	http://www.lrs.org/public/data/basic/?y[]=2014&g[]=alloutput&refine_submit=Submit
Howard County Library System, MD (HC)	https://issuu.com/hoco_library/docs/ar16-final
Population for Howard County, MD	http://www.census.gov/quickfacts/table/PST045215/24027
Santa Clara (SCC), CA Metrics	http://www.countingopinions.com/pireports/report.php?5e579ad12f8fd4ab11d577fc52259012

Build Bright Futures
Events and Activities

October-December 2019 DCL Event Attendance per 1,000 Served

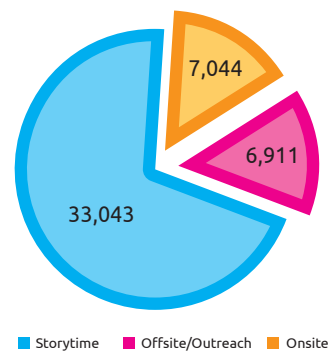


Benchmark: Events & Activities Attendance Per 1,000 Served



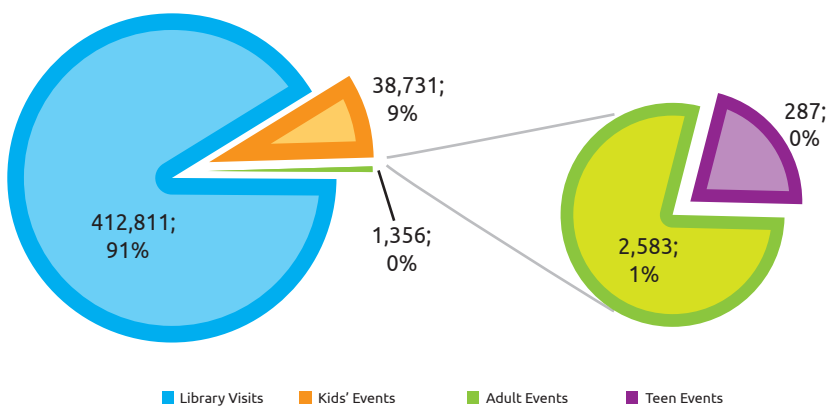
Benchmark: 2018 event attendance per 1,000 served

October-December 2019 Event Attendance

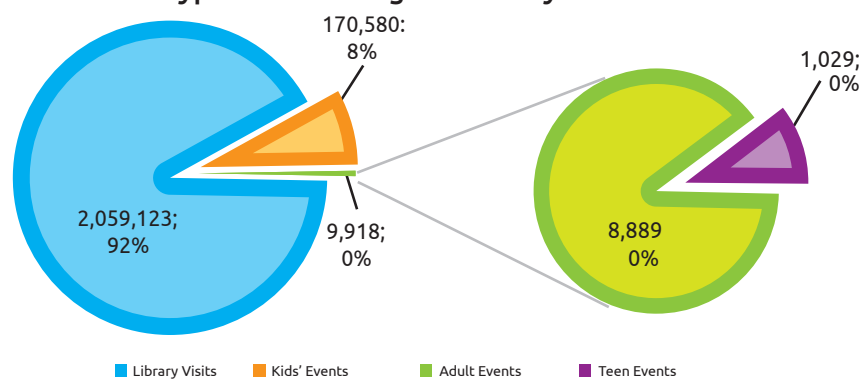


Total Event and Activity Attendance October - December 2019	46,998
YTD Total Event Attendance	223,629

October-December 2019 Event Attendance by Type as Percentage of Library Visits

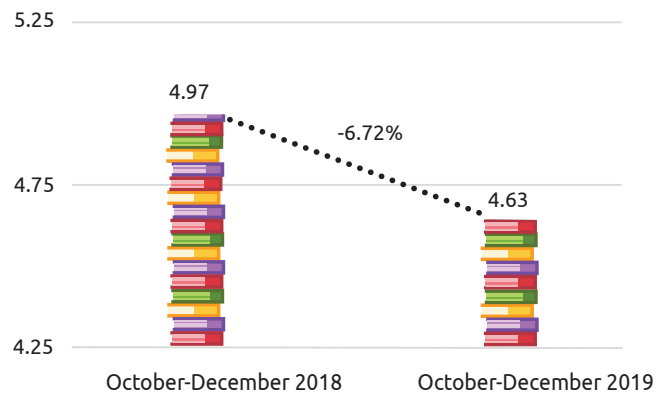


Benchmark: 2018 Event Attendance by Type as Percentage of Library Visits



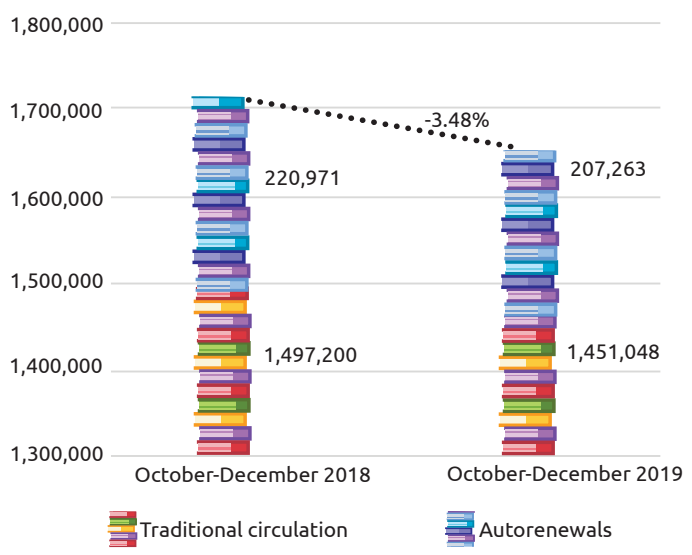
My DCL
Collections

October-December 2019 DCL Circulation per Capita

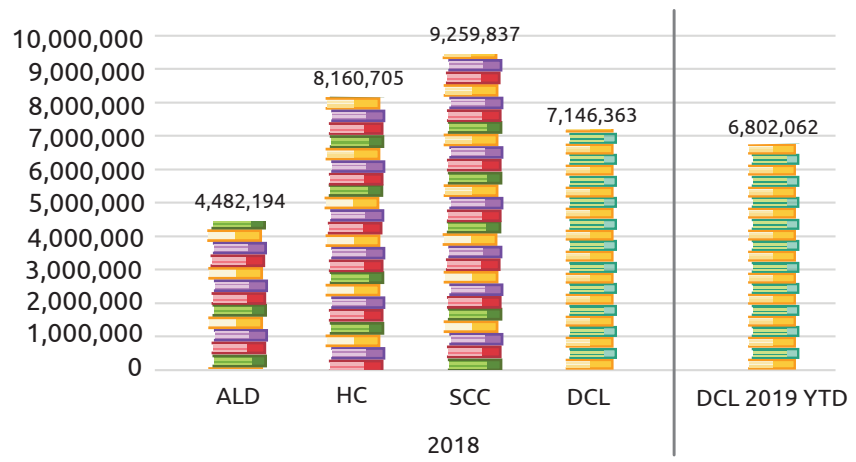


Benchmark: 2018 Circulation per Capita

October-December 2019 DCL Total Circulation

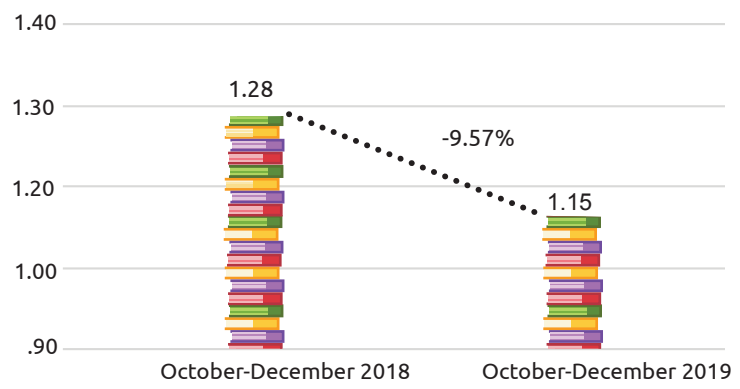


Benchmark: 2018 Total Annual Circulation

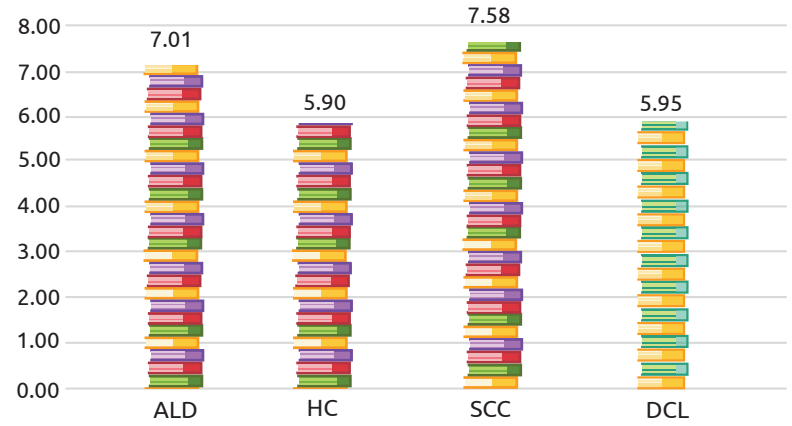


My DCL
Visitation

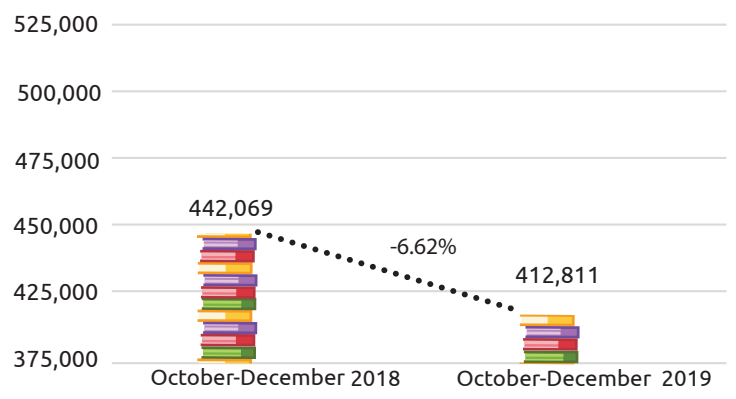
October-December 2019 DCL Library Visits per Capita



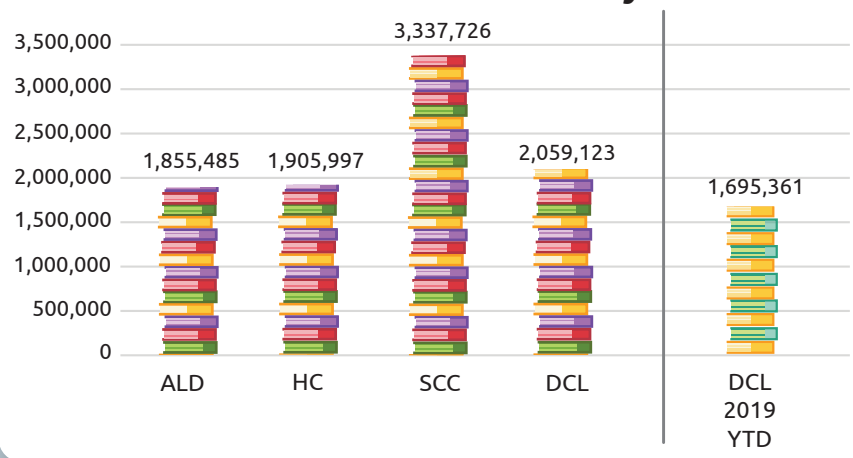
Benchmark: 2018 Library Visits per Capita



October-December 2019 DCL Total Library Visits

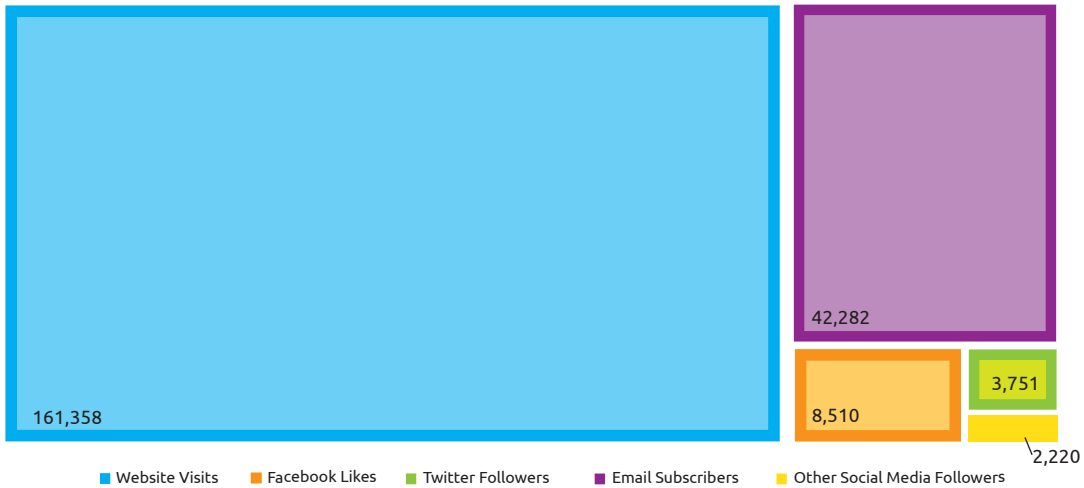


Benchmark: 2018 Total Library Visits



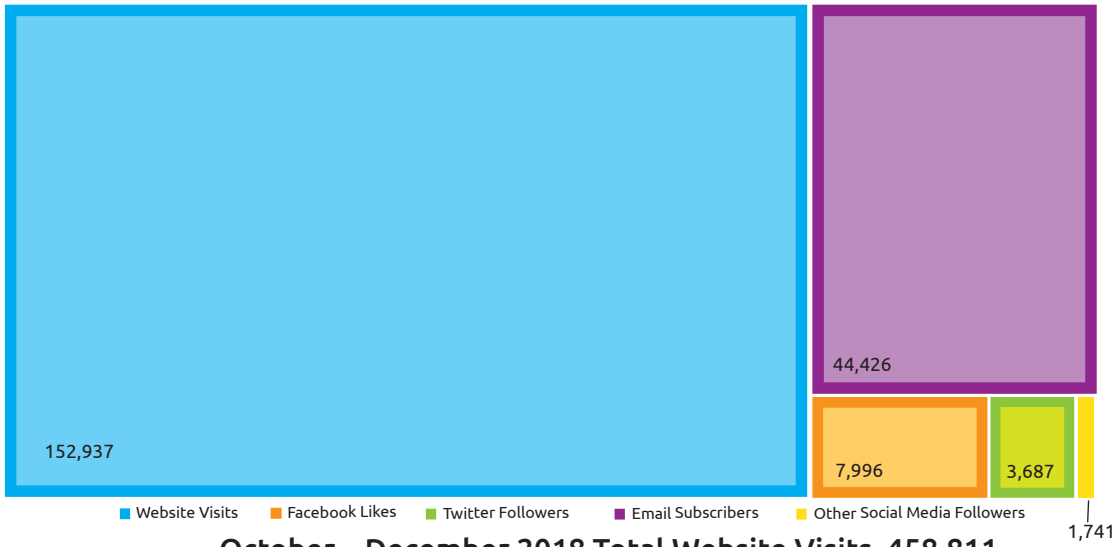
My DCL
Digital Activity

October-December 2019 Average Monthly Digital Activity



October – December 2019 Total Website visits 484,075

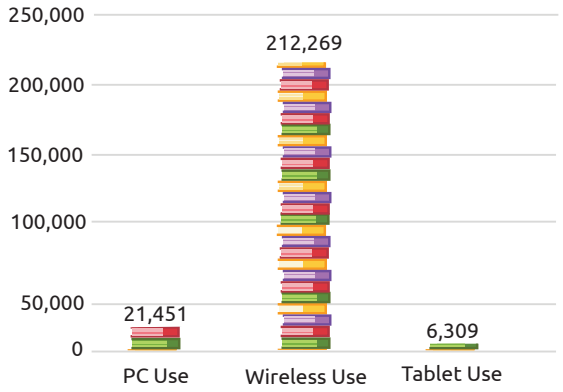
October-December 2018 Average Monthly Digital Activity



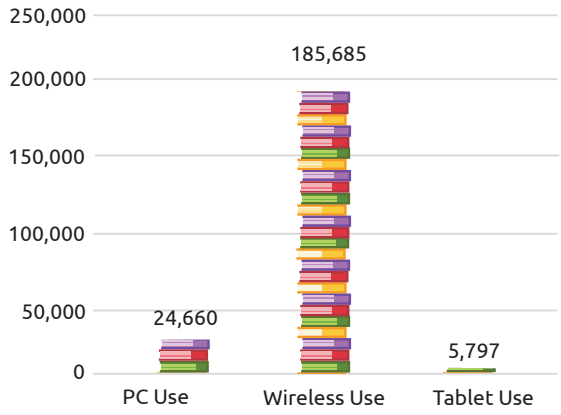
October – December 2018 Total Website Visits 458,811

My DCL
Computer Use

October-December 2019 Total Computer Use

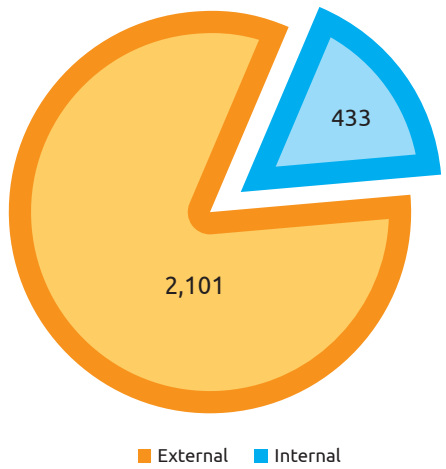


October-December 2018 Total Computer Use

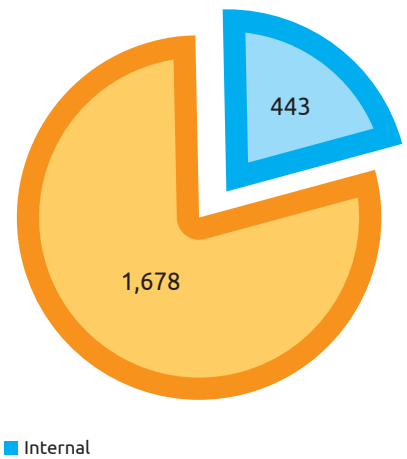


Create Connections
Event and Room Data

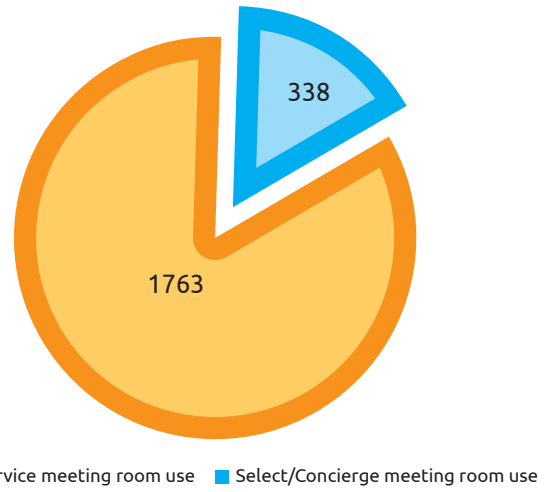
October-December 2019 Total Internal vs External Meeting Room Use



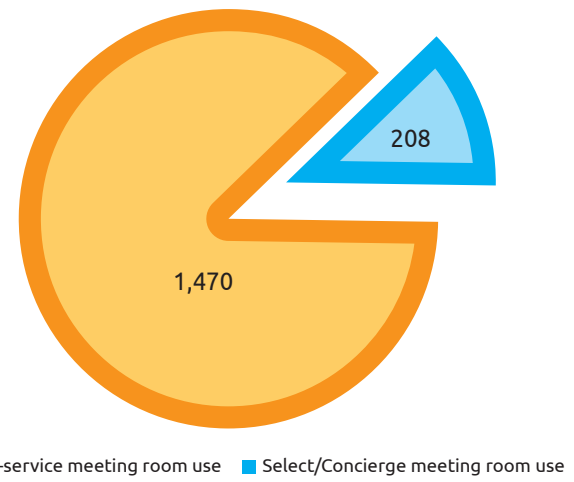
October-December 2018 Total Internal vs External Meeting Room Use



October-December 2019 Total Select/Concierge Service vs Self-Service Meeting Room Use

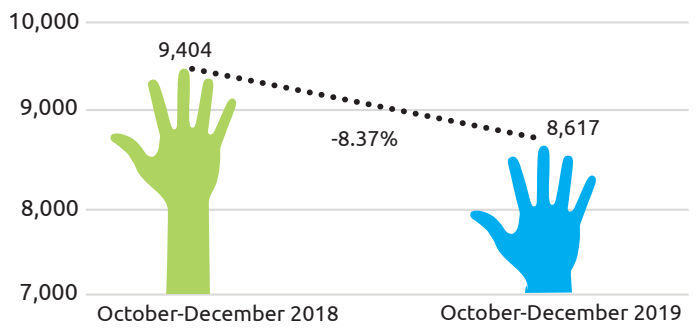


October-December 2018 Total Select/Concierge Service vs Self-Service Meeting Room Use



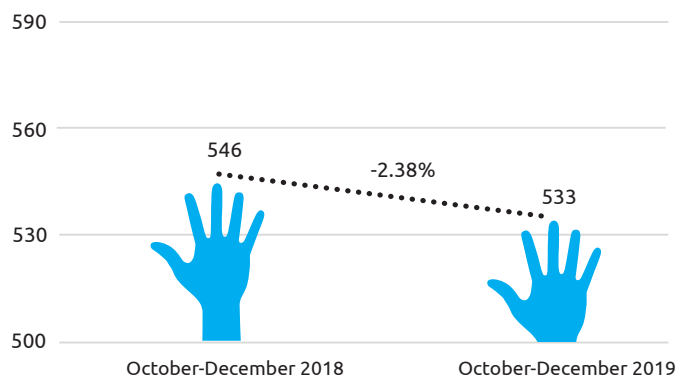
Build Team
Volunteers

October-December 2019 Total DCL Volunteer Hours



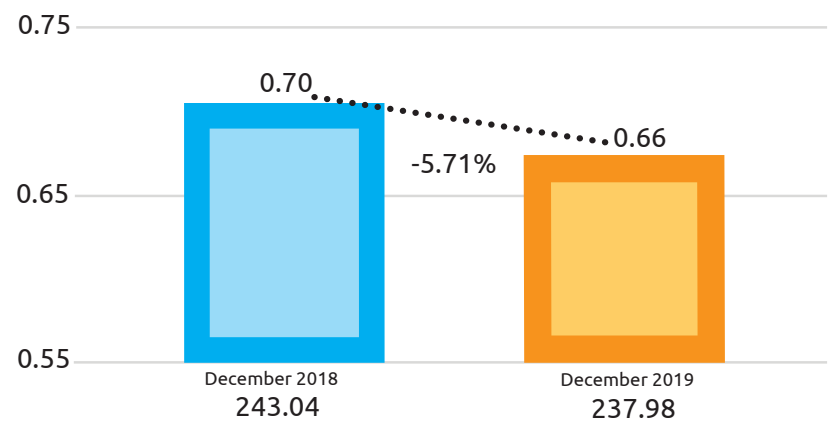
2019 Volunteer Hours YTD 36,823

October-December 2019 Average Monthly DCL Volunteers



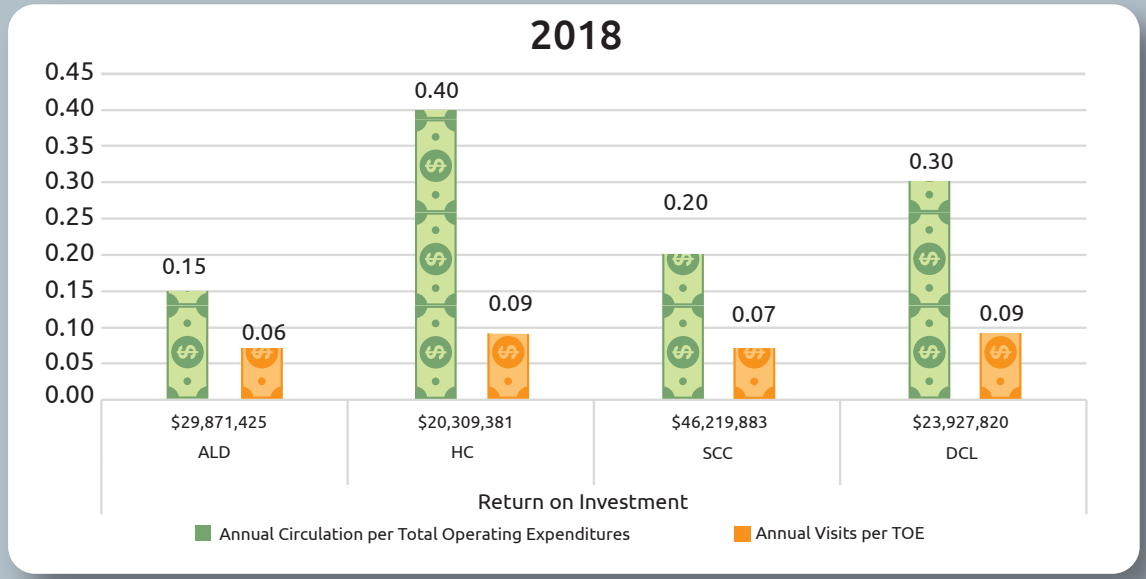
Build Team
Human Resources

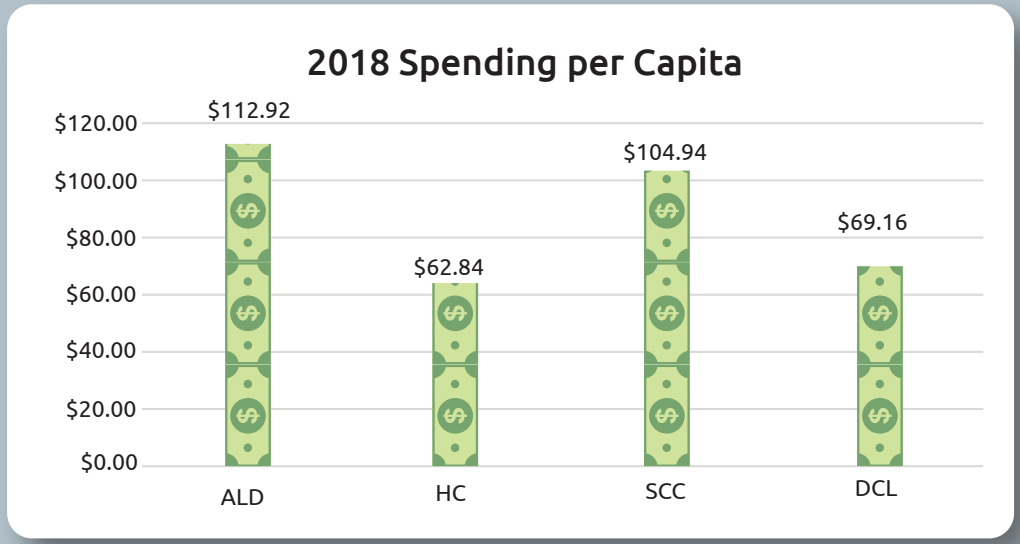
December 2019 FTE per 1,000 Served

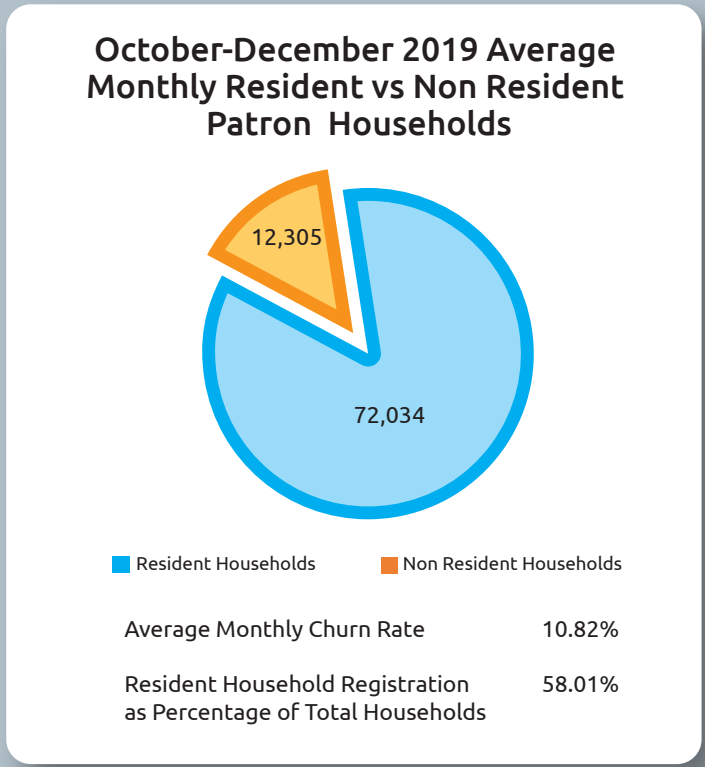


ROI
Return on Investment

Patrons







Average Monthly Churn Rate	10.82%
Resident Household Registration as Percentage of Total Households	58.01%

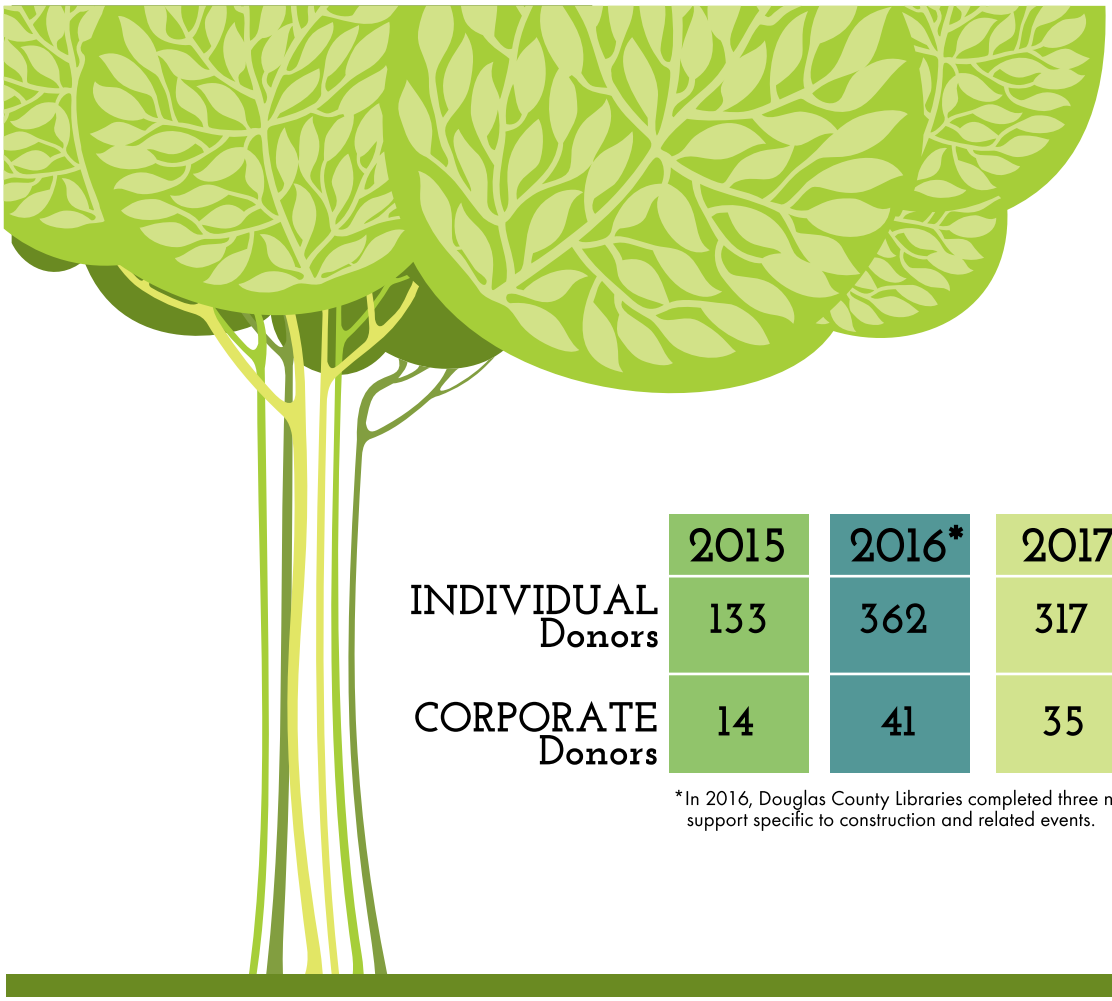
2015-2019: THEN & NOW

Douglas County Libraries Foundation

Douglas County Libraries Foundation

In 2015, the Douglas County Libraries Foundation (DCLF) took steps toward developing a formal Board of Directors, and successfully transitioned from representation by a committee on the Douglas County Libraries Board of Trustees to a dedicated Board of seven members. Bylaws were adopted, and policies were created to fulfill the operational necessities of the DCLF. Board members donate their time to fundraise and support the DCLF and its programs.

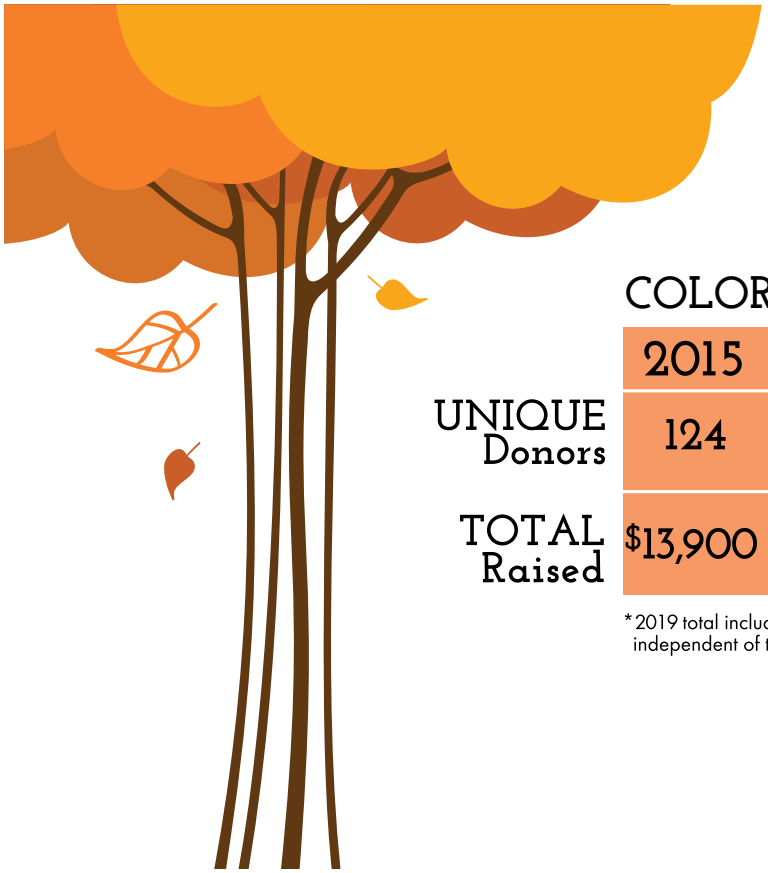
DCLF GROWTH AND SUPPORT SINCE 2015



	2015	2016*	2017	2018	2019
INDIVIDUAL Donors	133	362	317	372	397
CORPORATE Donors	14	41	35	35	33

*In 2016, Douglas County Libraries completed three new building projects, which enjoyed donor support specific to construction and related events.

OUR REVENUE PROGRAMS



COLORADO GIVES DAY

	2015	2016	2017	2018	2019*
UNIQUE Donors	124	248	235	273	289
TOTAL Raised	$13,900	$22,400	$24,000	$27,000	$52,000

*2019 total includes $20,000 from a single donor. We surpassed our $30,000 goal independent of that single large donation.

Douglas County Libraries Foundation

Naming Rights

Beginning in 2016, the DCLF received more than $190,000 in donations for the naming of 14 areas throughout Douglas County Libraries facilities. Donors represented corporate organizations as well as individuals memorializing/honoring their loved ones.

Amazon Marketplace

Book sales via an online Amazon storefront complement onsite sales in Second Chapter Used Bookstores, located inside branch libraries. Implemented in 2017, this program continues to grow, and is run by volunteers with the part-time assistance of one employee.

OUR "GIVE-BACK" PROGRAMS

Scholarships

The DCLF provides scholarships for families in need of financial support, allowing children to participate in Camp DCL, weeklong learning opportunities held during school breaks. Since 2017, the DCLF has provided more than 60 scholarships to Douglas County families.

"My husband and I are both on disability so we have a very limited income, and I'm always trying to find ways to make their world bigger. I was super excited when I got the scholarship for Alex." – Stephanie B.

"Being a single mom, I don't have the income to give her camps and all the things she would like. This really gave her the opportunity to do something that she otherwise wouldn't be able to do." – Joan V.

The DCLF also provides exam fee scholarships to High School Equivalency students seeking to complete GED testing. To date, 26 students have received financial aid through the DCLF to complete their high school educations.

Operation Paperback

Since 2015, the DCLF has provided books from our donated collections and paid to ship those items to military personnel serving both domestically and internationally. To date, we have mailed 2,422 books, enriching the lives of more than 239 members of the military.

Exploration Stations

Two hands-on DCL Exploration Stations have been designed and built by the DCLF, through partnerships with Parker Adventist Hospital and Castle Rock Adventist Hospital. These stations entertain and educate young children waiting for family members in maternity and surgical areas.

Douglas County Libraries Foundation

BUILDING OUR BRAND

In 2015, the DCLF hosted the first annual Fête des Fables Gala, a premiere entertainment event with a new literary fable theme each year. To date, Fête des Fables has raised more than $300,000 to benefit library programs. Guests have experienced whimsical and fun adventures brought to life through each gala: Little Red Riding Hood, One Thousand and One Arabian Nights, Adventures in Wonderland, Destination Neverland, and The Jungle Book—and in 2020, The Little Mermaid. In the process, guests were introduced to the phenomenal work of our libraries and their importance to our community.

THANKING OUR DONORS

Most importantly, we never take for granted our faithful donors. Periodically, the DCLF hosts events specifically to thank the wonderful community that supports the work of our libraries. We continue to grow our donor thank-you program, not only with special letters and gifts, but also through invitations to donor opportunities ranging from author visits with special seating, to discounts in our bookstores, and advance notification of major library events prior to opening to the public. We have held an average of more than one event annually specifically to honor our donors.

OUR FIVE-YEAR TOTAL

Since 2015, the Douglas County Libraries Foundation has enjoyed donations in excess of $1 million. When added to revenue received from book sales, our five-year total in support of Douglas County Libraries is nearly $1.6 million.