



Board of Trustees Regular Meeting Agenda

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

CALL TO ORDER Presiding: Ron Cole, President

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

ATTENDANCE

PUBLIC COMMENTS

APPROVAL OF MINUTES

Page 4

MOTION TO APPROVE: Special Meeting April 9, 2020

Pages 5-6

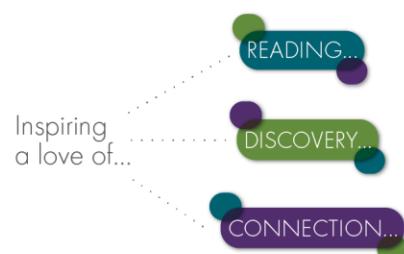
DISTRICT BUSINESS

Page 7

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

- Personnel Committee – Proposed Changes to Policy
 - **MOTION TO ADOPT:** Disruptive Patron Page 8
 - **MOTION TO ADOPT:** Issue (Problem) Resolution Page 11
 - **MOTION TO ADOPT** Issue Resolution Board Procedure Page 13
- Quarterly Investment Report Page14
- First Quarter Financials *Added Pages 15-23
- COVID Reports (Week of 4/8-4/14) Pages 24-31
 - Executive Session for Personnel Matters during COVID-19

GO INTO EXECUTIVE SESSION



RETURN TO OPEN MEETING

- | | |
|---|--------------------|
| Continue COVID Reports (Week of 4/15-4/21) | Pages 33-40 |
| • Executive Library Director's Memo re: reopening | *Added Pages 41-42 |
| • MOTION for re-opening | Page 43 |

TRUSTEE COMMENTS

UPCOMING BOARD MEETINGS

Currently Scheduled:

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

OTHER BOARD CALENDAR ITEMS

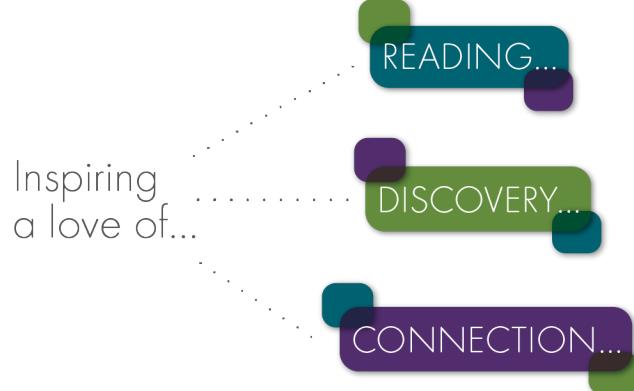
1. **Partnership of Douglas County Governments Meeting:** May 20, 2020, Douglas County Government, Douglas County Events Center, 7:00 a.m. - 9:30 a.m. **Cancelled.**

ADJOURN



Board of Trustees

**Regular Meeting
April 29, 2020**

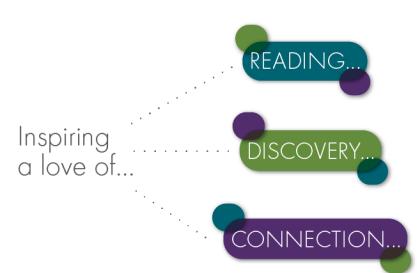




Consent Agenda

#	Item
1.	Minutes Special Meeting April 9, 2020

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



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

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

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

The following were present:

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

All trustees were present. A quorum was present.

STAFF: Bob Pasicznyuk, Dave Anderson and Patti Owen-DeLay

PUBLIC: John Gilbert

PUBLIC COMMENT: None

APPROVAL OF MINUTES

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

DISTRICT BUSINESS

No one declared a conflict of interest.

- Executive Session for Personnel Matters during COVID-19

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

The board moved into Executive Session.

RETURN TO OPEN MEETING

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

- Personnel Meetings with Director

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

TRUSTEE COMMENTS: None**UPCOMING BOARD MEETINGS**

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

Currently Scheduled:

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

OTHER BOARD CALENDAR ITEMS

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

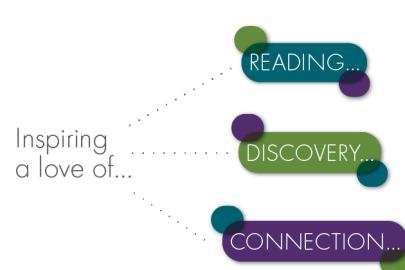
The meeting was adjourned at 5:36 p.m.

Respectfully submitted,

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



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



ACCESS

D. DISRUPTIVE BEHAVIOR

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

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

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

Proposed Change:

ACCESS

D. DISRUPTIVE BEHAVIOR

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

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

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

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

Summary:

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

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

Detail:

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

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

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

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

Human Resources Policy

B. Personnel Policy

6. Problem Resolution Steps

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

Proposed Change:***Human Resources Policy***

B. Personnel Policy

6. Issue Resolution

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

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

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

Issue Resolution Procedure

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

- The District expects all employees to comply with applicable laws, the District's ethics, policies and values.
- Certain types of issues require the employee inform their supervisor and human resources such as violence, sexual harassment, other violations of law or violation of the District's ethics and policies. The District expects employees to share legal, policy or ethical issues of which they are aware with a supervisor, manager, director and/in compliance with the District's Whistleblower policy.

In keeping with DCL core values, the District expects employees to develop the ability to directly resolve workplace conflict and strongly encourages employees to engage in open, respectful discussion as a first step in seeking resolution regarding non-Whistleblower issues.

- District supervisor's and human resources are available to assist employees with effective issue resolution.
- The District expects employees to bring issues forward to their supervisor or human resources in a timely manner if unable to effectively resolve a workplace issue.
- **Harassment, violence and all others types of intimidating, derisive or similar behaviors are prohibited at DCL. All employees have an affirmative obligation to report matters regarding any type of harassment to their supervisor, manager or human resources.**
Supervisors and managers have an *even greater obligation* under the law to report harassment-related matters *to human resources*.
- In assisting with issue resolution, human resources will decide the best course of action in seeking resolution. E.g., peer review, arbitration, mediation, formal investigation etc.
- In cases where the employee is unsatisfied with the final outcome of an inquiry or investigation, s/he can bring the issue to the Executive Library Director. Per policy, once the Executive Library Director makes a decision, the determination is final.
- The only exception to this policy is if the matter falls under "Whistleblower Policy" and involves the Director of Administrative Services and/or the Executive Library Director. In those cases:
 - If the allegation is against the Director of Administrative, the employee is expected to go to the Executive Library Director.
 - If the allegation is against the Executive Library Director, the employee is expected to go to the Director of Administrative Services.
 - If the allegation involves collusion between the Executive Library Director and the Director of Administrative Services, the employee is expected to go to the Board President.

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

Board Issue Resolution Procedure

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

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

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

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

The Board President will:

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

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



Quarterly Report of Cash and Investments
March 2020

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

NOTE:

* Variable rate account.

David Anderson, Director of Finance
Report for the three months ending March 31, 2020

Balance Sheet

As of March 31, 2020, the District has \$24.1 million of cash and liquid investments at ColoTrust, with yields on these investments ranging from 1.25% to 1.86% during the three months ending March 31, 2020.

The District is not currently holding any funds in term investments with the Colorado Statewide Investment Program (CSIP), as yields on the CSIP term investments ranged from 0.25% to 1.10% lower than yields on liquid investments at Colorado Trust for the three months ending March 31, 2020. We continue to monitor the investment program rates offered by ColoTrust and CSIP on a weekly basis. If the CSIP rates for term investments with maturities matching the District's cash flow requirements reach a point where they exceed the ColoTrust liquid rates, we will re-assess our investment policy accordingly.

At March 31, 2020 the District recorded a receivable of \$17.7 million for property taxes. We expect the District to collect in excess of 99% of property taxes budgeted for 2020.

Funds available for future capital improvements total \$19.9 million at March 31, 2020, as reported on the fund balance line of the balance sheet.

Performance vs Budget

Overall, the District has realized a (\$0.3 million) (5%) unfavorable variance to budget as of March 31, 2020.

Total operating revenues are 4% below budget thru March 31, 2020.

The District expects growth of 13% in its property tax revenues in 2020 based on Douglas County Assessor's tax certification reports for 2020. The District's comparison of its collections of property taxes for the three months ending March 31, 2020, vs. the same period in 2019, indicates growth in property tax revenues of 10% thru Q1 2020. This growth rate is reflected in a (4%) negative variance vs. budgeted property taxes thru Q1 2020. However, when updated with property tax collections thru April 2020, the District's comparative property tax analysis (see attached) shows growth in property tax revenues in 2020 vs. 2019 of 13%.

Charges for services reflect a (5%) negative variance to budget thru March 31, 2020, primarily due to Covid-19 related cancellations in author events and camps. Interest income reflects a (5%) negative variance to budget thru March 31, 2020, primarily due to declining interest rates, exacerbated by the impact of Covid-19.

Operating expenditures are \$0.141 million (2%) favorable to budget thru March 31, 2020.

A favorable variance of \$0.196 million (5%) for salaries, wages and benefits is due primarily to open positions of \$0.106 million, staff changes (new hires, separations) of \$0.076 million, and savings of \$0.014 million in the District's annual 3% salary/wage increase. Excess costs for library content of (\$0.114) million are driven primarily by additional Covid-19 related expenditures of (\$0.122) million in March. These additional funds were expended on digital services Overdrive and Hoopla, relating to music, movies, TV, ebooks, and eaudiobooks. Costs for programs & outreach show a favorable variance of \$0.021 million primarily due to Covid-19 related cancellations, and District-wide support cost show a favorable variance of \$0.024 million due to Covid-19 and other reductions.

Non-Operating expenditures show a positive variance of 1% vs. budget.

2020 Forecast

Based on the District's 2019 performance thru March 31, 2020, and assuming the District performs according to its remaining budget thru December of 2020, the District is projecting a fund balance of \$21.6 million at December 31, 2020, which is \$1.50 million higher than the fund balance reflected in the original 2020 budget. This additional projected fund balance as of year-end 2020 is due primarily to budget savings in 2019 for PSM renovation improvements of \$1.2 million.



CASH AND INVESTMENTS
As Of March 31, 2020

Institution	% of Total	Value	Maturity Date	Interest Earned		Jan	Mar
				(Received)	YTD	2020	2020
Cash							
Colotrust *	99%	\$24,115,939	N/A	\$ 77,981	1.86%	1.25%	
Independent Bank	1%	199,140	N/A		40		0.05%
Wells Fargo Bank	0%	28,621	N/A		3		0.03%
CSIP Liquid*	0%	6,707	N/A		26	1.80%	1.20%
Cash in Use	0%	2,949	N/A		0		N/A
Total Cash	100%	24,353,356			78,050		
Property tax interest charged						108	
Total Cash and Investments	100%	\$24,353,356			\$ 78,158		

NOTE:

* Variable rate account.



BALANCE SHEET

	<u>Dec 31, 2019</u> <u>(Audited)</u>	<u>Mar 31, 2020</u> <u>(Unaudited)</u>
ASSETS		
Cash and cash equivalents	\$ 18,995,228	\$ 24,353,356
\$0	0	0
Property taxes receivable	29,228,336	17,714,428
Prepaid expenses and deposits	367,536	497,717
Receivable DCL Foundation	78,822	62,089
Accounts receivable	3,567	2,285
Total assets	<u>\$48,673,489</u>	<u>\$42,629,875</u>
LIABILITIES & FUND BALANCE		
LIABILITIES		
Deferred property taxes	28,992,824	17,714,428
Accrued salaries and benefits	307,217	54,134
Accounts payable	651,650	211,218
Payable to DCL Foundation	0	0
Other accrued liabilities	81,982	83,917
Total liabilities	<u>\$30,033,673</u>	<u>\$18,063,697</u>
FUND BALANCE		
Nonspendable fund balance	\$ 329,418	\$ 497,717
Restricted fund balance	891,882	891,882
Assigned fund balance	3,300,000	3,300,000
Unassigned fund balance	15,725,255	13,950,217
Excess revenue over expenditures	(1,606,739)	5,926,362
Total fund balance	<u>\$18,639,816</u>	<u>\$24,566,178</u>
Total liabilities and fund balance	<u>\$48,673,489</u>	<u>\$42,629,875</u>



STATEMENT OF REVENUES, EXPENDITURES AND CHANGES IN FUND BALANCE
(Unaudited)

	Mar 2020		For the three months ending March 31, 2020			2020 Annual Budget	
	Actual		Actual	Budget	Variance	Original	Remaining
REVENUES							
Property taxes	\$ 10,316,449		\$ 11,210,861	\$ 11,696,423	\$ (485,562) (4%)	\$ 29,122,824	\$ 17,426,401
Auto Ownership Taxes	173,402		415,551	384,980	30,571 8%	2,516,417	2,131,437
Contributions/grants	0		0	0	0 0	321,652	321,652
Charges For Services	31,142		176,888	186,732	(9,844) (5%)	743,150	556,418
Interest income, net	26,917		78,158	87,501	(9,343) (11%)	350,000	262,499
Total revenues	10,547,909		11,881,458	12,355,636	(474,178) (4%)	33,054,043	20,698,407
OPERATING EXPENDITURES							
Salaries and Wages	965,748		2,818,012	2,945,887	127,875 4%	13,064,237	10,118,350
Benefits	110,119		331,943	331,510	(433) (0%)	1,371,637	1,040,127
PERA	123,509		368,226	437,605	69,379 16%	1,624,762	1,187,157
Library content	383,266		935,382	820,696	(114,686) (14%)	3,889,201	3,068,505
Facility	154,215		366,685	382,447	15,762 4%	1,904,231	1,521,784
Technology and support services	83,904		306,912	308,350	1,438 0%	1,598,975	1,290,625
Programs and outreach	27,395		92,399	112,997	20,598 18%	986,914	873,917
District-wide support	54,437		185,351	209,402	24,051 11%	1,152,084	942,682
Interest and financing costs	154,747		168,138	168,139	1 0%	2,449,642	2,281,503
Maintenance capital expenditures	146,376		200,687	198,008	(2,679) (1%)	775,037	577,029
Total operating expenditures	2,203,716		5,773,735	5,915,041	141,306 2%	28,816,720	22,901,679
Operating revenues over (under) expenditures	\$ 8,344,193		\$ 6,107,723	\$ 6,440,595	\$ (332,872) (5%)	\$ 4,237,323	\$ (2,203,272)
NON-OPERATING ITEMS:							
Lease income (expense), net	6,923		18,039	16,816	1,223 7%	146,846	130,030
Improvement capital expenditures	0		(199,400)	(199,400)	0 0	(1,111,255)	(911,855)
Non-Operating revenue (expense), net	\$ 6,923		\$ (181,361)	\$ (182,584)	\$ 1,223 1%	\$ (964,409)	\$ (781,825)
Total revenues over (under) expenditures	\$ 8,351,116		\$ 5,926,362	\$ 6,258,011	\$ (331,649) (5%)	\$ 3,272,914	\$ (2,985,097)
BEGINNING FUND BALANCE	16,563,419		18,639,816	18,988,173		16,828,274	
ENDING FUND BALANCE	<u>\$ 24,914,535</u>		<u>\$ 24,566,178</u>	<u>\$ 25,246,184</u>		<u>\$ 20,101,188</u>	
						Forecast	
						Current fund balance	\$ 24,566,178
						Estimated remaining surplus (deficit)	(2,985,097)
						Projected 2020 year-end fund balance	21,581,081
						Budgeted 2020 year-end fund balance	(20,101,188)
						Increase (Decrease) 2020 year-end fund balance	\$ 1,479,893



Salaries & Wages Budget vs Actual
For the three months ending March 31, 2020

Department	Mar 2020		For the three months ending Mar 31, 2020			2019 Annual Budget	
	Actual		Actual	Budget	Variance	Original	Remaining
Branch Operations							
PSM - Castle Rock	\$ 130,066		\$ 460,145	\$ 458,803	\$ (1,342)	\$ 1,704,122	\$ 1,245,319
JHL - Highlands Ranch	123,995		430,273	461,826	31,553	1,715,349	1,253,523
CAP - Castle Pines	41,078		139,679	170,957	31,278	634,968	464,011
LT - Lone Tree	90,915		318,304	324,629	6,325	1,205,766	881,137
PA - Parker	109,566		383,550	422,414	38,864	1,568,962	1,146,548
ROX - Roxborough	23,650		83,912	101,892	17,980	378,444	276,552
LOU - Louviers	554		2,143	2,667	524	9,906	7,239
Branch Operations	48,282		165,575	164,298	(1,277)	610,252	445,954
Total Branch Operations	\$ 568,106		\$ 1,983,581	\$ 2,107,486	\$ 123,905	\$ 7,827,769	\$ 5,720,283
Administration							
Finance	29,963		104,437	108,927	4,490	404,589	295,662
Executives	68,030		261,441	250,467	(10,974)	930,310	679,843
Community Relations	95,177		317,335	335,773	18,438	1,273,223	937,450
Events & Hospitality	16,869		59,884	59,513	(371)	221,045	161,532
Human Resources	16,469		61,958	72,985	11,027	245,017	172,032
Training	18,758		53,667	53,574	(93)	198,987	145,413
Volunteers	23,100		81,558	90,465	8,907	336,021	245,556
Information Technology	47,460		166,653	165,732	(921)	615,580	449,848
Facilities	21,421		88,578	89,488	910	332,385	242,897
Collection Services	39,965		139,042	140,616	1,574	522,293	381,677
Bibliographic Services	20,430		71,288	71,138	(150)	264,232	193,094
Total Administration	\$ 397,642		\$ 1,405,841	\$ 1,438,678	\$ 32,837	\$ 5,343,682	\$ 3,905,004
Adj for Open Positions	0		0	(67,308)	(67,308)	(250,000)	(182,692)
Adjust to ADP Calendar	0		(571,410)	(571,410)	0	0	571,410
Available Salary Budget	0		0	24,980	24,980	92,786	67,806
Bonus	0		0	13,461	13,461	50,000	36,539
Total Salaries & Wages	\$ 965,748		\$ 2,818,012	\$ 2,945,887	\$ 127,875	\$ 13,064,237	\$ 10,118,350
Benefits & PERA	233,628		700,169	769,115	68,946	2,996,399	2,227,284
Total Personnel Services	\$1,199,376		\$ 3,518,181	\$ 3,715,002	\$ 196,821	\$ 16,060,636	\$ 12,345,634



2020 Budget
Maintenance & Improvement Projects
As of March 31, 2020

	Original Budget	Spent To-Date	Forecast		Remaining Budget
			Y/N	Additional Spend Amount (a)	
Operating Expenditures: Maintenance Projects					
District IT:	\$ 275,000	\$ 98,805		\$ 176,195	\$ -
District-Wide:	0	0		0	0
Castle Pines	9,200	4,200		5,000	0
Castle Rock	49,674	35,969		13,589	116
Highlands Ranch	69,000	2,680		69,000	(2,680)
Lone Tree:	43,000	0		43,000	0
Parker:	290,138	30,150		259,988	0
Roxborough:	39,025	28,884		5,641	4,500
Total Maintenance Projects	\$ 775,037	\$ 200,687		\$ 572,414	\$ 1,936

Notes

[M1] Requires Board motion to approve

Non-Operating Expenditures: Improvement Projects

Castle Rock Refresh:

Fransen Pittman:

[I1]	Design & Permit Drawings	297,655	\$0	N	297,655	\$0
Total Castle Rock Refresh						

Other:

[I1]	Highlands Ranch Sorter	310,000	\$0	N	310,000	\$0
[I1]	District Servers	50,000	\$0	N	50,000	\$0
[I1]	Transport sorter bins 104@\$4,400 each	453,600	\$199,400	N	254,200	\$0
Total Other						
		\$813,600	\$199,400		\$614,200	\$0
Total Improvement Projects						
		\$1,111,255	\$199,400		\$911,855	\$0

Notes

[I1] Requires Board motion to approve

[I2] District servers will be procured thru a 5-year lease.



Comparison of Property Tax Revenues

	2019				2020				Cumulative	
	Other				Other				Growth	Growth
	Property Tax	Auto Tax	Adjustments	Total Taxes	Property Tax	Auto Tax	Adjustments	Total Taxes		
January	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%
February	610,093	202,563	(20,984)	791,672	907,985	243,936	(15,358)	1,136,562	44%	44%
March	9,661,438	196,802	(59,399)	9,798,841	10,370,411	173,431	(53,992)	10,489,850	7%	10%
April	1,234,185	168,705	(9,492)	1,393,398	1,753,655	168,809	(25,452)	1,897,012	36%	13%
May	4,566,405	223,253	(31,906)	4,757,751	0	0	0	0	-100%	-19%
June	2,448,421	208,190	(15,366)	2,641,245	0	0	0	0	-100%	-30%
July	6,811,856	193,473	(40,470)	6,964,859	0	0	0	0	-100%	-49%
August	262,866	263,225	(14,893)	511,199	0	0	0	0	-100%	-50%
September	125,624	221,400	(1,564)	345,461	0	0	0	0	-100%	-50%
October	36,009	225,476	(997)	260,487	0	0	0	0	-100%	-51%
November	40,227	255,266	(4,340)	291,153	0	0	0	0	-100%	-51%
December	79,849	441,063	(7,134)	513,778	0	0	0	0	-100%	-52%
Total	\$25,876,974	\$2,599,416	(\$206,545)	\$28,269,845	\$13,032,051	\$586,175	(\$94,802)	\$13,523,424	-52%	



**Covid-19 Related Costs
YTD 2020 thru Mar 2020**

	<u>Actual</u>	<u>Comment</u>
OPERATING REVENUES		
Property Taxes	0	
Auto Ownership Taxes	0	
Contributions/Grants	0	
Charges for Services	(14,680)	Author events & Camps
Interest Income	0	
Total revenues	<u>(14,680)</u>	
Growth		
EXPENDITURES		
Salaries and Wages	0	
Benefits	0	
PERA	0	
Library Content	122,280	Overdrive & Hoopla
Facility	0	
Technology & Support Services	0	
Programs and Outreach	0	
District-wide Support	0	
Maintenance Projects	0	
Total operating expenditures	<u>122,280</u>	
Growth		
Interest and Financing Costs	0	
Total operating expenditures and debt service	<u>122,280</u>	
Growth		
OPERATING SURPLUS (DEFICIT)	<u>(136,960)</u>	
NON-OPERATING REVENUES (EXPENDITURES)		
Lease Income (Expense), net	0	
Improvement Projects	0	
NON-OPERATING SURPLUS (DEFICIT)	<u>0</u>	
TOTAL SURPLUS (DEFICIT)	<u><u>(136,960)</u></u>	



Date: April 16, 2020

Memo to: Douglas County Libraries Board of Trustees

From: Bob Pasicznyuk

RE: Pandemic and Library Operations - Update

1. Public Policy Updates

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

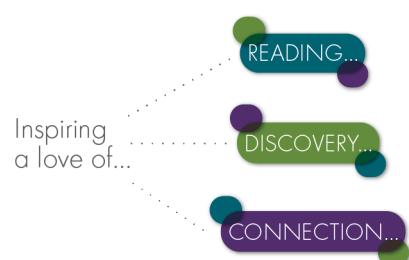
2. State of our Library's Business

Internal Customer Focus: Finance and Administrative Services

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

External Customer Focus: Customer Engagement and Experience

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





NEWS RELEASE

FOR IMMEDIATE RELEASE

April 17, 2020

CONTACT: Wendy M. Holmes, APR
303-880-7785 phone/text wholmes@douglas.co.us

County Releases 5-point COVID-19 Economic Recovery Framework

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

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

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

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

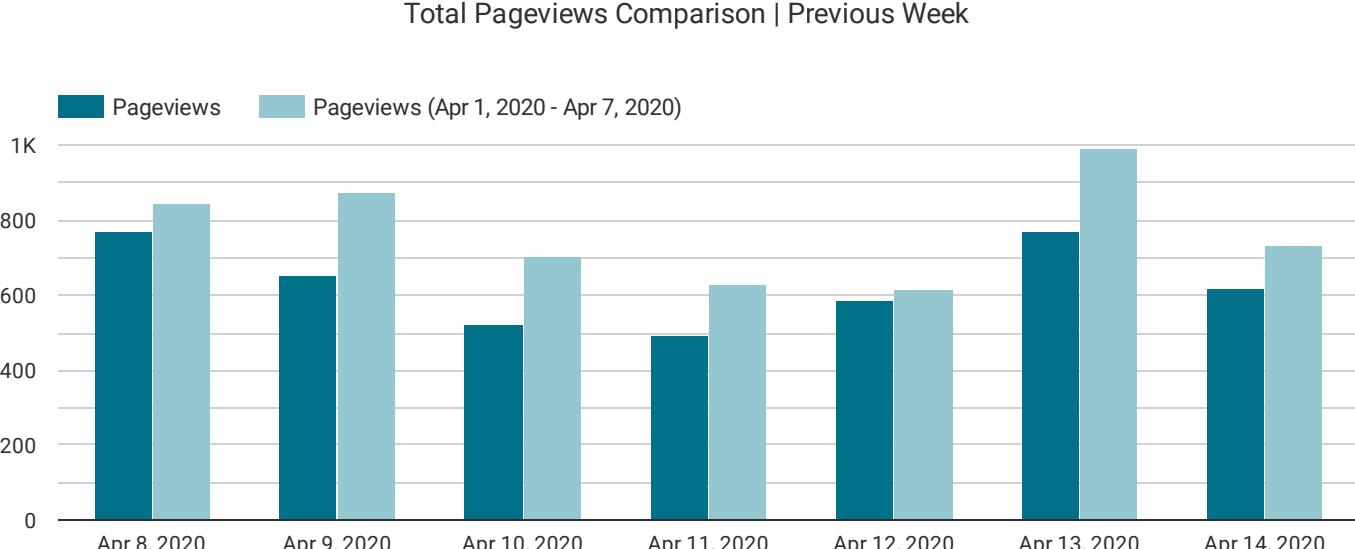
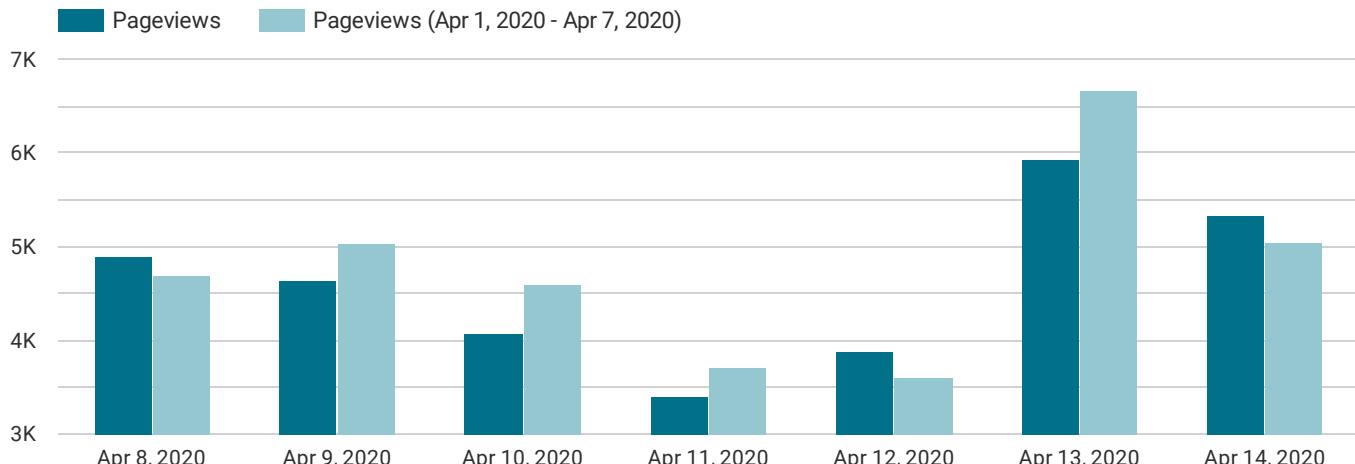
- Access to effective and efficient antibody testing methods
- Recommended individual use of non-medical face-coverings in public settings
- Close and constant collaboration with hospitals
- Support for personal responsibility (social distancing and other preventive actions) including supports for high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

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

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

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

#####

**Selected Pages by Pageviews**

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

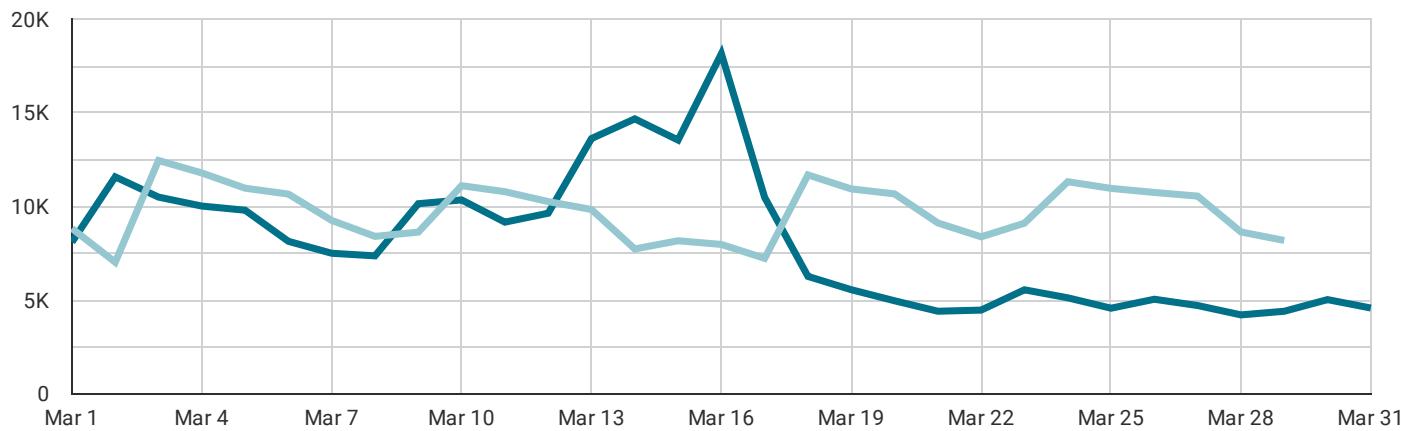
Top 10 Pages by Pageviews

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

Mar 1, 2020 - Mar 31, 2020

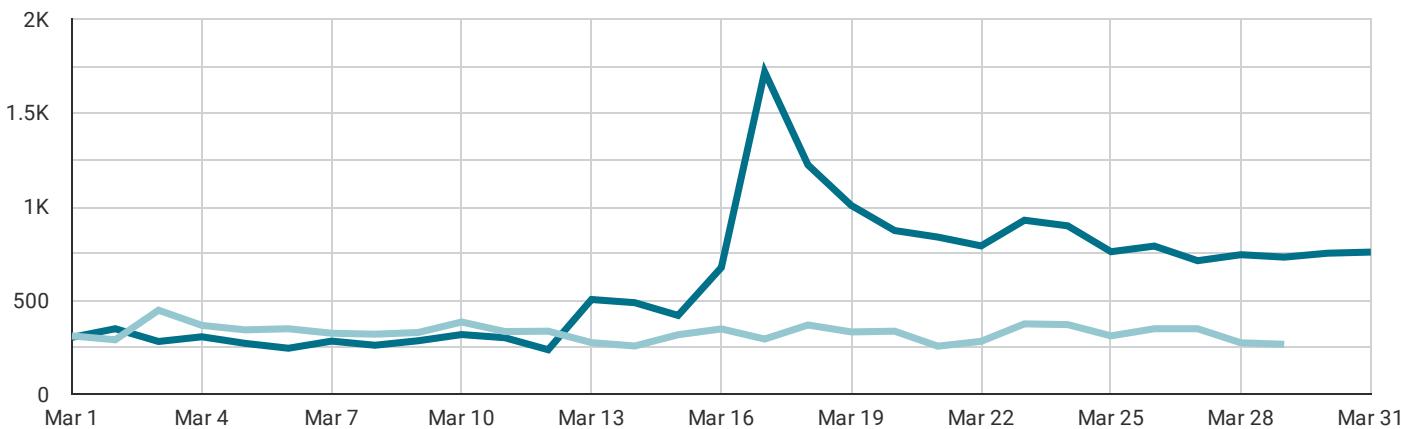


— Pageviews — Pageviews (Feb 1, 2020 - Feb 29, 2020)



Total Pageviews Comparison | Mar vs Feb

— Pageviews — Pageviews (Feb 1, 2020 - Feb 29, 2020)



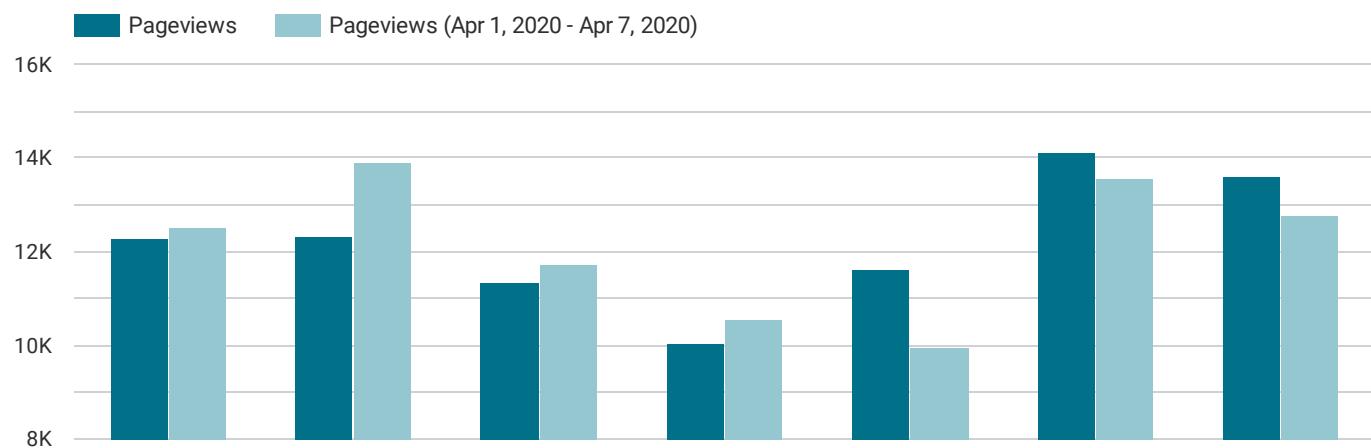
Digital Media Page | Pageviews Comparison | Mar vs Feb

Selected Pages by Pageviews

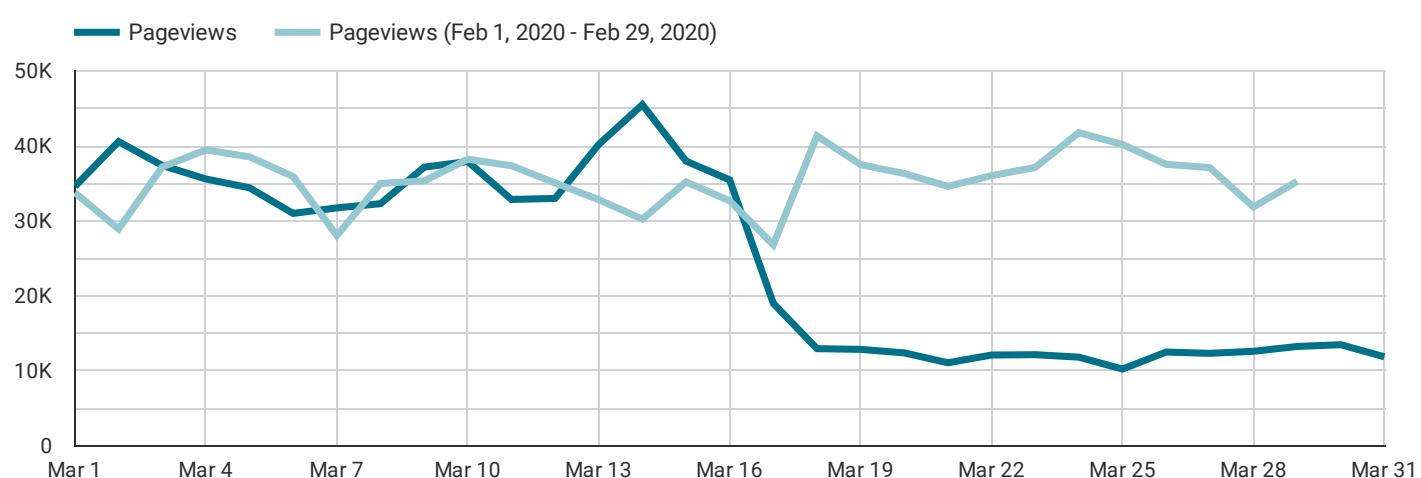
Page Title	Pageviews ▾
Douglas County Libraries	132,865
Digital Media Douglas County Libraries	18,994
Community Safety Notice Douglas County Li...	13,422
All Databases Douglas County Libraries	983
Student Databases Douglas County Libraries	654
Business & Finance Douglas County Libraries	441
History &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

Top 10 Pages by Pageviews

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



Total Pageviews Comparison | Previous Week



Total Pageviews Comparison | Mar vs Feb

Top 10 Pages by Pageviews

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

Top Search Terms by Smart Search and/or Auto Query

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

Total Pageviews

916,746

dcl.org

Jan 1, 2020 - Apr 14, 2020

29 of 43

Pageviews

Pageviews (previous year)



Total Pageviews Comparison | YTD

Total Pageviews

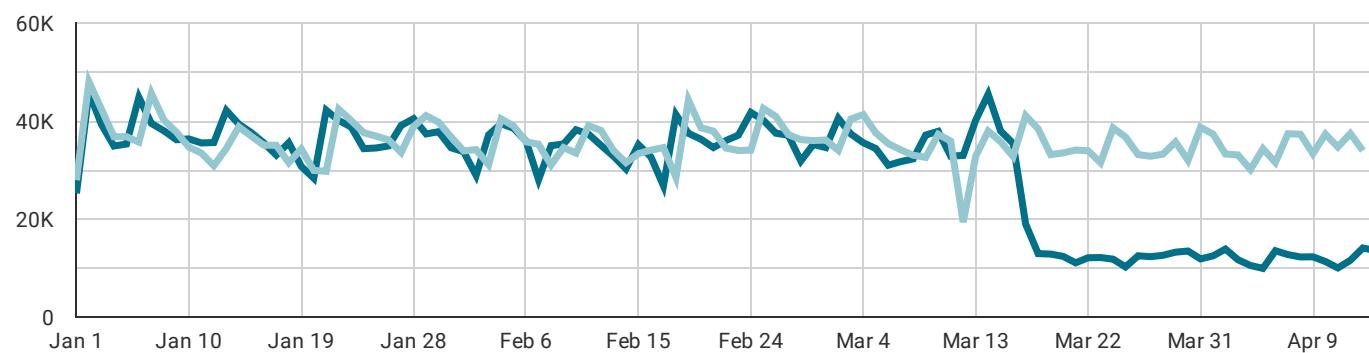
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dcl.bibliocommons.com

Jan 1, 2020 - Apr 14, 2020

Pageviews

Pageviews (previous year)



Total Pageviews Comparison | YTD

Total Pageviews

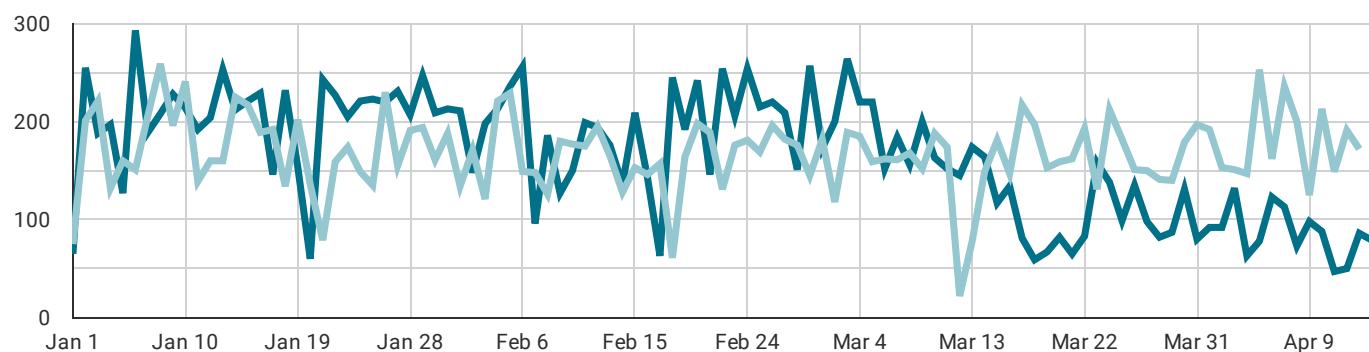
17,322

getacard.org

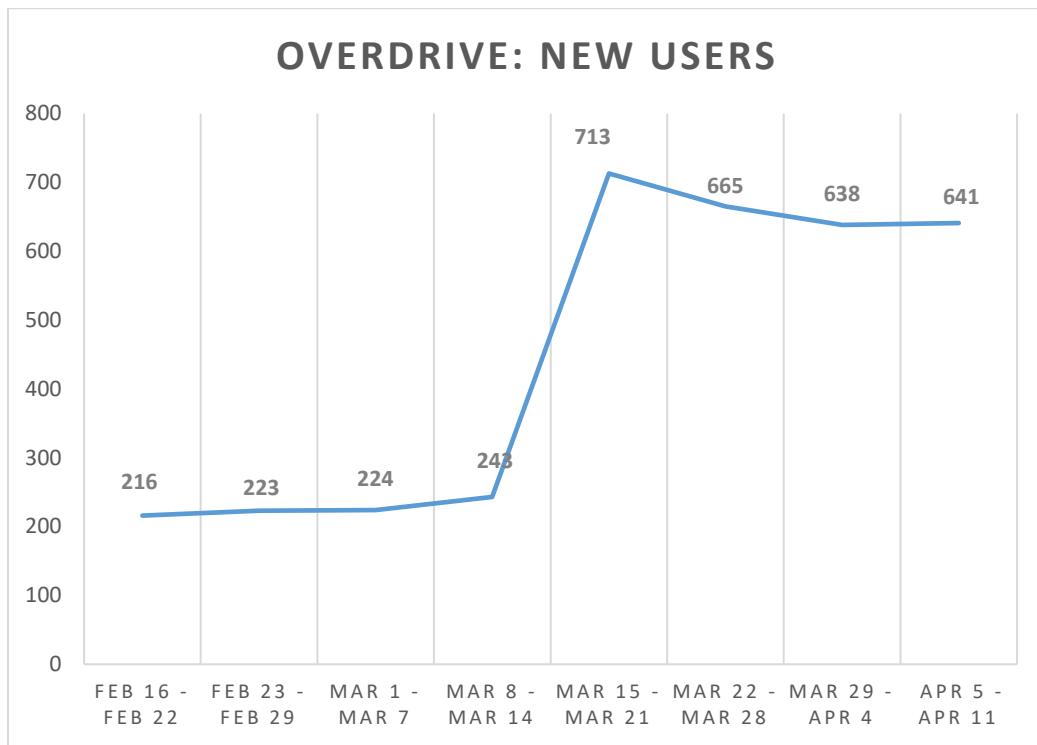
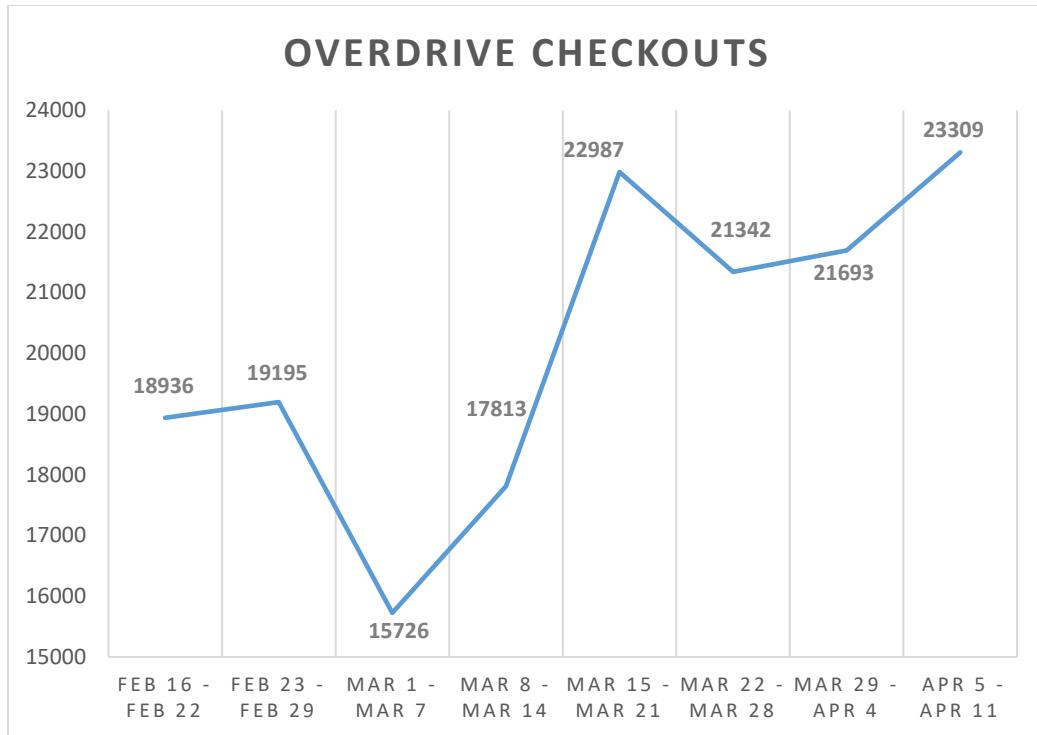
Jan 1, 2020 - Apr 14, 2020

Pageviews

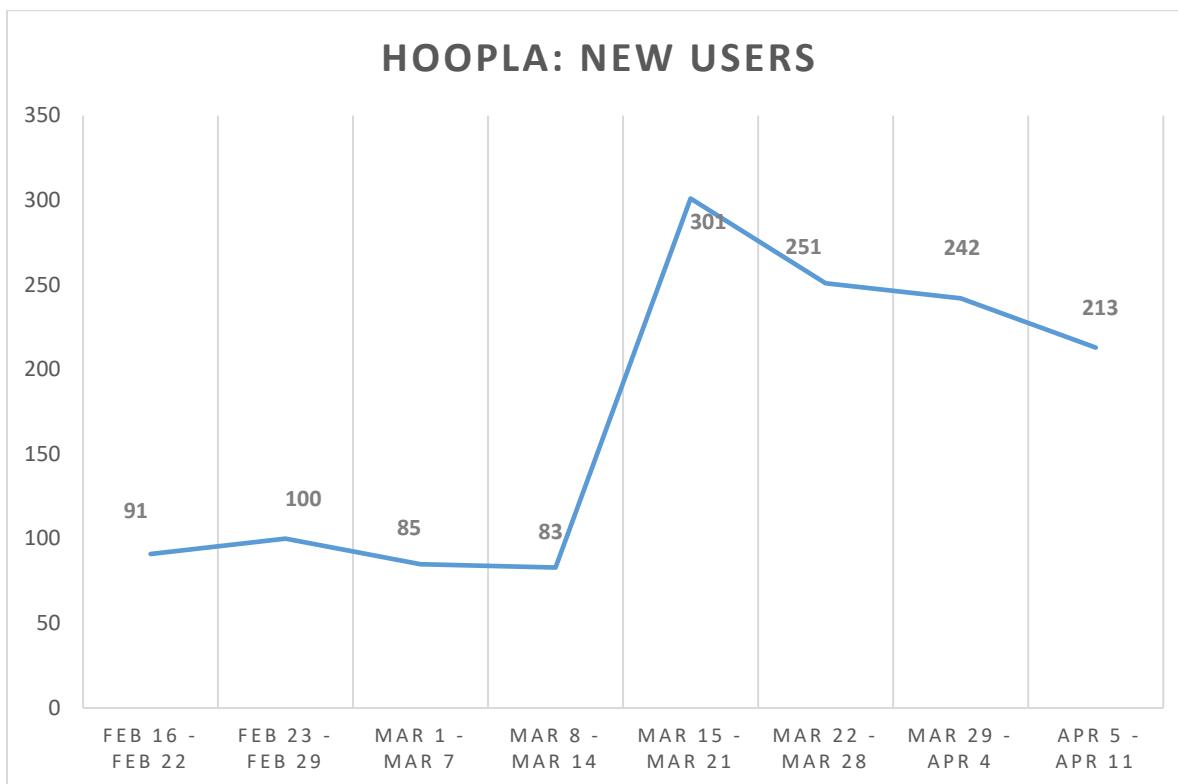
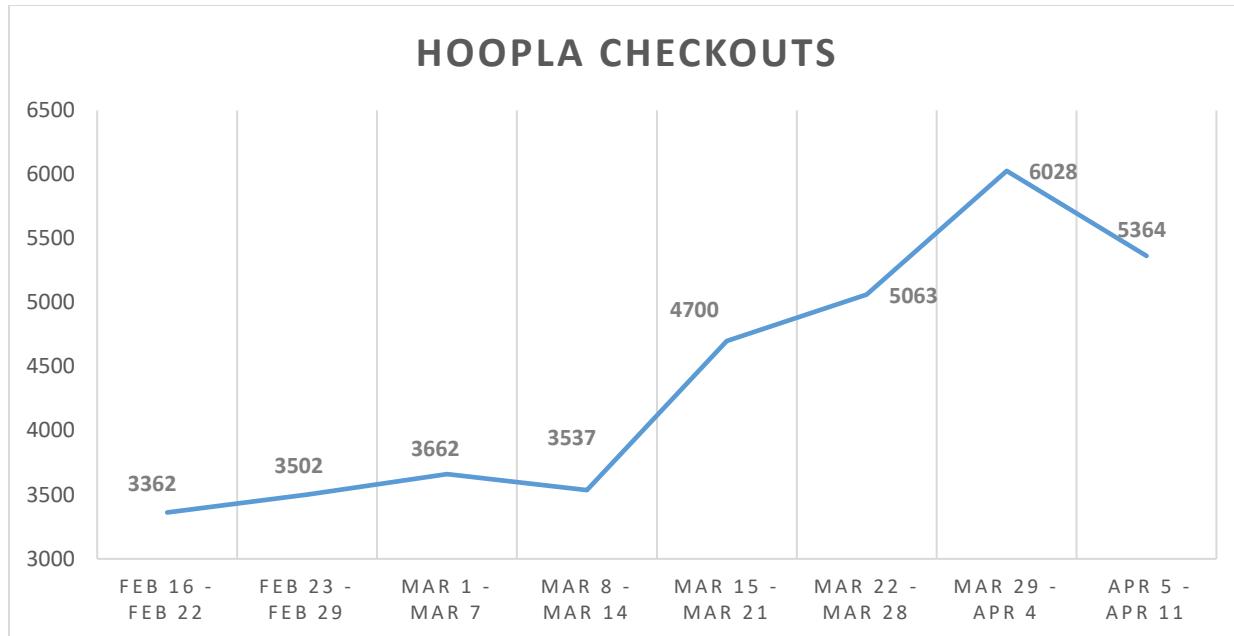
Pageviews (previous year)



Total Pageviews Comparison | YTD



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



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

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

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

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

Library Cards:

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



Date: April 23, 2020

Memo to: Douglas County Libraries Board of Trustees

From: Bob Pasicznyuk

RE: Pandemic and Library Operations - Update

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

Note that there are many ways to define “opening the library.” Here are different phases and facets of how we may open depending on restrictions.

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

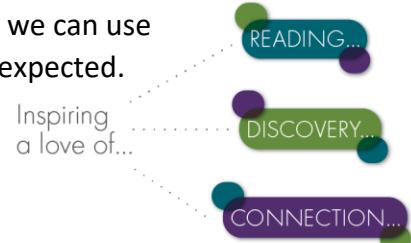
The lead times to execute these packages vary. Safety gear purchases force us to the timeline of the supply chain. Our plan can advance us to curb-side services in about two weeks. We could welcome patrons back to our facilities with renewed floor plans and distancing measures in about an additional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

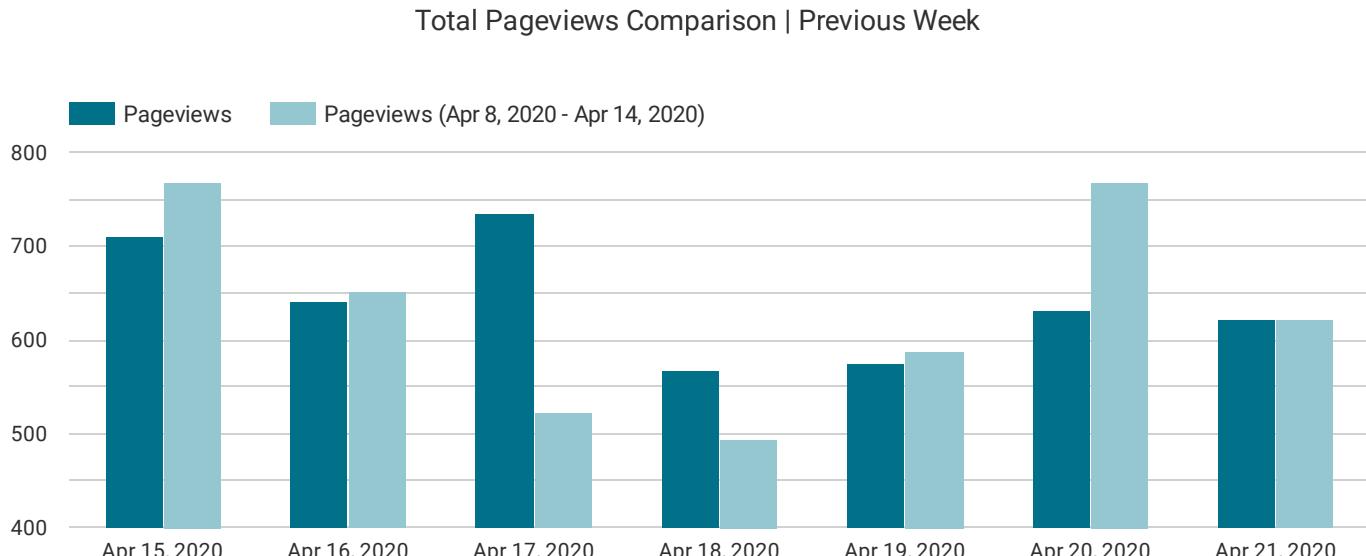
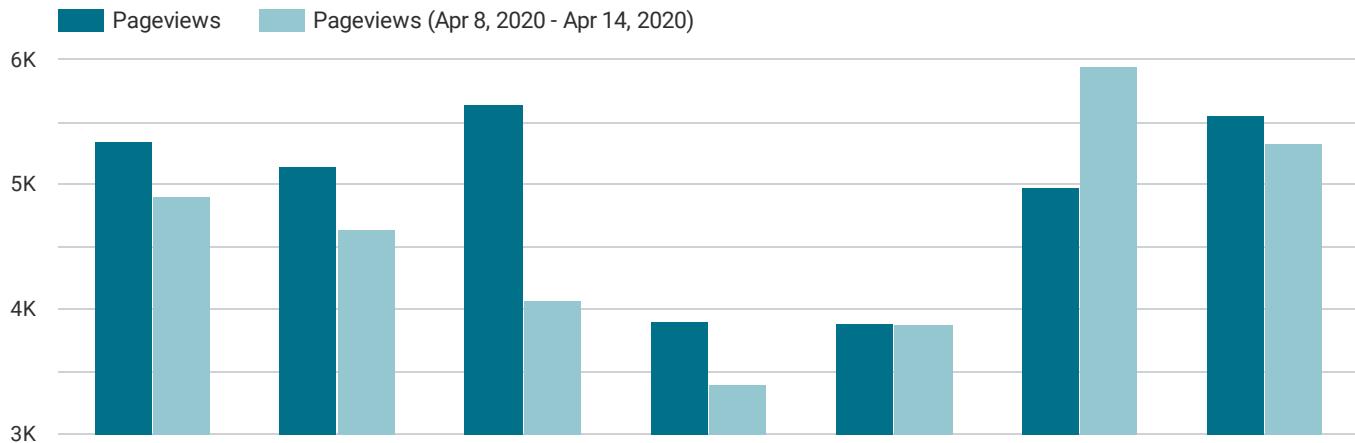
These services phases are a sample of what we can do adjusting for retreating and advancing restrictions. Our staff have also begun to assemble a list of creative services that we can execute in varying degrees of “open.”

There are many and competing values involved in decision making.

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

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



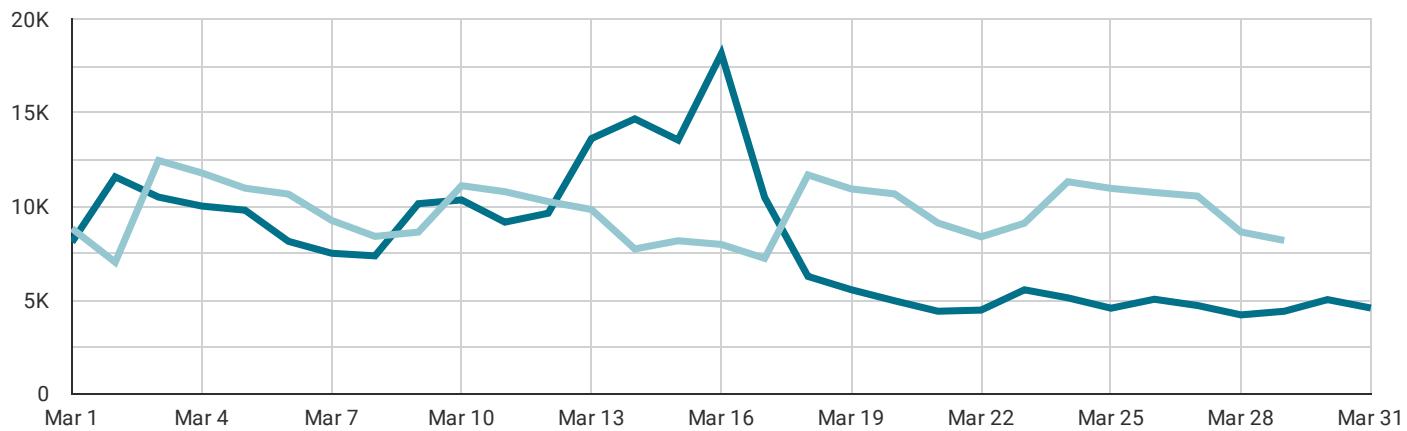
**Selected Pages by Pageviews**

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

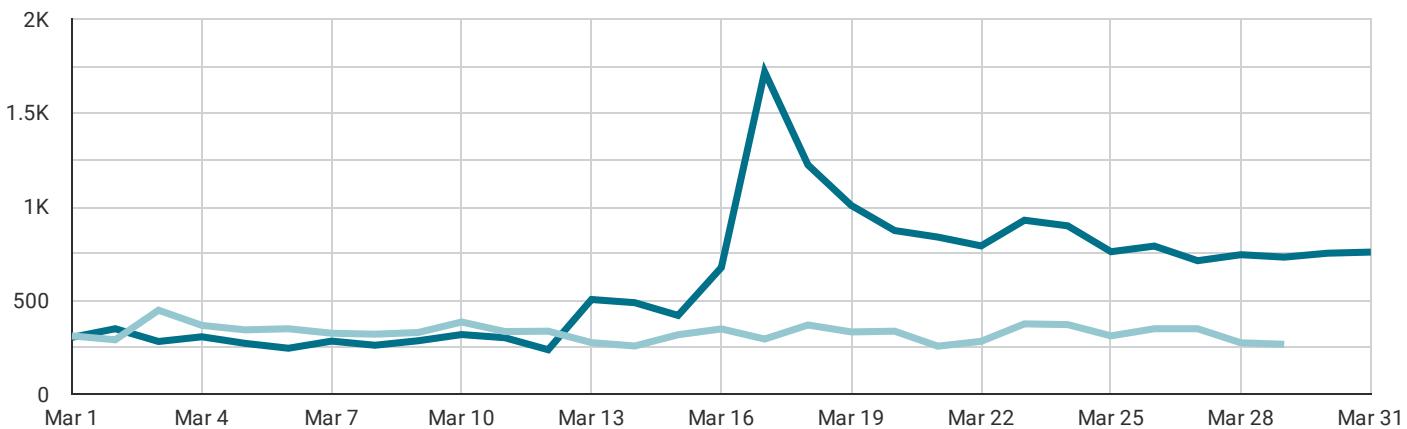
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Storytime Douglas County Libraries	1,421
Community Safety Notice Douglas County Libra...	1,234
Parker Douglas County Libraries	925
Highlands Ranch Douglas County Libraries	780
Research Databases Douglas County Libraries	623
Castle Rock Douglas County Libraries	482
Library Perks Douglas County Libraries	470

Mar 1, 2020 - Mar 31, 2020


— Pageviews — Pageviews (Feb 1, 2020 - Feb 29, 2020)


Total Pageviews Comparison | Mar vs Feb

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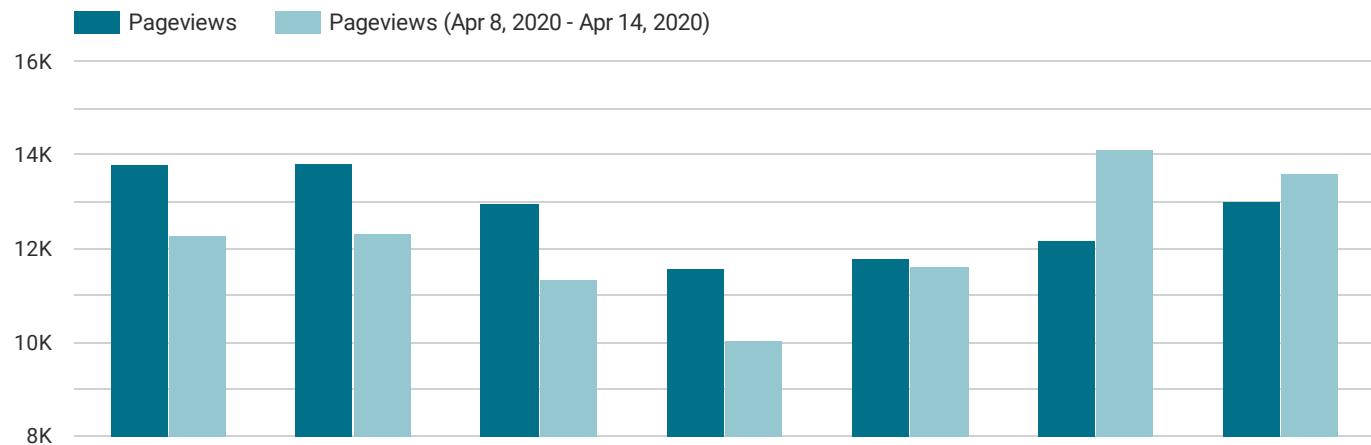
Digital Media Page | Pageviews Comparison | Mar vs Feb

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Total Pageviews Comparison | Previous Week



Total Pageviews Comparison | Mar vs Feb

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Checked Out Douglas County Libraries Bibli...	9,666
On Hold Douglas County Libraries BiblioCo...	7,171
My DCL Douglas County Libraries BiblioCom...	3,142
Recent Activity Douglas County Libraries Bib...	1,846
New Titles Douglas County Libraries BiblioC...	1,570
Account Douglas County Libraries BiblioCo...	451
Borrowing History Douglas County Libraries ...	342
Forgot your PIN? Douglas County Libraries ...	216

Top Search Terms by Smart Search and/or Auto Query

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

Total Pageviews

951,166

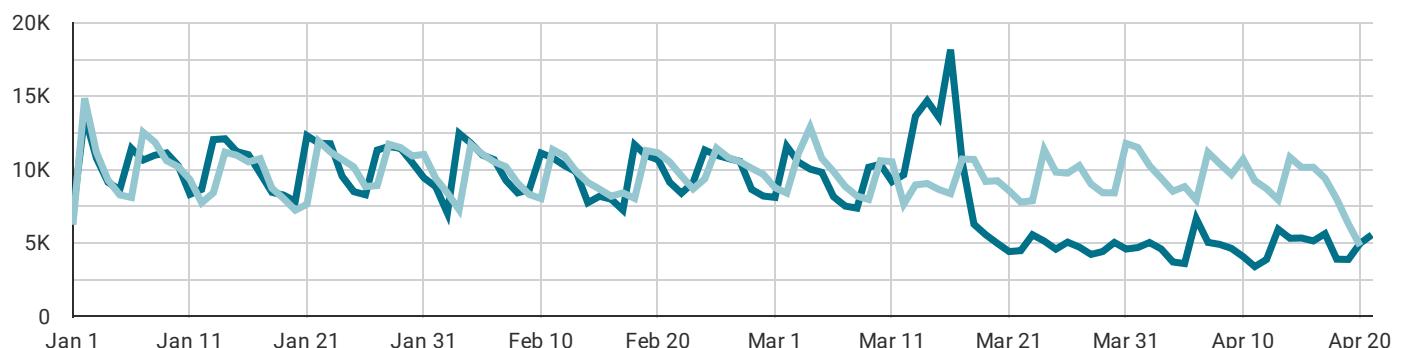
dcl.org

Jan 1, 2020 - Apr 21, 2020

37 of 43

Pageviews

Pageviews (previous year)



Total Pageviews Comparison | YTD

Total Pageviews

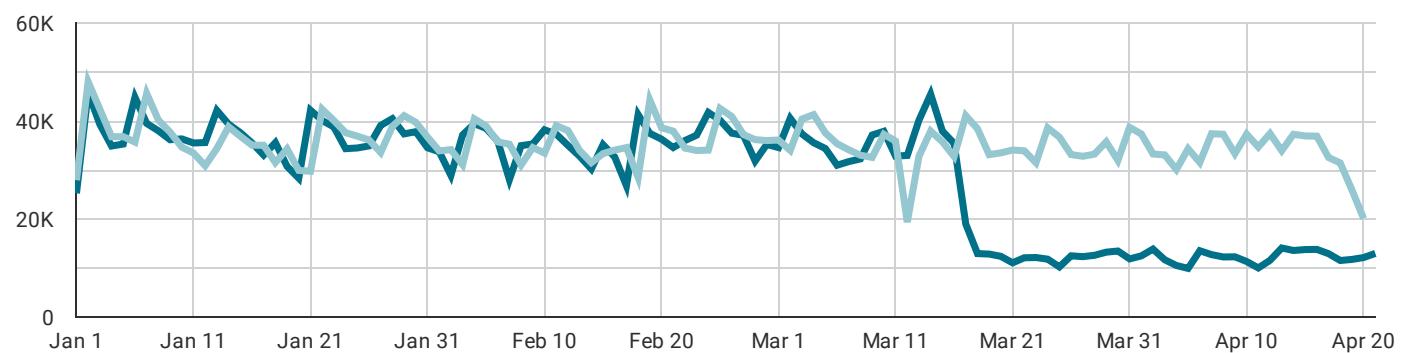
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dcl.bibliocommons.com

Jan 1, 2020 - Apr 21, 2020

Pageviews

Pageviews (previous year)



Total Pageviews Comparison | YTD

Total Pageviews

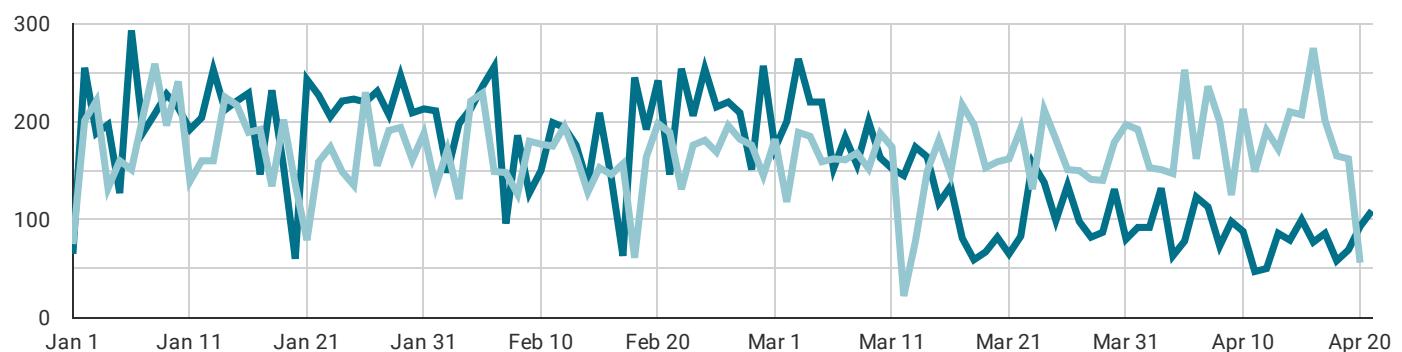
17,914

getacard.org

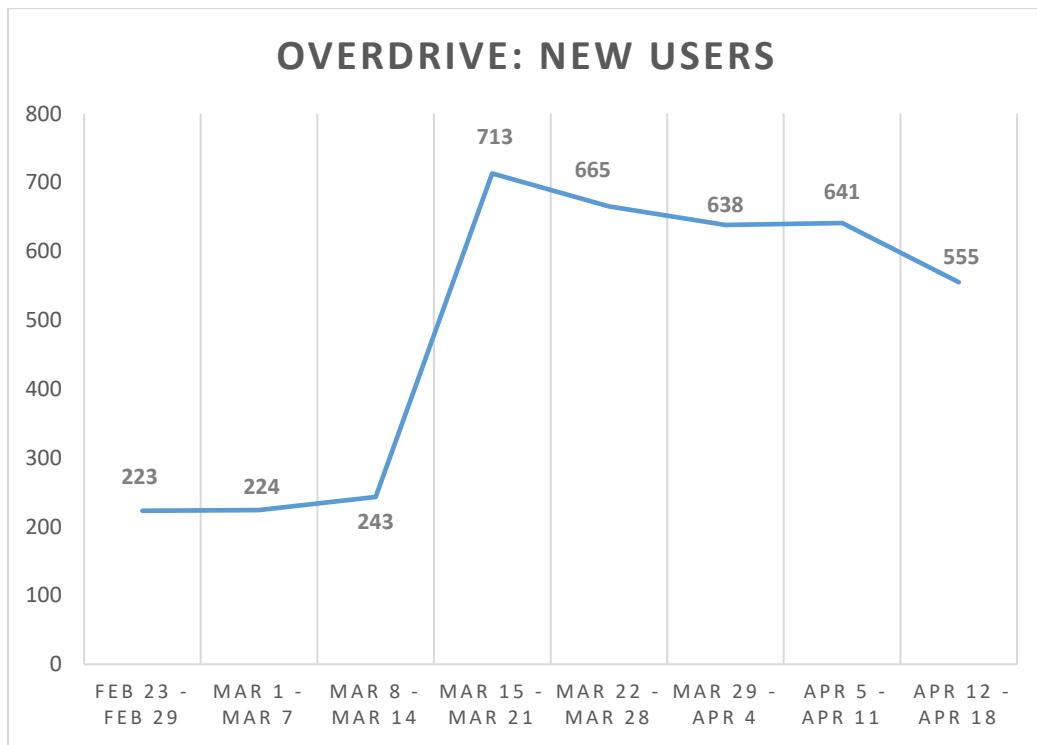
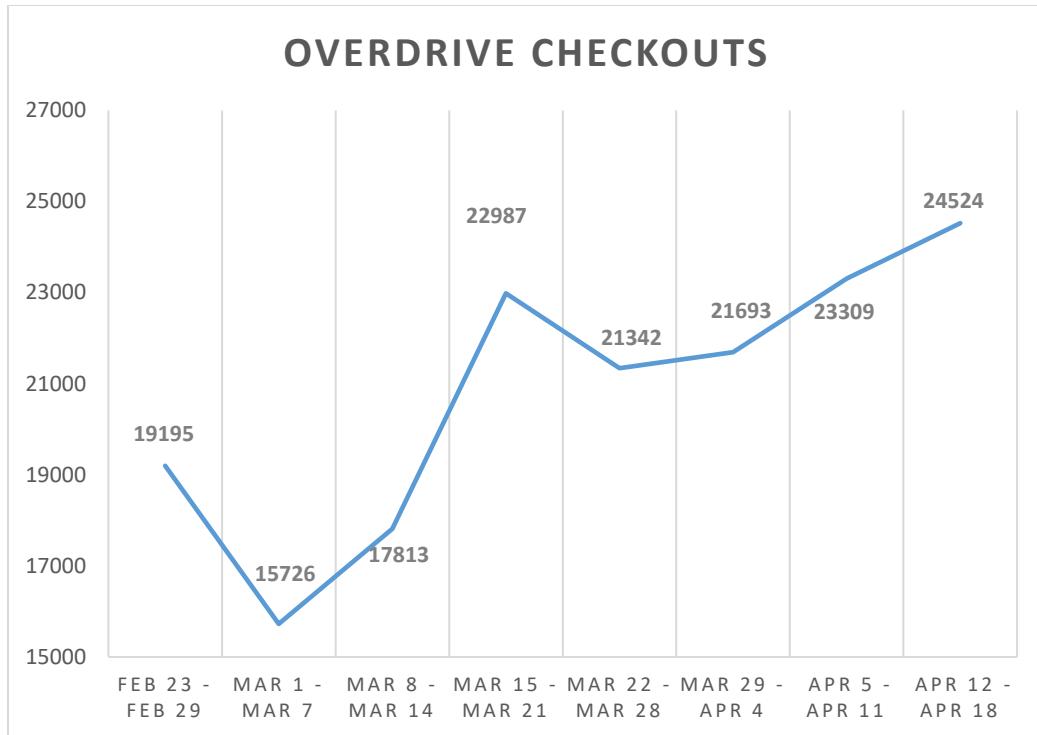
Jan 1, 2020 - Apr 21, 2020

Pageviews

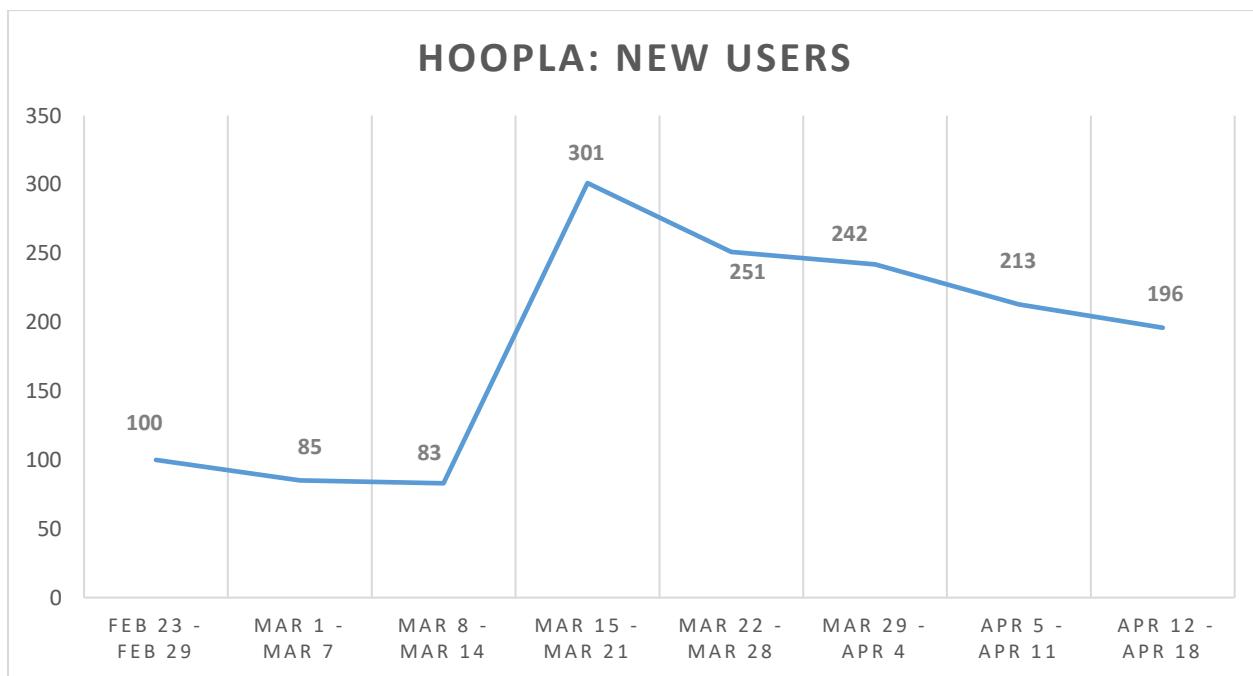
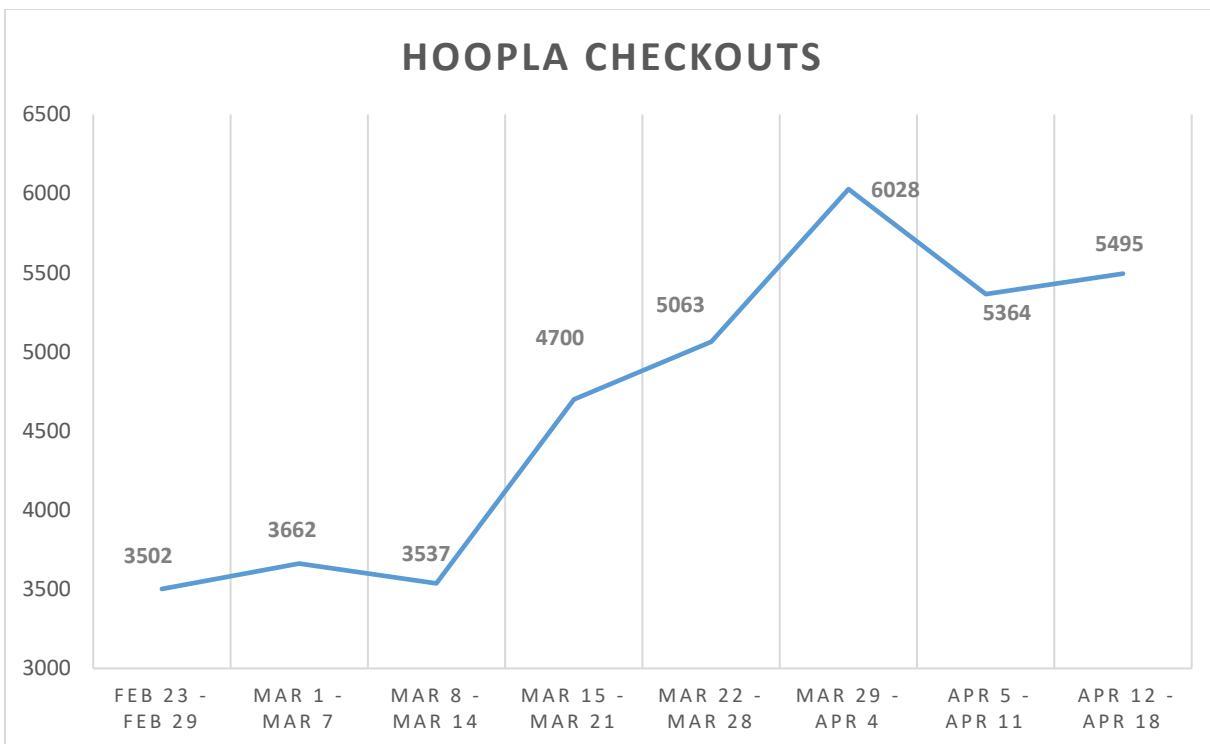
Pageviews (previous year)



Total Pageviews Comparison | YTD



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



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

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

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

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

Library Cards:

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

To: Board of Trustees
From: Bob Pasicznyuk, Executive Library Director

Subject: Re-Opening Our Libraries – Curbside Services

On Monday, April 27, Tri-County Health approved the transition of Douglas County businesses and government functions from a *Stay-at-Home Order* to the state's *Safer-at-Home* order. *Safer-at-Home* allows retail and service-sector businesses (including governments) to operate within a new boundary of restrictions and recommendations. I recommend our Board of Trustees authorize our libraries to also re-open within State and County restrictions as well as best-practice safeguards unique to library service.

Re-opening our libraries will require adaptation and resilience. Our library's business model has centered on transactions and civic relationships – a foundational assumption that thousands of our neighbors routinely visit our facilities. This public health crisis will continue to challenge that assumption as it does for other businesses, our community's houses of faith, and a range of other cultural and civic services. We are better together and we will gather again *en masse*. For now, our library will adapt, create, and find new ways to add value to Douglas County citizens. For many months, our libraries will operate inside of restrictions designed more for disease mitigation than effective, traditional library practices.

I am recommending that our board open our libraries, but do so in phases starting with curb-side services. Please review a short description of our curb-side-services and how we can deliver this service safely within the boundaries of the *Safer-at-Home* restrictions. I am also including a timeline to deliver curb-side services, some additional details, and next steps when public health approvals and board authorizations allow.

Make no mistake that our world has changed and our business strategies will need to adapt. For now, curb-side services gets us moving inside of necessary safety constraints. Our library will be far more effective at course corrections while moving than at rest.

Short Description of Curb-side Services

Customers have continued to place our materials *on hold* during closure in anticipation of our re-opening. Our software notifies customers when materials are ready for pickup. Customers will visit our branches for the content waiting for them. Parking lot signs will direct them to specially-marked slots for curb-side services and a phone number to call. Staff will answer calls and advise customers to open their trunk or hatch and remain in their vehicle. Staff will bring products to their vehicle depositing them in their trunk or hatch. They will wave farewell, allowing customers to close their hatch and be on their way.

After our libraries have gained a rhythm over a few weeks to let volume levels and procedures stabilize, staff will begin to enhance this service offering additional options so that we can sustain our story – expect more from your library.

Safety, Curb-side Pickup Services, and Health Orders

- Staff will wear and use safety gear at work – masks, gloves.
- Staff will work at minimal levels and in keeping with distancing guidelines from colleagues.
- The library will continue to use and emphasize telecommuting options and technologies to keep staffing in our facilities at a minimum.
- Staff will declare their health status before starting any shift. Staff who are ill will not come into work. In addition to staff PTO and extended illness coverage, the library has provided each staff member with two weeks of sick leave during this time as a safeguard and to motivate staff to stay home if they suspect they might be ill.
- Staff will perform curb-side services without direct contact with customers or their vehicles.
- DCL will quarantine materials for 72 hours between uses or in keeping with national practices.
- Staff with health or other vulnerabilities will work with the library for reasonable accommodations until the *Safer-at-Home* restrictions subside.

Anticipated Curb-side Pickup Timeline

- Until May 10, 2020 and given board approval, the library will prepare for curb-side services.
- We are planning to debut curb-side services on Monday, May 11, 2020.

Additional Details

We intend to offer the curb-side delivery service to each of our locations similar to our former schedule with less evening hours fitted to anticipated demand. DCL will curtail the service on direction of the Board, County, or State. DCL is planning a schedule to sustain the service with minimal staffing. Staff availability is the plan's primary dependency.

Days	Open	Close
Monday – Thursday	9:00a	7:00p
Friday – Saturday	9:00a	5:00p
Sunday	12:00a	5:00p

Next Steps

I recommend to the board that our library maintain our current emphasis on virtual services while adding curb-side delivery options until the effects of the pandemic clear or customer demand wanes. The library requires about two weeks of preparation to fit our facilities for the next phase of opening – limited customer access to facilities. I recommend the Director and Board remain in discussion about this phase, but assume June 1, 2020 as a minimum target for opening our facilities to customers depending on the success and directives of the *Safer-at-Home* plan.



DATE: April 23, 2020

AGENDA ITEM: Authority to Re-Open Libraries

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

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

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

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

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

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

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

FISCAL IMPACT: None

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

