

DOUGLAS COUNTY LIBRARIES**BOARD BUDGET PUBLIC HEARING AND BUSINESS MEETING**

Wednesday, December 3, 2025, 5:30 p.m., Philip and Jerry Miller Library, Castle Rock, CO

Call meeting to Order

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

Attendance**Public Comment**

NOTE: Library Board Business Meetings will move to Lone Tree Library in 2026.

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

Presentation Erin Kane, Superintendent Douglas County School District

Consent Agenda Recommendation(s) [page 3](#)

1. Minutes 10/29/25 Business Meeting [page 4](#)
2. Email Poll 11/22-11/23/25 Board Recommendations [page 8](#)
3. Reappointment of Zach McKinney and Ted Vail [page 10](#)

Budget Public Hearing**Return to Regular Meeting****Business Items****Action Items**

- Adoption of 2026 Budget – See Budget Packet
- Honor Retiring Trustee, Suzanne Burkholder [page 11](#)
- Strategic Planning Task Force next steps
- Answering the County's request of the Board of Trustees to evaluate and recommend Library Board, District 1 opening.

Discussion Items**Executive Director Update [page 12](#)**

- Report on Municipal Meetings

Partner Reports

- Partnership of Douglas County Governments
- Douglas County Youth Initiative
- Douglas County Libraries Foundation

Executive Session

Risk Resiliency Report – Presentation by Michelle Newcome, Risk Resiliency

Pursuant to C.R.S., Section 24-6-402(4)(d), C.R.S., for the purpose of discussing specialized details of security arrangements and crisis management plans.

Trustee Comments and Questions

Upcoming Board Meetings

- December 8, 2025, Task Force Meeting, Zoom, 4:00 p.m. (Mondays, weekly as needed)
- January 15, 2026, Executive Committee Meeting, Castle Pines Library, Castle Pines, 8:00 a.m. – 9:00 a.m.
- January 28, 2026, Lone Tree Library, Lone Tree – **NOTE CHANGE IN MEETING LOCATION**
 - Board Study Session, 4:00 p.m. (Dinner at 5:00 p.m.)
 - Board Annual Meeting, 5:30 p.m.

Other Meetings

- **Partnership of Douglas County Governments:** Wednesday, December 17, Location to be announced.
- **Partnership of Douglas County Governments:** Wednesday, January 16, 2026, Location to be announced.

Adjourn

MEMO

To: Douglas County Libraries Board of Trustees
Date: December 3, 2025
From: Patti Owen-DeLay
Subject: Consent Agenda

ISSUE:

Review and approve Consent Agenda item(s).

DISCUSSION:

The Consent Agenda follows the process outlined below:

- Items will be recommended as norm or appropriate for the Consent Agenda
- It takes a motion and unanimous vote to add items to the Consent Agenda
- Any one board member can request to pull consent items for further discussion, which will then be moved for discussion and possible action under Library Business
- Motion recommendation will be accepted as proposed; if an amended motion is needed, we will pull the item from the Consent Agenda to accomplish this.

Consent Agenda Items for this meeting are:

1. Minutes 10/29/25 Business Meeting [page 4](#)
2. Email Poll 11/22-11/23/25 Board Recommendations [page 8](#)
3. Reappointment of Zach McKinney and Ted Vail [page 10](#)

RECOMMENDATION: Move to approve the consent agenda items as presented, or as amended (if an item or items were pulled).

The motion written in the minutes will name the items approved.

DOUGLAS COUNTY LIBRARIES
Board of Trustees and Business Meeting
October 29, 2025
Castle Rock, CO

President Nolan called the business meeting to order at 5:31 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, Pam Hampton, Zach McKinney, Terry Nolan, Ted Vail, Taylor Watson, and Amy Windju

A quorum was present.

STAFF: Bob Pasicznyuk, Jack Caudle, Casie Cook, Amy Fischer, and Patti Owen-DeLay

OFFICER: Castle Rock Police Officer Yowell

PUBLIC: Nancy Student, Adelita Campbell, Sterling Sylvester (DCL Staff), and Becky Spilver (DCL Staff)

PUBLIC COMMENTS

Nancy Student. Appreciative of the board moving business meetings to Lone Tree in response to community requests for easier access. Heartfelt thanks to retiring trustee Suzanne Burkholder for her service as a trustee. Recommended board members see the documentary film "The Librarians."

Adelita Campbell. DC resident. Encourages the board to have the libraries engage in National Banned Books Week. Sees opting out as sending a message that DCL does not stand up for intellectual freedom. Requests the board to 1. Officially support Banned Books Week; 2. Allow all staff and locations to participate; 3. Ensure policies support the same.

CONFLICT OF INTEREST. No trustees declared a conflict of interest.

CONSENT AGENDA

1. Minutes September 24, 2025, Business Meeting
2. Executive Library Director Title Change
3. 2026 Staff Day Closure

MOTION 25-10-01: Windju moved and the motion carried unanimously to approve the consent agenda of September 24, 2025, business meeting minutes, the request to update the Executive Library Director's title, and the 2026 Staff Day closure. McKinney seconded the motion.

LIBRARY BUSINESS

2026 Draft Budget

Nolan prefaced the motion with the board having reviewed the proposed 2026 budget in study session covering updates and major expenditures. There was no additional discussion.

MOTION 25-10-02: Nolan moved and the motion carried unanimously to approve the proposed budget boundaries for fiscal year 2026, as presented in the updated draft budget. The budget framework supports the strategic priorities of maintaining collections, saving for the Sterling Ranch site, investing in our people, and enhancing safety and security. Hampton seconded the motion.

Executive Library Director Update

Pasicznyuk reported for context that we have had 350 Citizen Reviews since 2000, roughly 14 a year or two a month. Our 2025 numbers are consistent with the norm.

Pasicznyuk spoke about the Sterling Ranch planned library project and shared a presentation on what library specifications we work toward.

- Customer Base
- Site & Facility Specifications
- Growth Indicators
- Brand Expectations

A few years ago, the board set three site priorities for new libraries:

1. Roxborough area – to bring us up to owned and size norms
2. Lone Tree area
3. Castle Pines area

The presentation showed the site, library design plan, and a video walk-through of the current building plan.

PARTNER REPORTS

Partnership of Douglas County Governments

No report.

Douglas County Youth Initiative (DCYI)

Windju: The recent Youth Congress was a wonderful opportunity for the youth to experience government.

Douglas County Libraries Foundation

Burkholder reported on the Foundation:

- Sending a donor survey.
- Forest of Stories will have over 200 trees throughout the district.

- Colorado Gives Day will begin in November and ends December 9, 2025. All trustees are encouraged to donate in support of the work the Foundation does on behalf of the library.

EXECUTIVE SESSION – Executive Library Director’s Annual Review and Goals

Pasicznyuk waived his right to have the discussion in open meeting.

MOTION 25-10-03: Nolan moved to enter Executive Session per Colorado Open Meeting Law pursuant to C.R.S. Section 24-6-402(4)(f), C.R.S., for the purpose of discussing personnel matters related to the Executive Library Director’s annual review and goals. Burkholder seconded the motion.

No discussion.

The board entered Executive Session at 5:58 p.m.

The board returned to open meeting at 6:28 p.m.

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, Nolan asked that they state their concerns for the record.

Hearing none, the meeting continued.

TRUSTEE COMMENTS AND QUESTIONS

Hampton asked for clarification on the district’s position on Banned Books Week. Pasicznyuk shared that we have not seen an outcome by participating that would be beneficial and feels that Douglas County Libraries lives intellectual freedom every day. We want to provide experiences that bring people together.

Burkholder talked about Storytime as a huge market vote by our public and how it also fills one of our core initiatives.

UPCOMING BOARD MEETINGS

- November 20, 2025, Executive Committee Meeting, Castle Pines Library, Castle Pines, 8:00 a.m.-9:00 a.m.
- Mondays, November-December 1, 2025, Task Force Meeting, Virtual, 4:00 p.m.-5:30 p.m.
- December 3, 2025, Philip & Jerry Miller Library, Castle Rock
 - Board Study Session, 4:00 p.m. (Dinner at 5:00 p.m.)
 - Board Budget Public Hearing and Business Meeting, 5:30 p.m.

OTHER MEETINGS

- November 12, 2025, Partnership of Douglas County Governments – Elected Officials Reception, The Golf Club at Bear Dance, Larkspur, Colorado, 6:00 p.m.- 8:00 p.m.

ADJOURN

Nolan adjourned the meeting at 6:48 p.m.

Respectfully submitted,
Ted W. Vail, Board Secretary
Minutes prepared by Patti Owen-DeLay
Approved MOTION , Date

DRAFT

EMAIL POLL

To:	Douglas County Libraries Board of Trustees
Date:	November 22 – November 23, 2025
From:	Bob Pasicznyuk, Executive Director
Subject:	Email Poll – District 1 Board Candidate Recommendation

Conducted by: Patti Owen-DeLay

Date(s) poll conducted: 11/22 and 11/23/2025

Question: Do you agree to delegate the evaluation and recommendation of trustee candidates to Terry Nolan and Suzanne Burkholder using the process outlined in this memo and the criteria already established for effective board members. Nolan and Burkholder will apprise the board of their work and rational for selection.

To Vote: To vote respond to the email with this poll stating your vote (yes, no, or abstain) and if you have any comments, include your comment in the email response.

Suzanne Burkholder: Yes No Abstain Could not be reached

NOTE: Burkholder voted “YES” however, the vote was prior to the email poll window.

Comments:

Pam Hampton: Yes NO Abstain Could not be reached

Comments:

Zach McKinney: YES No Abstain Could not be reached

Comments:

Terry Nolan: YES No Abstain Could not be reached

Comments:

Ted Vail: Yes NO Abstain Could not be reached

Comments: I am in a dilemma. It does now appear that a faction asked its followers to flood our applications, and it is highly likely that our selection process has now had a political element added to it. It is likely that a majority of the applicants are of one perspective, and it might cause issues if they are just coming at this politically.

Thus I think that there probably needs to be more strategic discussion by the Board to be sure we all understand the situation before we vote.

Thus, at this point I am afraid I will need to vote no. I have no problem with what we had decided to do. But in fairness to all the Board, this new information is important and just having 3 of the 7 board members decide this might not be the best.

Taylor Watson: YES No Abstain Could not be reached

Comments:

Amy Windju: Yes No Abstain Could not be reached

NOTE: Windju voted "NO" however, the vote was outside of the Email Poll window due to connection issues which she communicated to me prior to the deadline.

Comments: The Executive Director and staff ranking and identifying candidates present a conflict of interest. The Executive Director reports to the Board of Trustees and should not be controlling nominations to the Board. Furthermore, I don't know what criteria were used to identify and vet applicants as these criteria have not been presented to the Board of Trustees. I could not find any documents about criteria on the shared drive. The DCL Board of Trustees Bylaws state in Section 1, Article II Board of Trustees that: "all trustees shall be approved by at least a 2/3 vote of the Commissioners prior to the start of their term". The Bylaws contain no provision for the Executive Director to decide which candidates are qualified to oversee the Executive Director. Furthermore, an email survey is not a formal or approved process for setting or changing Board policies.

RATIFICATION DATE: _____

MOTION #: _____

Reappointment of Zach McKinney and Ted Vail

Motion #3 On 9/23/2025 at Board of County Commissioner Work Session.

Adobe Acrobat: PDF edit, convert, sign tools chrome-extension://efaidnbmnnibpcajpcgclefindmkaj/https://www.douglas.co.us/documents/motion-log-thru-10-14-25.pdf/

marks DCL Reference Reading Articles SharePoint My files - OneDrive

DF Spaces All tools Edit Convert E-Sign douglas.co.us / motion-log-thru-10-14-25

MOTION & ACTION LOG			
Date	Topic	Motion/Direction	Notes
9/23	State Strategic Growth Legislation - Required Reporting Consideration Follow Up	Staff was directed to submit the reports, and staff will work with the Housing Partnership to complete a Housing Action Plan to identify gaps in units required under the current legislation by the January 2028 deadline.	This is a follow up to the August 12 work session to provide the reports required for HB24-1153, Accessory Dwelling Units (ADUs) and HB24-1313, Housing in Transit-Oriented Communities (TOC). In addition, the Board requested an assessment of general compliance with the Legislation was requested and an overview was provided.
9/23	Boards and Commissions Discussion	Designation of Commissioner Van Winkle to the CCI Legislative Committee. Motion #1 - Appoint Charisa Smaldone to Parks Board – District 1. Passes 3-0. Motion #2 - Appoint Mark Hampton to Planning Commission – District 2 and Ed Kubly District 1. Passes 3-0. Motion #3 - Reappoint Zach McKinney and Ted Vail to the Library District Board of Trustees. Passes 3-0.	TESSA Board appointment – Commissioner Laydon nominated but wants confirmation of whether a proxy is allowed, due to his limited availability to serve. Staff will follow up. Upcoming vacancy review – Staff will meet one-on-one with Commissioners regarding potential appointments of incumbents. Commissioners requested attendance records of incumbents. Library District – solicit candidates in October for upcoming vacancy in January – Suzanne Buckholder not seeking reappointment. Parks Board – have District 1 candidate, Kristy Thomas, reach out to Commissioner Laydon and conduct more background review for discussion next week.
9/23	Updated Project Documents for Funding Request from Castle View High School for Purchase and Installation of Field Lights	Approve funding the football stadium lighting at Castle View High School in the amount of \$336,769 at the urging of residents. Passes 3-0.	Staff presented a comprehensive analysis of the funding request for the installation of field lights at Castle View High School and the quote for the one-time request of \$336,769. Discussion included the merits of the project, strategic alignment, and addressed the potential precedent with this funding to the School District. Support for the funding has come primarily from numerous community members because of the lack sports fields, in addition to the potential loss of fields located at the Fairgrounds property as the Fairgrounds Master Plan progresses. Lighting the fields is expected to add approximately 3 hours of usable field time on weekdays as well as expanded weekend availability. The School District stated that no future requests for lighting other high school fields would be made and they assume all ongoing operational and maintenance costs, estimated at \$40,000 annually.



RESOLUTION NUMBER 2025-12-01

**A RESOLUTION OF APPRECIATION
HONORING THE SERVICE OF

SUZANNE BURKHOLDER

AS A TRUSTEE ON THE LIBRARY BOARD**

WHEREAS Suzanne Burkholder as a Trustee on the Douglas County Libraries Board, serving six years, January 2020 through December 2025, significantly contributed to the governance of the Libraries;

WHEREAS the performance of her duties and responsibilities was characterized by dedication to the Libraries vision of elevating our community by inspiring a love of reading, connection and discovery;

WHEREAS, Burkholder served as Board President, Vice-President, Treasurer and Secretary, a member of the Personnel Committee, Bylaws and Policy Committee, and as the Board representative for the Douglas County Youth Initiative and the Library Foundation.

WHEREAS, In those capacities, Burkholder upheld the Library values of Welcoming to All, Authentic Relationships, and Continuous Growth, positively impacting the Libraries brand, reputation and community trust in building bridges and making connections.

NOW, THEREFORE, BE IT RESOLVED BY THE DOUGLAS COUNTY LIBRARIES DISTRICT BOARD OF TRUSTEES THAT THE SERVICE OF SUZANNE BURKHOLDER AS A TRUSTEE IS DEEPLY APPRECIATED.

PASSED, APPROVED AND ADOPTED this 3rd Day of December 2025, by the Douglas County Libraries Board of Trustees, Douglas County, Colorado on a first and final reading by a unanimous vote.

Douglas County Libraries
Library District

Board of Trustees

Robert W. Pasicznyuk, Executive Director

TR Nolan, Board President

MEMO

To:	Douglas County Libraries Board of Trustees
Date:	December 2025
From:	Bob Pasicznyuk
Subject:	Executive Library Director's Report

ISSUE: Monthly Library Report**DISCUSSION:****2025 Library Work Plan Q4 Update.**

The only work plan commitment that staff will not complete in 2025 is the maintenance of the Highlands Ranch public elevator. The vendor was unable to schedule the work this year, and it is being deferred to the 2026 budget and work plan.

Sterling Ranch Library Project Update

Our library continues to work on a land donation agreement with the Sterling Ranch Development Company for a Northwest library branch site. There are no substantial disagreements between the library and Sterling Ranch. I expect the donation agreement to be on the January Board agenda.

The Sterling Ranch Development Company also offered a substantial monetary donation to the project in support of additional library space for the display of local historical artifacts and art. The library is working to solidify this offer by way of a donor agreement.

The library met with our General Contractor and design team on 11/20/2025 to continue the work. The project remains within the Board's allocation of \$21.6M. At this stage in the design process, the building's capacity is approximately 18,000 square feet.

1 Click Interface Option – Customers can buy the book instead of loaning with us

I've asked for a custom quote with our customer interface vendor / Bibliocommons. This feature would provide a link to one or more online retailers so that customers can choose to buy a book rather than waiting in a queue. They have scheduled delivery of the quote for this addition to the interface for Q3, 2026.

Douglas County Libraries, *Banned Books Week*, Politics, and Library Impartiality

Banned Books Week (BBW) is an American Library Association-sponsored awareness and media campaign to celebrate the freedom to read and draw attention to the harm of censorship. BBW highlights books that have been banned or challenged across North America. Banned Books Week first debuted in 1982. Though there are no statistics to gauge participation, it's common for libraries to participate through displays and messaging in their communities. Our library has not observed BBW for the past two years.

Kelly Jensen's recent article in *Book Riot*, "*The Banning of Banned Books Week*" is provided for you on the Board's SharePoint site. <https://bookriot.com/banning-banned-books-week/>

I'm providing the article for three reasons:

- 1) It represents an opposing viewpoint - advocacy for the observance of *Banned Books Week*.
- 2) This has been a discussion at the Board table and in public comment.
- 3) Our library is likely an example in the essay, worthy of Jensen's censure.

Her reasoning makes a good frame for important discussions:

- What does a politically effective library look like?
- Must a library follow the lead of professional associations and peers as a good team player?
- What is an effective strategy for sustaining our library and customers' freedom to read?
- Should staff have latitude on the job to pursue their political passions?

Jensen's Key Assertions:

- *Banned Books Week* remains an effective strategy to quell book banning efforts.
- It's a vital tactic for institutional self-preservation – defeating library political opposition.
- To decide not to participate is a form of censorship – “quiet/soft/self-censorship.”
- Apolitical or impartial library strategies are weak and ineffective against library opposition.
- Avoiding the observance is linked to similar, related administrative actions stifling expected and necessary staff work and freedom - PRIDE Week observances, LGBT displays, and more.

Is *Banned Books Week* an effective strategy to advance and sustain freedom?

Jensen maintains that *Banned Books Week* is an effective, necessary, and expected library strategy in support of intellectual freedom. She identifies “awareness” as its positive outcome. She believes that *Banned Books Week* is one of many political actions that sustain libraries and the library profession. She believes *Banned Books Week* to be a persuasive counter to censorship. But is *BBW effective at sustaining the freedom to read and maintain library services across our country?*

Yes. Whether credit is attributed to *Banned Books Week* or other advocacy, multiple polls show that Americans do not support book restrictions, banning, or censorship efforts in public libraries. These terms are off-limits even for groups that support significant book restrictions.

No. The *American Library Association* and *Pen America* gather data continuously around book challenges. Book challenges are a formal public request to remove, relocate, or label library content. Their data shows that book challenges have been steady for decades, but significantly higher in the past 5 years. Beyond individual book challenges, the ALA and affiliated groups have also noted the politicization of book restrictions. In keeping with other political divides across the U.S., several states have created restrictive legislation around book content and others have passed legislation to mitigate book restrictions. Whatever the ancillary benefits of *Banned Books Week*, there is no data to suggest that it has quelled challenges or political actions around the freedom to read.

Is our library censoring by not observing *Banned Books Week*?

Debaters learn early when studying the craft that definitions make leverage. It is a common and effective strategy to seize the high ground by defining the terms of the debate. *Book Banning* and *Censorship* are apt examples. In any debate around library content, next to no one claims that they are censoring or banning anything. Restriction advocates often begin by claiming that they are not censoring or banning so long as a title is available somewhere else. Others claim that the classic library value of impartiality is a form of censorship. Debating tactics and political jockeying aside, consider the time-honored definition of censorship by none other than the American Library Association.

Censors try to use the power of the state to impose their view of what is truthful and appropriate, or offensive and objectionable, on everyone else.

Clearly, Jensen disapproves of libraries who do not observe *Banned Books Week*. Even libraries who have changed the observance to celebrate the “freedom to read” are the target of her ire. Jensen is a crafty writer, coining a new kind of censorship – quiet/soft/self-censorship. She also uses her rhetorical skills, describing the choice to refrain from participating as the *Banning of Banned Books Week*. Despite her clever psychology, participation has nothing to do with censorship practices. In matter of fact, Jensen’s assistance on conformity across the profession more closely resembles censor behavior than libraries forging their own path.

But why did our library decide to refrain from observing the week via displays and marketing campaigns? Our motives are practical rather than sinister.

- Two years ago, our library had just been through a fractious time of disagreement about library content. Library leadership didn’t think that provocation was the need of the library and community at that moment.
- Our library, its policies, and services already and unequivocally endorse the freedom to read. Library leadership couldn’t determine what we would be advocating for the community to do or change. Douglas County Libraries has no restrictions on titles, subjects, or authors of any kind. Our library’s policies are expansive in support of both freedom and parents’ rights.

DCL Policy: Our commitment to welcoming requires that our decisions and practices are free from discrimination and individual content preferences based on the perceived literary or social value, or lack thereof, of any particular type of media, material, or programming.

What would be our customer’s return on investment by allocating resources toward BBW?

Our Senior Leadership Team asked the same question that is relevant to every library effort. What are the outcomes we seek? How will our customers gain from staff creating displays and marketing efforts about controversial books? Our freedom was not at imminent risk. Colorado state law provides additional guard rails supporting freedom. We were not aware of a peer library in the State of Colorado who needed our assistance to support freedom. We concluded that our displays and marketing efforts were better spent on making our products and services more accessible to customers than *preaching to the choir*.

Why is professional conformity on this issue so important for some?

President John Kennedy said, "Conformity is the jailer of freedom and the enemy of growth." Must a library participate in *Banned Books Week* or any similar tradition of practice or be censured? It seems that our library has touched a nerve within the profession, and not for the first time. Our library is committed to freedom, so why the vitriol by profession-insiders over *Banned Books Week*?

If you haven’t read Jonathan Haidt’s books (*The Righteous Mind*, *The Coding of the American Mind*), I highly recommend them. Haidt discusses the power of sacred values – beliefs and practices that group insiders hold dear and which are not allowed to be challenged without expulsion from the tribe. For Jensen and others, *Banned Books Week* is one of those sacred values. It’s unfortunate that Jensen cannot appreciate libraries that have sustained freedom outside of the American Library Association frame. There are many libraries across our nation with very difficult economic, political, and social challenges who need support. Why not work on solutions to assist them rather than creating litmus tests for peers around *Banned Books Week*?

By not observing *Banned Books Week*, is our library being politically cowardly or naive?

Jensen recognizes and emphasizes the role of politics in the effective conduct of the public library. She states, *To be non-political is to fail to understand what the hell a library even is. Banned Books Week being banned by libraries is often conducted under the guise of being “apolitical.”*

Jensen seems unaware that being Apolitical is both a principled, professional stance, as well as a potent political strategy. It's beyond the scope of this report to support library pluralism, impartiality, and an A-Political approach to practice. Library professional commitments to these values predate the more recent approach of the profession to a progressive, social-justice view of the work. Michael Dudley's *Library Neutrality and Pluralism: A Manifesto* provides a thorough explanation and argument for the traditional values of the profession.

Principles aside, Jensen advocates that libraries should be politically powerful and savvy to mitigate institutional and strategic risks. She then argues for library priorities and political commitments that would be politically ruinous for scads of libraries across the U.S.

- ★ What if political activism (progressive or conservative) isn't being politically savvy at all?
- ★ What if the best approach to achieving a library's goals is humble, quiet, and effective practice?
- ★ What if a library's strategy is to be a community unifier rather than an activist or divider?

BUSINESS UPDATES

Forest of Stories. Our libraries have now decked their halls in full holiday regalia. About 200 trees are on display at our libraries, each decorated around a book title. The Forest of Stories is sponsored by our library's foundation. The purpose is to draw customers to our libraries in the holiday season and generate social networking chatter as families capture memories via holiday portraits at our libraries. Tours are available – contact our libraries for details.

DIVISION UPDATES

Community Engagement:

Working on:

- Forest of Stories promotions & associated events
- Booked for the Holidays events & promotions including 3 Storybook Holiday Winter celebrations with over 500 guests expected at each
- End of year giving campaign and Colorado Gives Day campaign for Douglas County Libraries Foundation
- Hosting 4 Volunteer Appreciation Events during late November/December

Completed:

- In 2025, 3400 Cuddle Up and Read packs have been delivered to the Healthy Families Partnership to be distributed in Douglas County hospital delivery bags
- Over 500 guests attended Storybook Holiday Halloween in late October
- We surpassed 5,000 followers on Instagram in October

Customer Experience:

Working on:

- To support our Environmental CARE service model, branch teams are implementing plans for peer coaching across the division.
- Hired new management team position – Customer Experience Manager.
- Completed well-attended Great Decisions series.
- Completed migration of department files to SharePoint.

Completed:

- Leading mock “battles” to help teams prepare for Battle of the Books. Battles commence in late January.
- Supporting Forest of Stories through courier deliveries and staff-led tours for customers throughout the event.
- Studying data from door counts, circulation, and call center usage numbers to assess when and where our branches are busiest and how staffing models might adapt to better support, particularly on weekends.
- To reduce confusion with the Customer Experience division, we will announce a new name for the Customer Experience department in early December.

Executive:

Working on:

- Sterling Ranch Land and Gallery donations
- Municipal Meetings
- Risk Resiliency Crisis Management Team Roles

Finance:

Working on:

- Reopening the Controller search
- Reviewing Finance team Gallup survey results

Completed:

- Prepared the 2026 Final Budget
- Completed the 2025 Interim Audit
- Finalized the 2026 Workplan

Infrastructure Services:

Working on:

IT

- Upgrading end-of-life phone system

HR/L&D

- Updating the Employee Handbook

Collection Services

- Managing and adjusting ebook and eaudio holds ratios to meet customer demand within budget. Currently maintaining an 8:1 holds ratio, with an average wait time of 22 days for items with holds.

Facilities

- Replacing Lone Tree server room AC unit

Completed:

- Staff Open Enrollment for 2026 Benefits
- SLT/Manager debrief on 2025 Gallup Engagement Survey results
- Annual performance reviews

RECOMMENDATION: None; information only.