

VIRTUAL MEETING (ZOOM)

Call in: 1-253-215-8782 or 1-312-626-6799 or 1-669-900-6833 or 1-346-248-7799

Meeting ID: 837 1958 5376

Passcode: 940463

REGULAR MEETING OF THE BOARD OF TRUSTEES

I. CALL TO ORDER

II. PLEDGE OF ALLEGIANCE

III. PUBLIC COMMENT (*3 Minute Time Limit per Person*)

IV. REPORTS

- A. Friends of the Pikes Peak Library District Report (Rita Jordan) *Five minutes* (p. 2)
- B. Pikes Peak Library District Foundation Report (Courtney Deuser) *Five minutes* (p. 3)
- C. Financial Report (Randy Green) *Five minutes* (p. 4)
- D. Public Services Report (Tammy Sayles) *Five minutes* (p. 10)
- E. Support Services Reports: Communications Report, Facilities Report, Human Resources Report, Information Technology Report, Safety, Community Resources & Security Report (p. 18)
- F. Chief Librarian's Report (Teona Shainidze-Krebs) *Five minutes* (p. 30)
- G. Board Reports
 - 1. Governance Committee *Five minutes*
 - 2. Internal Affairs Committee *Five minutes*
 - 3. Public Affairs Committee *Five minutes*
 - 4. Liaison comments
 - 5. Trustee comments

V. PRESENTATION

- A. Introduction of new staff and staff promotions
 - 1. Senior Staff Accountant Jared Podlucky (Kim Hoggatt)
 - 2. Creative Technology Specialist Cameryn Broin (Becca Cruz)
- B. Winter Adult Reading Program (Joe Paisley)
- C. Open Houses (Denise Abbott)

VI. BUSINESS ITEMS

- A. Consent Items

Consent items shall be acted upon as a whole unless a specific item is called for discussion. Any item called for discussion shall be acted upon separately as "New Business".

 - 1. Minutes of the April 17, 2024 Board of Trustees meeting (p. 41)
- B. New Business
 - 1. DECISION 24-5-1: East Library Asphalt Replacement (Gary Syling) (p. 45)
 - 2. DECISION 24-5-2: Separation of Board and Administrative Policies (Dora Gonzales)

VII. ADJOURNMENT

The full packet of materials for this meeting of the Pikes Peak Library District Board of Trustees is available at <https://ppld.org/board-trustees>

Friends of the Pikes Peak Library District MAY 2024 Report

During the month of April, the BOD focused on evaluating 'membership' software. Currently, we use Excel spreadsheets. Most membership software platforms also link to programs such as MailChimp and PayPal, which would make processes more efficient for both Membership and Communications committees. We also continued to reach out to individuals interested in joining the BOD.

Sales for April	(Gross)	
	Amazon	\$932
	eBay	\$4,727
	Web storefront	\$43
	East Bookstore	\$3,866
	Library 21C	\$2,073
	Penrose	\$355
TOTAL SALES		\$11,996

The Volunteer Appreciation Week gifts were well received (snack packs from PPLD, and pin and lanyard from Friends).

The Penrose Friends Bookstore re-opening went well. We are already seeing an improvement in weekly sales with the expanded space and new location.

Rita Jordan, President
Friends of the Pikes Peak Library District



REPORT

Completed PPLD Manager training on April 26th

Participated in review and discussion of the Facilities Master Plan

Attended the quarterly districtwide Management Team Meeting

Provided support to the efforts around the upcoming Shivers Concert Series performance including ticket sales and donation collection and acknowledgement

Negotiated presenting sponsorship of the Summer Adventure reading program with the Children's Hospital of Colorado

Discussed potential grant opportunities the grant writer researched for energy and cybersecurity and contacted the appropriate staff in an effort to discuss these findings

Held the quarterly Foundation Board meeting on April 18th where we discussed the findings of the recently completed operations audit

Met with a consulting firm, along with the Chief Librarian and CEO as well as the PPLD Foundation Board President, to discuss working with the Foundation to build a strategic plan



April 30, 2024
Monthly Financial Report

Board of Trustees Meeting
May 15, 2024



Monthly Financial Report - PPLD (as a whole)
As of April 30, 2024

	<u>Revised Annual Budget</u>	<u>Year to Date Activity as of April 30, 2024</u>		
		<u>Budget</u>	<u>Actual</u>	<u>Variance</u>
<u>REVENUES</u>				
Property Taxes (1)	35,557,471	22,201,941	25,268,009	3,066,068
Specific ownership taxes	3,500,000	1,166,667	1,098,124	(68,543)
Total Taxes	39,057,471	23,368,608	26,366,133	2,997,525
Intergovernmental - E-Rate	544,000	0	0	0
Intergovernmental - State Grant	169,766	0	0	0
Intergovernmental - AEFLA	84,002	0	0	0
Intergovernmental - IECLE	95,005	0	0	0
Intergovernmental - Other	0	0	0	0
Fines and fees	90,000	30,000	25,775	(4,225)
Interest income	500,000	166,667	411,960	245,294
Donations/fundraising	479,438	0	25,096	25,096
Miscellaneous- Copy sales	25,000	8,333	9,900	1,567
Miscellaneous- Parking lot collections	11,000	3,667	5,131	1,464
Miscellaneous- Other	32,962	10,987	7,059	(3,928)
Total Operating Revenue	2,031,173	219,654	484,922	265,268
Employee contributions	394,323	131,441	135,675	4,234
Total Other Revenue	394,323	131,441	135,675	4,234
Total Revenue	41,482,967	23,719,703	26,986,730	3,267,027
<u>EXPENDITURES</u>				
Personnel Expense	26,132,397	9,052,557	7,800,148	1,252,410
Operating Expense	13,426,067	4,549,860	4,513,794	36,066
Capital Outlay	5,569,716	1,216,954	272,437	944,518
Total Expenditures	45,128,180	14,819,372	12,586,378	2,232,994
Excess (deficiency) of Revenue over Expenditures	(3,645,213)	8,900,331	14,400,351	5,500,021
<u>OTHER FINANCING SOURCES (uses)</u>				
Insurance Proceeds	0	0	0	0
Transfer In/Out	0	0	0	0
0	0	0	0	0
Net Impact to Fund Balance	(3,645,213)	8,900,331	14,400,351	5,500,021
Unrestricted Beginning Fund Balance (2)	15,937,098	15,937,098	15,937,098	0
Ending Fund Balance (Projected)	12,291,885	24,837,429	30,337,449	5,500,021

(1) Includes Interest on Taxes and Payment in Lieu of Taxes

(2) 2023 Projected Unassigned Fund Balance



Monthly Financial Report - GENERAL FUND

As of April 30, 2024

	<u>Revised Annual Budget</u>	<u>Year to Date Activity as of April 30, 2024</u>		
		<u>Budget</u>	<u>Actual</u>	<u>Variance</u>
<u>REVENUES</u>				
Property Taxes	30,189,870	18,850,433	21,477,808	2,627,375
Specific ownership taxes	3,500,000	1,166,667	1,098,124	(68,543)
Total Taxes	33,689,870	20,017,099	22,575,932	2,558,832
Intergovernmental	892,773	0	0	0
Donations/fundraising	479,438	0	25,096	25,096
Fines and fees	90,000	30,000	25,775	(4,225)
Other Operating	568,962	64,654	433,823	369,169
Total Operating Revenue	2,031,173	94,654	484,694	390,040
Total Revenue	35,721,043	20,111,753	23,060,625	2,948,872
<u>EXPENDITURES</u>				
Public Services Administrative	8,952,674	2,984,225	2,785,502	198,722
Programming Administration	1,781,405	593,802	480,374	113,428
Branch Administration	10,484,677	3,494,892	3,160,956	333,937
Total Public Services Expenditures	21,218,755	7,072,918	6,426,831	646,087
Chief Librarian and CEO Office	385,166	128,389	125,842	2,546
Support Services	7,987,469	2,662,490	2,213,430	449,059
Security	1,767,807	589,269	535,974	53,295
Finance Office	1,499,764	701,285	741,004	(39,718)
Communications Office	1,449,889	483,296	409,670	73,626
Development Office	366,193	122,064	63,458	58,607
Interdepartmental	913,060	304,353	388,061	(83,708)
Total Administration Expenditures	14,369,347	4,991,147	4,477,439	513,708
Designated Funds	698,565	232,855	274,382	(41,527)
Total Expenditures	36,286,668	12,296,920	11,178,652	1,118,268
Net Impact to Fund Balance	(565,625)	7,814,833	11,881,973	4,067,140
Unrestricted Beginning Fund Balance *	15,937,098	15,937,098	15,937,098	0
Ending Fund Balance (Projected)	15,371,473	23,751,931	27,819,071	4,067,140



Monthly Financial Report - CAPITAL PROJECTS FUND (CIP)
As of April 30, 2024

		Year to Date Activity as of April 30, 2024			
		<u>Revised Annual Budget</u>	<u>Budget</u>	<u>Actual</u>	<u>Variance</u>
<u>REVENUES</u>					
	Property Taxes	2,723,332	1,700,437	2,021,441	321,003
	Total Revenue	2,723,332	1,700,437	2,021,441	321,003
<u>EXPENDITURES</u>					
	Capital Fund- Facilities	2,120,961	507,440	131,088	376,352
	Capital Fund-Communication	118,429	19,048	0	19,048
	Capital Fund- Security	1,450,083	308,527	18,730	289,797
	Capital Fund- IT	1,773,033	377,115	5,470	371,645
	Capital Fund- Video Studio	5,000	556	0	556
	Capital Fund- Creative Services	38,419	4,269	10,593	(6,325)
	Capital Fund- Special Revenue Funds	63,791	0	0	0
	Total Expenditures	5,569,716	1,216,954	165,882	1,051,072
	Net Impact to Fund Balance	(2,846,384)	483,483	1,855,559	1,372,076
	Beginning Fund Balance*	2,354,244	2,354,244	2,354,244	0
	Ending Fund Balance (Projected)	(492,140)	2,837,727	4,209,803	1,372,076



Monthly Financial Report - SELF-INSURANCE FUND (SIF)
As of April 30, 2024

		Year to Date Activity as of April 30, 2024			
		<u>Revised Annual Budget</u>	<u>Budget</u>	<u>Actual</u>	<u>Variance</u>
REVENUES					
Property Taxes		2,644,269	1,651,071	1,768,761	117,690
Employee contributions		394,323	131,441	135,675	4,234
Other Revenue		0	0	228	228
Total Revenue		3,038,592	1,782,512	1,904,664	122,152
EXPENDITURES					
Personnel Expense		3,271,797	1,305,498	1,216,978	88,520
Operating Expense		-	0	0	0
Total Expenditures		3,271,797	1,305,498	1,216,978	88,520
Net Impact to Fund Balance		(233,205)	477,014	687,685	210,671
Beginning Net Assets*		873,733	873,733	873,733	0
Ending Fund Balance (Projected)		640,528	1,350,747	1,561,418	210,671



2024 Budget
Budget Reconciliation

		General Fund	Capital Fund	Self- Insurance Fund	TOTAL BUDGET
<u>REVENUE</u>					
January 9, 2024	2024 OAB Budget Ratification	\$35,721,043	\$2,723,332	\$3,038,592	\$41,482,967
	TOTAL REVENUE	\$35,721,043	\$2,723,332	\$3,038,592	\$41,482,967
<u>EXPENDITURES</u>					
January 9, 2024	2024 OAB Budget Ratification	\$36,286,668	\$2,723,332	\$3,271,797	\$42,281,797
March 20, 2024	2024 OAB Budget Adjustment #1		\$2,782,593		\$2,782,593
March 20, 2024	2024 OAB Budget Adjustment #2-SRF (DPF)		\$63,791		\$63,791
	TOTAL EXPENDITURES	\$36,286,668	\$5,569,716	\$3,271,797	\$45,128,181
<u>OTHER FINANCING SOURCES</u>					
	TOTAL OTHER FINANCING SOURCES	\$0	\$0	\$0	\$0
<u>TRANSFERS IN / OUT</u>					
	TOTAL TRANSFERS IN / OUT	\$0	\$0	\$0	\$0
	Net Change in Fund Balance	(\$565,625)	(\$2,846,384)	(\$233,205)	(\$3,645,214)
	<i>Projected</i> Beginning Fund Balance	\$18,410,854	\$2,354,244	\$873,733	\$21,638,832
	<i>Projected</i> Ending Fund Balance	\$17,845,229	(\$492,140)	\$640,528	\$17,993,618

Public Services Report April 2024

Adult Education

Accountability:

Sandy Hancock has completed and submitted the Adult Education and Family Literacy Act (AEFLA) grant application. We should be notified by June 3, 2024, if we receive the funds. We have asked for \$200,000 per year for the next four years.

Community Connections:

Scott Crum and Ben Kegley worked with three FIT graduates to provide tasty treats for the open house at Library 21C. They baked cookies, made cream of asparagus soup, marshmallow rice crispy treats, buckeyes, and empanadas. The food was delicious, and everyone enjoyed it.

Physical and Virtual Spaces:

Britt Bloom, Danielle Seltenright, and Drew Goter have created a new class schedule for the upcoming 2024-2025 academic year. The schedule will utilize the classroom and Ruth Holley and include online classes to help remove barriers for students.

Staff:

Katie Edson, the Strategic Services Non-Profit librarian will be leaving PPLD to pursue another career. She has been with the district since November 2019. She will be missed by the non-profit community and PPLD.

Branches

Access:

Penrose Library reopened to the public on April 10, their Grand Reopening coinciding with their Open House. Staff provide a slightly new service model by having a “roving” staff member on the lower level. They also staff the Community Resources desk some hours each week.

Accountability:

The Studio at Sand Creek had 32 recording sessions in April and worked to identify opportunities for new Studio patrons to schedule sessions in the space, including monitoring no-show activity and addressing that with the patrons.

For the April staff meeting, Cheyenne hosted a presenter from Can'd Aid who offered staff a presentation on “zero waste” sustainability concepts. The information included more detailed information on recycling, waste, and how to consider individual and organizational impact. This presentation was part of the grant funding recycling and trash bins we received earlier this year. Members of the Green Team were also present for the presentation.

Communications:

Eight library locations hosted Open Houses during National Library Week. East Library, High Prairie Library, Monument Library, Penrose Library, Cheyenne Mountain Library, Sand Creek Library, Library 21C, and Fountain Library. These open houses featured entertainment, food, scavenger hunts, and more. East Library's open house coincided with the Eclipse, so patrons explored the library and then gathered in the park at the end. Library 21Cs open house featured food prepared by Food Industry Training (FIT) graduates. Sand Creek's open house involved a live studio demonstration. Each event gave the staff an opportunity to connect with members of the community, new and old. Some individuals used this week to visit multiple libraries. Others

left amazed that they were learning something new. And some were brand new to our system or their neighborhood location. Many internal collaborations were necessary to complete this, primarily with Communications. Each event was planned by location staff, with a goal to feature highlights and unique features of their library and PPLD.

Community Connections:

Art was the media of building connections in April at several locations. Sand Creek Library hosted a Harrison School District 2 art show, filling the children's spaces with colorful art. Fountain Library served as a gallery space for Fountain Fort Carson District 8 student art. The Palmer Divide Quilters displayed their works of art during March and April. The Homeschool Art Show was showcased at East Children's, and the Teen Art Contest winners were displayed at East, Library 21C, and Penrose Library.



Homeschool Art Show



Teen Art Show

Physical and Virtual Spaces:

David Rasmussen worked with Communications to touch up and approve 120 Years of Service at Old Colorado City display. The display included photos going back to the opening of the building in 1904. In addition to spotlighting patrons using the building, it highlighted staff over the years, programs and services offered, building updates and the Old Colorado City Friends group that has been active for the past 40 years.

Taryn Malila and Gigi Holman attended a meeting with the Manitou Springs City planner, Katie Hillson, along with members of PPLD Facilities to make decisions on carpeting, paint, tile and cabinets for the Carnegie restoration.

Staff:

On April 20th, Wendy Roberts and Annie Spencer attended the Colorado Teen Literature Conference at Bear Creek High School where each presented representing PPLD. Wendy's presentation was titled "How to Save the World: A Brief Introduction." Annie's presentation was titled "A Brief History of Young Adult Literature".

Collection Management

Access:

The Interlibrary Loan (ILL) team received 2,235 patron requests (borrowing material from other libraries) and 751 lending requests to share with libraries throughout Colorado and United States for a total of 2,986 requests for April.

In April, Collection Management staff received 510 boxes of new collection materials and added 7,747 items and 967 magazines to the collection.

The Cataloging workgroup cataloged over 1,300 titles while being down a full-time position.

Interlibrary Loan continues to increase international resource sharing by fulfilling a patron ILL request from the Royal Danish Library in Copenhagen, Denmark.

PPLD's popular book club sets are refreshed with new titles each year. Titles being added to the collection in 2024 are:

Crow Mary, by Kathleen Grissom

Dear Edward, by Ann Napolitano

The Housemaid, by Freida McFadden

Just For The Summer, by Abby Jimenez

The Last Mona Lisa, by Jonathan Santlofer

The Love Songs of W.E.B. Du Bois, by Honoree Fanonne Jeffers

Our Missing Hearts, by Celeste Ng

The personal librarian, by Marie Benedict

West With Giraffes, by Lynda Rutledge

The Best Minds, by Jonathan Rosen.

Accountability:

The Integrated Library System (ILS) team met with the new Data Analysts to go over what data is collected from the ILS and provided a spreadsheet for the copious list.

The ILS team also met with the vendor consultant for PPLD's ILS software to review data cleanup reports in the ongoing effort to remove unnecessary information from the system.

The State Grant award for the 2023-2024 fund cycle has been spent before the June deadline.

Community Connections:

2024 is the third year that Collection Management has gathered and donated gently used books (removed from the collection) to the Literacy STEAMM Festival at UCCS. This year 722 juvenile and teen books were provided, and attendees were excited to see them.

Working Playaway audiobooks removed from the collection are regularly sent to Mobile Library Services (MLS) as giveaways on their adventures throughout the county. It's wonderful to see these devices enjoy a second life with patrons of all ages. Edison Elementary students recently expressed their appreciation to the MLS staff.

Physical and Virtual Spaces:

The Circulation Services Coordinator met with PPLD Facilities staff and the Manitou Library renovation project manager to review color and finishes for Manitou Library reconstruction, as well as shelving locations in the reconfigured space.

Staff:

Interlibrary Loan staff Jeanette DeChristofano, Drew Hart, Megan Dooley, and Amanda Marez-Frutchey attended the Colorado Resource Sharing Conference which took place virtually on

April 17th and 18th. This was the fifth year that Amanda was on the Colorado Resource Sharing Conference committee.

Drew Hart is the Green Team ambassador for Collection Management and attended the presentation by Bill Germain from Can'd Aid Recycling at Cheyenne Library.

Staff from two other departments job shadowed with the Acquisitions workgroup.

Programming

Access:

Yvette Dow-Rose launched the Library Adventures at six library locations (Cheyenne, East, Fountain, High Prairie, Library 21c, and Penrose) for teen patrons with physical and mental disabilities.

Evan Childress coordinated the staffing and materials delivery for a kindergarten registration event for Harrison School District 2. Three PPLD staff members attended the outreach (Rachel Martin; Johana Pacheco, Sand Creek; and Evan Childress) and during the seven-hour event, PPLD reached 256 people. PPLD plans to attend the event again in July.

Community Connections:

Christa Funke coordinated and presented at the Jean Ciavonne Poetry Contest Award Ceremony. Amber Cox, Melissa Mitchell, and Studio Services Coordinator Dustin Booth (Creative Services) assisted with setting up and running the event. Chief Public Services Officer and Deputy Chief Librarian Tammy Sales also spoke at the ceremony. 46 family and friends attended the event to support the six winners, all of whom read their poems, were presented with a book of poetry, and enjoyed a light reception afterwards. All of the winning poems can be found on our website at ppld.org/poetrycontest. More photos can be found [here](#).

Yvette Dow-Rose gave a presentation to the Southern Chapter of CAPA (Colorado Activity Professionals' Association) in The Venue at Library 21c detailing the programs, services, and resources available for senior residence and activity directors of local senior living facilities.

The Programming Department and Homeschool Committee coordinated and hosted the Annual Homeschool Resource Fair on April 12, 2024, at Library 21c. The event was attended by 82 vendors (almost twice as many as last year) and 1400 visitors (again, almost double last year's number). Ranging from local public schools and private enrichment programs to tutors and learning support to extracurricular activities and beyond, vendors filled the lower and upper levels of the library and the Venue. This year provided numerous activities for kids, including mini obstacle courses, an inflatable globe that they could go inside of, a geyser model, and giant chess board. Attendees were most appreciative of the opportunity to connect with and explore a vast array of homeschooling support services and opportunities.



Jennifer Eltringham and the planning committee coordinated All Pikes Peak Makes on April 27. Nearly 1000 attendees got to experience projects from about 30 vendors, including robotics, pottery, RC planes, model railroads, origami, textile artists, paper crafters, local tech companies, makerspace tinkerers, and much more.



Jennifer Eltringham helped coordinate the annual Poetry Summit event, organized by Pikes Peak Poet Laureate Ashley Cornelius. Over 100 attendees experienced workshops by local poets on surrealism, performance art, slam poetry, and more, getting the opportunity to read, write, and share their poetry with others.



Staff:

Melody Alvarez, Amber Cox, Yvette Dow-Rose, Jennifer Eltringham, Christa Funke, Meagan Huber, and Melissa Mitchell created a Programming Basics training through the Bridge platform for new staff. This training will help staff learn how to do programming at PPLD. It covers everything from Library Market entries, beginning and ending program prep, working with presenters, and more!

Regional History & Genealogy

Access:

By the end of April, Jessica Spiker, Digital Archives Specialist, has digitized, and made available through the Regional History & Genealogy Digital Collections, 5,603 of the approximately 7,415 aerial photographs in the Stewart Brothers Commercial Photographers collection. The collection focuses on Colorado Springs and the surrounding areas, which speak to the growth of the city in the 20th Century.

RH&G staff participated in a “UX design” workshop to guide the layout and functionality of the new digital collections platform hosted by Recollect. Data templates were reviewed, adjusted, and submitted to Recollect. The site should be “stood up” by May 9th. Extensive data preparation continues to successfully facilitate migration to Recollect by August 2024.

Photo Archivist Erinn Barnes collected and submitted materials to complete a joint application with the Internet Archive, and six other public library archives, to CLIR’s (Council on Libraries and Information Resources) Digitizing Hidden Collections: Amplifying Unheard Voices. Material included letters of support from donors and community organizations, sample items from nominated collections, and donor forms.

The photo archives provided 31 images from our historic photo collections to the Colorado Springs Gazette for daily “A Look Back.” Over 90 scans of the front page of the Rocky Mountain News were provided to the Denver Gazette for a daily historical section.

Cara Ramsey continued ArchivEra data cleanup, focusing primarily on dozens of older collections that were not entered into our previous database and need to be entered manually.

Cara Ramsey has accessioned and/or processed materials (new and accruals) for the following collections:

- MSS 0200 Pikes Peak Library District Records
- MSS 0055 Pikes Peak Genealogical Society Records

John Jarrell played a key role in facilitating a meeting for the Old North End Neighborhood Plaque program, which achieved the highest participation in utilizing the Regional History & Genealogy resources in its history. He assisted in scheduling the meeting, prepared the necessary materials, gave a resource tour, and then oversaw the participants' research session. Due to the overwhelming interest this year, John worked with ONEN organizers to plan and schedule a second session in October to accommodate the increased demand.

Community Connections:

John Jarrell collaborated with Aidan Fortner and staff at Penrose Library to organize the grand reopening of Penrose Library and Regional History & Genealogy on April 10. In addition to assisting with logistics such as the green screen at Penrose, John organized tours in RH&G that featured primary archival materials, including internal newsletters from the 1960s that captured library worker experiences around the time Penrose originally opened in 1968.

John Jarrell organized a tour for 31 high school students that included an introduction to primary material at Regional History & Genealogy, an introduction to the department's online collections, and a viewing of a video on the Alexander Film Company produced for the 2023 Regional History Symposium.

Physical and Virtual Spaces:

The Helen McAffery Exhibit space between the entrance to RH&G and the Penrose Library, often referred to as "the link", has been revitalized. The space will feature new exhibits monthly that reflect collections, programs, and other items of interest for community members within the scope of RH&G's mission.

Staff:

John Jarrell produced an hour-long supplementary training video specifically for the Pikes Peak Library District (PPLD). He wrote, filmed, and edited the content to complement the existing CPI online training. This specialized PPLD version is designed to ensure that employees with certain ADA requirements can access the insights from the in-person classes.

PPLD KPIs (Key Performance Indicators)

Month: **March**

	2024	2023	% Change	YTD 2024	YTD 2023	% Change
Door Count	160,927	168,008	-4.21%	468,564	449,384	4.27%
Circulation (physical materials)	186,772	214,297	-12.84%	560,088	595,151	-5.89%
Reference Questions	8,526	8,878	-3.96%	25,509	24,938	2.29%
Meeting Room/Study Room	2,419	2,394	1.04%	7,653	6,560	16.66%
Computer Usage	16,916	14,095	20.01%	51,254	48,787	5.06%
Number of Programs	385	657	-41.40%	1,131	1,718	-34.17%
Programs Attendance	9,218	16,188	-43.06%	31,367	37,114	-15.48%
eResources (OverDrive/Libby, Hoopla, Kanopy)	304,422	256,134	18.85%	904,119	745,851	21.22%
Culture Pass	357	263	35.74%	811	497	63.18%

May Communications Board Report April stats

Access

Website Statistics for April

- Total pageviews: 368,122
- New Users: 116,688
- Most visited page: ppld.org/kids

Website Redesign

- The header, footer, main navigation, and all page templates have been created for the new website. Quality Assurance testing is being conducted on the page templates, and the site is being checked for mobile responsiveness issues. After this, the web team will redesign a handful of landing pages and then move into our testing phase. Once user testing is complete, it will be time to move into the website launch. Target date for the launch is August 2024.

Website Accessibility

- Accessibility compliance on the website is moving along. The team has been evaluating the current site for accessibility issues and found 47 pages of issues in March. The team resolved but 18 pages in April. They hope to reach 100% compliance for the ppld.com web pages (not including .pdfs), by the end of May. Screen reader testing will begin at that time.

Communications

Media

- Number of stories –130
- YTD stories – 388
- The PE reopening and Open House appeared in seven articles ([The Gazette](#), [Fox 21](#), [KOAA](#), [KRDO](#)), six radio segments ([KCFR FM](#)), 21 TV news broadcasts ([KOAA](#), [KRDO](#), [KKTV](#), [Fox 21](#)), and two news aggregates.
- Eclipse glasses and parties were mentioned in 35 TV news broadcasts ([KOAA](#), [KRDO](#), [Fox 21](#), [KAVU](#)), six articles ([The Gazette](#), [KOAA](#), [KRDO](#), [Fox 21](#)), and three aggregates. A few of these news segments mentioned the East Library Open House as well.
- The Open Houses were also mentioned in three [Loving Living Local](#) TV segments (KXRM) and [one article](#) from [Loving Living Local](#). Three [KKTV](#) TV news broadcasts also mentioned the Open Houses in a story about Library Worker's Day.
- The Poetry Summit was mentioned in one article in [The Gazette](#).
- Colorado Springs Mom Collective published three blog articles about the Library highlighting resources parents with young children have access to, including the [Toy Library](#), [Storytimes](#) (etc.), and [books about space](#).
- The emergency incident at RO appeared in four [KRDO](#) TV news segments and one [KRDO](#) article.

Social Media

Facebook (Districtwide account):

- Number of posts: 70
- Total page likes: 14,937(47 new likes)

- Total page followers: 16,577 (76 new followers)
- Engagement: 7,487
- Post reach: 123,300 (Number of times our content was seen) (12% increase from prior month)
- Page reach: 79,538
- Clicks: 1,301
- Video minutes viewed: 8,558
- Page visits: 5,300

Instagram:

- Content: 47 posts/videos/reels, 76 stories
- Total followers: 4,120 (47 new followers)
- Engagement: 1,059
- Reach: 7,008 (number of times our content was seen)
- Profile visits: 386
- Link clicks: 30

X (formerly Twitter):

- Number of posts: 48
- Total followers: 5,199
- Engagement: 96
- Impressions: 3,541 (number of times our content was seen) (26% increase over March)

LinkedIn:

- Number of posts: 18
- Total followers: 1,654
- Impressions: 10,057 (number of times our content was seen) (31% increase over March)
- Engagement: 264
- Page visits: 155

Newsletter:

- Number sent (subscribers): 130,765
- Successful delivery: 122,909 (93% success rate)
- Opened: 59,176 (48% open rate) (This is our average open rate)
- Clicks: 5,497 (4.47% click rate) (This is a lower click rate than usual)

NextDoor:

- Number of posts: 9
- Impressions: 206,905 (number of times our content was seen)
- Engagement: 251

YouTube:

- Total Subscribers: 8,025 (increase of 35 viewers)
- Total Views for April: 33,887
- Total Lifetime Views: 6,221,240

Community Connections

Multicultural Outreach & Accessibility

- Met with Linda Mays who is the executive director for Colorado USO and Katie Barley, center operations program manager (Colorado Springs) at USO Fort Carson and provided information about the PPLD open houses and the upcoming Summer Adventure program.
- Attended a military child month Purple Up event at Patriot Middle School; students displayed their pride with t-shirts. Provided information about PPLD's 50th Anniversary Summer Adventure presented by Children's Hospital to attendees.
- Attended the 11th Annual STEAMMM Literacy Festival at UCCS; there were 371 attendees; engaged with 158 and distributed seven cards with QR codes to the PPLD library card application. (Science, Technology, Engineering, Art, Math, Music, and Movement.)

Outreach

- Number of April outreaches: 18
 - El Paso County Employees Health & Wellness Fair (April 12)
 - Black Education Network's 11th Annual STEAMMM Literacy Festival (April 20)
 - Three Healthy Kids events at YMCA locations across the District (April 20)
 - Resource fair for CASA advocates (Court Appointed Special Advocates) to highlight PPLD offerings to families in need (April 24).
- Total attendance: 3,590
- Impressions: 2,084

Culture Pass

- 279 Culture Passes were issued to patrons in April.
- Culture Passes issued YTD - 1,092.
- The Victor Thomas Lowell Museum in Victor, Colo. renewed its Culture Pass partnership and will provide one free daily pass to the museum from Memorial Day, May 27 - Aug. 31, 2024. Just a short drive up the pass, The Victor Museum, one of PPLD's newest Culture Pass partners, offers an opportunity for families to learn about the town of Victor and life during the gold mining heydays.
- Culture Pass voucher numbers have been fluid as several venues have had seasonal hours or closures.
 - Pikes Peak – America's Mountain provided passes during the non-peak season from October 2023 - April 30, 2024. We anticipate offering passes again starting Oct. 1, 2024.
 - The Space Foundation & Discovery Center, Rockledge Ranch and Victor Museum will begin offering passes again after a long hiatus for winter hours or renovations.

Partnerships

- PPLD partnered with several local organizations to provide no-cost tax preparation services to our community. For the 2024 tax season, the American Association of Retired Persons (AARP) Foundation Tax Aide filed:
 - 423 tax returns at Fountain Library (135 were not PPLD library cardholders)
 - 924 tax returns at Library 21c (313 were not PPLD library cardholders)
 - 101 tax returns at Cheyenne Mountain Library (PPLD cardholder data was not collected)
- VITA (Volunteer Income Tax Assistance), through Pikes Peak United Way, provided limited tax services at East, Penrose, High Prairie, and Calhan libraries for a total of 250 tax returns filed.

- Combined, AARP and VITA filed 1,698 tax returns for our community.
- PPLD is working with El Paso County Facilities Maintenance to formalize a partnership initiated in April 2021 for the installation of the WWII hero Donald Stratton exhibit presently on display at East Library. The agreement details the timeline of the display and the plan for relocation of the exhibit when the agreement concludes in 2025. PPLD is working to have a signed agreement before the end of the summer.

Sponsorships:

- Several local businesses supported PPLD's Open Houses as food and scavenger hunt prize sponsors.
 - Prize sponsors provided generous prize incentives (totaling \$1100) at each of the eight open houses. Guests learned more about PPLD's offerings as they searched for scavenger hunt clues to be entered to win one of the prizes.
 - Food sponsors enhanced refreshment offerings by providing elevated baked goods and drinks (totaling \$1100) at several open houses to supplement PPLD Foundation's food sponsorship.

Facilities Department Report May 15, 2024

Physical and Virtual Spaces

Library 21c: Planning is in the early stages for the addition of an office where the Chief Operating Officer will be based. This office will be located in the current District Facilities annex. Additionally, Facilities is working with Finance to create workstations in their current file storage room. The construction of an additional office in Finance is planned for the current print area.

Facilities met with Fisk Lawnsapes to walk the 21c landscape native transition project from last year. This walk-through was to determine how the native plant life fared over the winter. It was determined to have survived well with the need for minimal re-seeding. The Tahoma grass planted along the east side of the building appears to have survived and is beginning to show signs of life with new growth. This was a plant material that was a questionable selection due to the altitude, but the architect felt the building would provide some protection as well as some heat over the course of the winter months. Colorado Springs Utilities was also interested and hopeful that this choice would be successful. Facilities staff, the landscape architect, Colorado Springs Utilities as well as Colorado Springs Parks and Recreation worked together through the winter months to develop detailed maintenance specifications and these are currently being implemented as the season begins. The specifications call for minimal mowing the first year in order to allow the native grasses to become fully established and develop a strong root base. Minor trimming and mowing will still occur in order to maintain an acceptable appearance.

East Library:

The East Library Asphalt replacement, Request for Proposal was released on March 11, 2024, with an original deadline for submittal of April 8th. There was a need to extend the submittal date due to questions regarding specification, but those challenges have since been resolved. Once bids were submitted, costs exceeded our budgeted amount. Facilities requested all proposers submit their "Best and Final" proposal costs. Two of the three proposals came in under budgeted amounts. Facilities will be presenting our recommendations to the board for approval in the May 2024 meeting.

Facilities Master Plan: In mid-April, HB&A submitted the preliminary draft of the Facilities Master Plan for review. On April 30, after the Leadership Team had had some time to review the draft, they met virtually to discuss the plan. Overall, the Leadership Team was pleased with the draft and asked for a few minor clarifications regarding certain specific parts of the plan. While all points were discussed the main focus was on the recommendations laid out in the plan. These recommendations will require close consideration going forward for the Leadership Team as well as the Board of Trustees. HB&A will make the requested changes and begin tightening up the final plan for submittal and presentation. At this time the team is targeting submission of the final report in June or July.

Staffing: The Facilities Department has recently hired two Facilities Specialists to fill vacated positions at Penrose and East Library Facilities Departments. Chris Basgall recently joined the team at Penrose. Additionally, an offer has been extended to Peter Palmer for the Facilities Specialist position at East Library and is currently in the hiring process, but we hope to have him join us very soon. We are very excited to welcome both Chris and Peter and are sure they will make great additions to our team and the district as a whole.

Monthly Facilities Statistics:

Monthly Routine Maintenance Visits	Completed
April	178

Demand Work Orders	Completed	Hours
April	167	167.07
Preventive Maintenance Work Orders		
April	215	229.57
Emergency On-Call		
April	1	2.25
Total Work Orders	345	396.64

- Monthly routine maintenance visits are completed weekly to all locations and allow Facilities personnel to complete work orders, inspect locations for safety issues, address minor projects, restock building supplies and meet with managers/supervisors regarding any facilities concerns. Demand work orders are submitted by library staff. Preventive Maintenance work orders are regularly scheduled tasks usually for equipment. Emergency On-call are after hours emergencies.

Human Resources Report May 2024

Volunteers

Karen Goates, Volunteer Program Supervisor, hosted a Southern Colorado DOVIA (Directors of Volunteers in Agencies) group that met to discuss and provide support for current topics in volunteerism. Multiple community non-profits were represented in the group. After the meeting, a tour of Library 21c was given and the attendees expressed excitement and appreciation about Library resources. Roland Clements gave an impressive overview of the studio and several visitors stated that they would be getting a library card!

April 21-27, 2024, was National Volunteer Week. PPLD gave small gifts to all volunteers, and some locations also had breakfast or other celebrations to honor the time volunteers give to PPLD.



East Library celebrated volunteers with cupcakes, cinnamon buns, cookies, and chocolate kisses and hugs. East had a volunteer appreciation display on the public floor with balloons and volunteer themed books. Each volunteer received a card and trail mix bag to show our appreciation for their help.

Staff

Sarah Marshall, Training Supervisor, held the PPLD Mentor Program orientation with five mentors and three mentees. Mentoring meetings between matches will occur over the next six months. The mentor mentee relationship helps employees explore career goals and development.

Statistics

Volunteer

April 2023	Total # of Volunteers	Total # of Hours
Adult Volunteers	137	1125.50
Teen Volunteers	28	126.92
Friends of the Library	**	790.25

**Data not available

Recruitment

Recruitment / Selection Activity	April 2024
Jobs Posted	12
Newly Hired Employees	6
Promoted Employees	3
Transferred Employees	1
Separated Employees	7

Staffing

Staffing Stats	April 2024
Total Permanent Employees	
Total Active Positions	

Information Technology April 2024 Monthly Report

Access

New 3D printers were launched at East Library, Library 21c, and Sand Creek Library. They provide faster, higher quality printing. A new badging video, quiz, and other resources were released to provide training for this equipment, as well.

End User Services conducted a beta test of Google Flex Operating System on some of the catalog computers at 21c. The test was a success and will allow us to repurpose older computers for use as catalogs and still maintain the performance of new computers.

The Hall at PPLD officially closed to the public at the end of the month.

Accountability

A full physical inventory of IT equipment was completed.

The data analysts and director of Creative Services conducted five meetings as part of the district-wide data audit. They also met with data analysts from two other libraries to learn more about their processes and how they had gotten data work in place at their locations.

Veeam systems are now scanning all data for malware before saving to our list of nightly backups.

Physical and Virtual Spaces

Infrastructure worked with TBS to test out a beta version of the client software at Fountain Library and in the newly opened Penrose Library labs. After successful testing, this software was pushed to all patron PC's across the District to resolve a long standing issue with phantom/ghost sessions, improving the patron experience in our computer labs.

Staff

Creative Services staff provided training to makerspace staff on the new 3D printers.

Becca Philipsen completed her work for the Colorado Teen Literature Conference planning committee. She helped plan and coordinate the event in April for over 200 attendees, and also offered a lightning presentation, Bookstagram 101. She also prepared the mailing list and email campaigns for the 2025 conference and documentation to help the new committee member take over in her place.

Suspensions - Location Monthly Comparison

Penrose	
FEBRUARY	0
MARCH	2
APRIL	9

Library 21c	
FEBRUARY	0
MARCH	3
APRIL	1

East	
FEBRUARY	0
MARCH	1
APRIL	4

Rockrimmon	
FEBRUARY	0
MARCH	0
APRIL	1

High Prairie	
FEBRUARY	0
MARCH	0
APRIL	1

Calhan	
FEBRUARY	0
MARCH	0
APRIL	0

Monument	
FEBRUARY	0
MARCH	0
APRIL	0

Palmer Lake	
FEBRUARY	0
MARCH	0
APRIL	0

Ruth Holley	
FEBRUARY	1
MARCH	1
APRIL	0

Sand Creek	
FEBRUARY	2
MARCH	6
APRIL	6

Fountain	
FEBRUARY	0
MARCH	0
APRIL	0

Cheyenne Mountain	
FEBRUARY	0
MARCH	1
APRIL	1

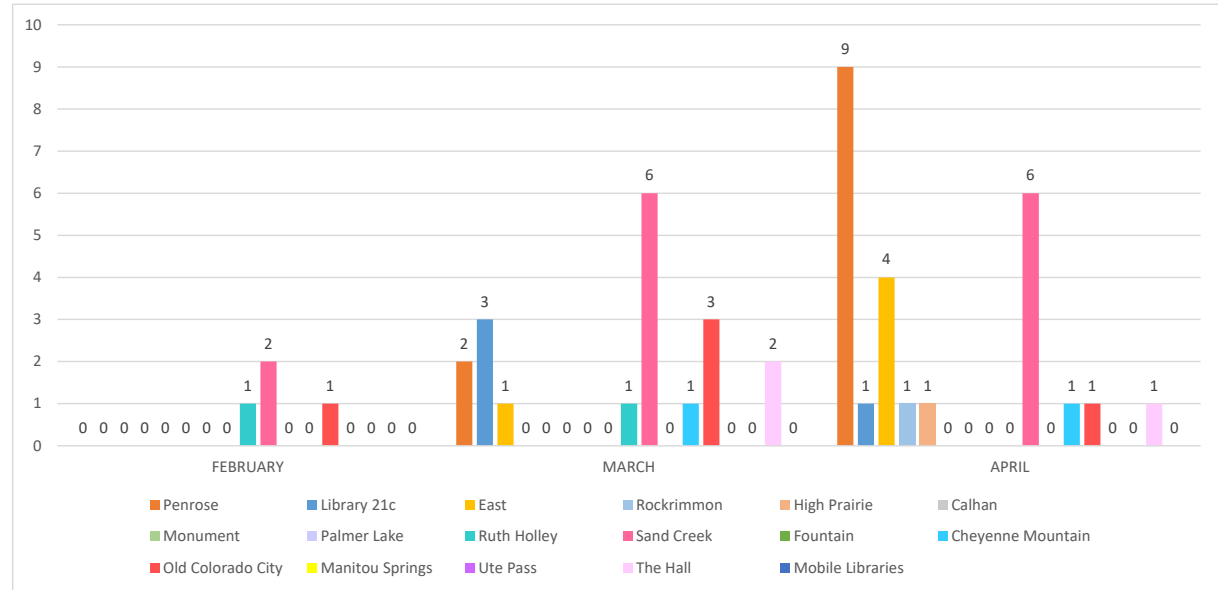
Old Colorado City	
FEBRUARY	1
MARCH	3
APRIL	1

Manitou Springs	
FEBRUARY	0
MARCH	0
APRIL	0

Ute Pass	
FEBRUARY	0
MARCH	0
APRIL	0

The Hall	
FEBRUARY	0
MARCH	2
APRIL	1

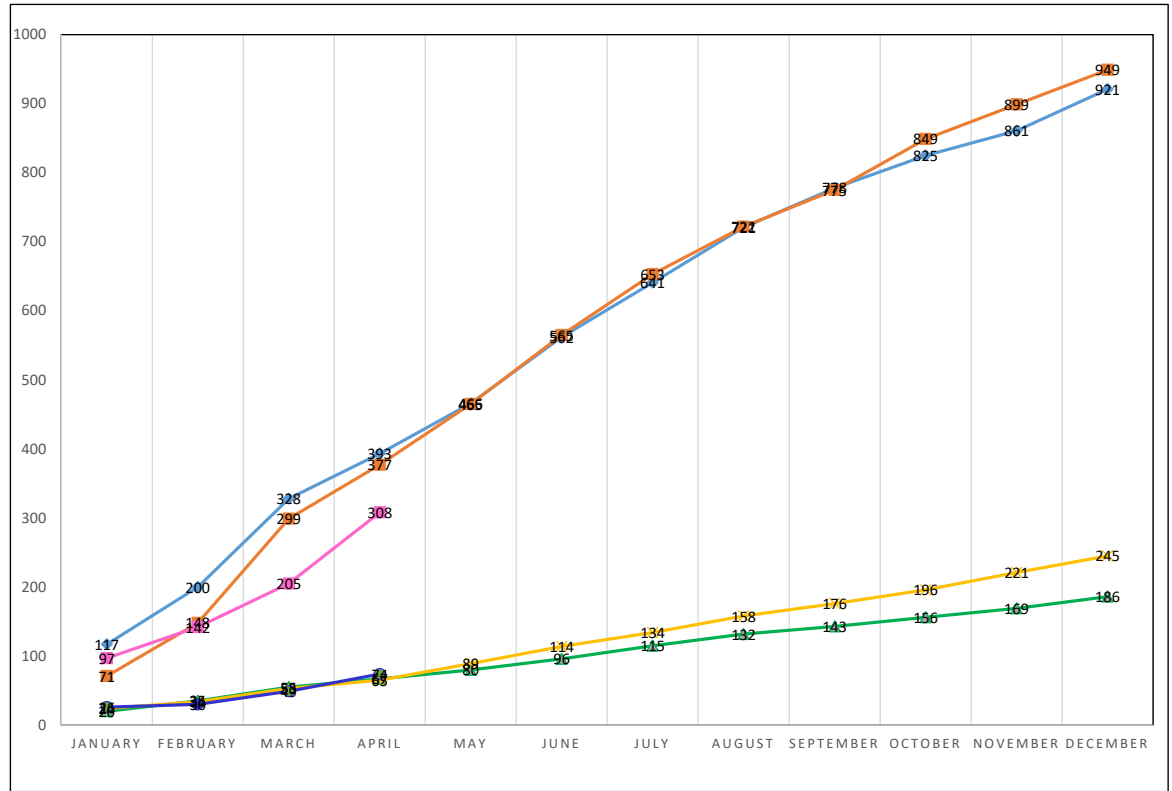
Mobile Libraries	
FEBRUARY	0
MARCH	0
APRIL	0



Report & Suspension Increasing Totals

2022 - Reports		2023 - Reports		2024 - Reports	
JANUARY	117	JANUARY	71	JANUARY	97
FEBRUARY	83	FEBRUARY	77	FEBRUARY	45
MARCH	128	MARCH	151	MARCH	63
APRIL	65	APRIL	78	APRIL	103
MAY	73	MAY	88	MAY	
JUNE	96	JUNE	100	JUNE	
JULY	79	JULY	88	JULY	
AUGUST	80	AUGUST	69	AUGUST	
SEPTEMBER	57	SEPTEMBER	53	SEPTEMBER	
OCTOBER	47	OCTOBER	74	OCTOBER	
NOVEMBER	36	NOVEMBER	50	NOVEMBER	
DECEMBER	60	DECEMBER	50	DECEMBER	

2022 - Suspensions		2023 - Suspensions		2024 - Suspensions	
JANUARY	20	JANUARY	24	JANUARY	26
FEBRUARY	19	FEBRUARY	10	FEBRUARY	4
MARCH	21	MARCH	19	MARCH	19
APRIL	13	APRIL	12	APRIL	25
MAY	15	MAY	24	MAY	
JUNE	18	JUNE	25	JUNE	
JULY	26	JULY	20	JULY	
AUGUST	18	AUGUST	24	AUGUST	
SEPTEMBER	10	SEPTEMBER	18	SEPTEMBER	
OCTOBER	13	OCTOBER	20	OCTOBER	
NOVEMBER	16	NOVEMBER	25	NOVEMBER	
DECEMBER	17	DECEMBER	24	DECEMBER	



Reports - Location Monthly Comparison

Penrose	
FEBRUARY	6
MARCH	6
APRIL	34

Library 21c	
FEBRUARY	2
MARCH	15
APRIL	10

East	
FEBRUARY	6
MARCH	10
APRIL	13

Rockrimmon	
FEBRUARY	3
MARCH	1
APRIL	4

High Prairie	
FEBRUARY	1
MARCH	0
APRIL	1

Calhan	
FEBRUARY	0
MARCH	1
APRIL	0

Monument	
FEBRUARY	3
MARCH	1
APRIL	2

Palmer Lake	
FEBRUARY	0
MARCH	0
APRIL	0

Ruth Holley	
FEBRUARY	9
MARCH	3
APRIL	12

Sand Creek	
FEBRUARY	3
MARCH	8
APRIL	9

Fountain	
FEBRUARY	1
MARCH	3
APRIL	3

Cheyenne Mountain	
FEBRUARY	4
MARCH	2
APRIL	6

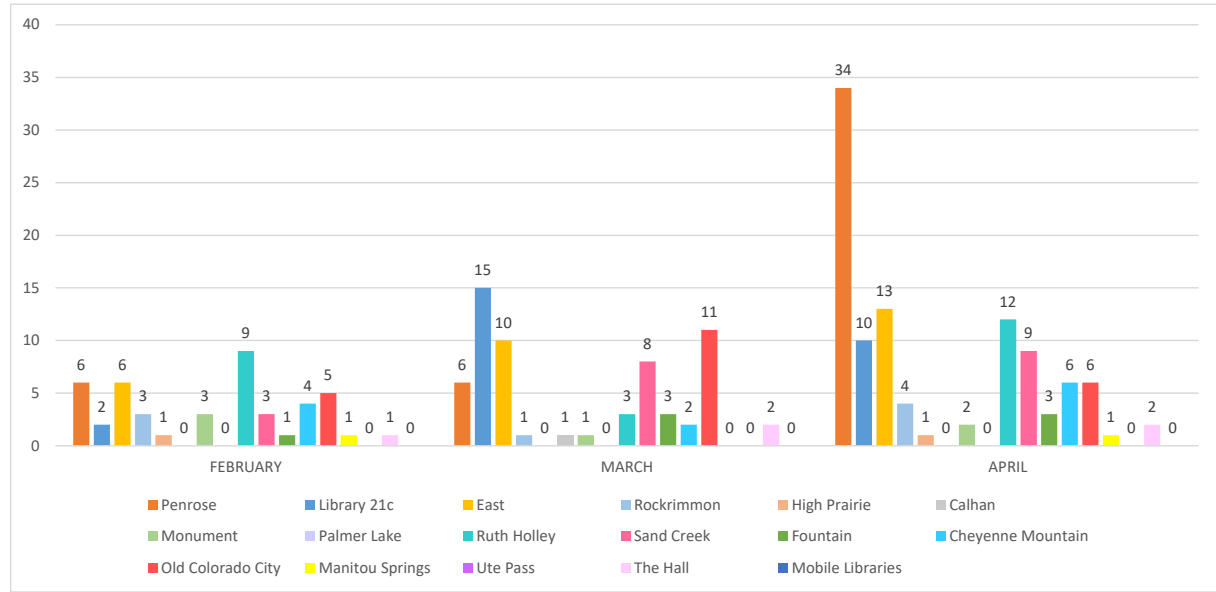
Old Colorado City	
FEBRUARY	5
MARCH	11
APRIL	6

Manitou Springs	
FEBRUARY	1
MARCH	0
APRIL	1

Ute Pass	
FEBRUARY	0
MARCH	0
APRIL	0

The Hall	
FEBRUARY	1
MARCH	2
APRIL	2

Mobile Libraries	
FEBRUARY	0
MARCH	0
APRIL	0



PPLD Strategic Plan Annual Progress Report 2023



This report contains highlights representing just a portion of the work done District-wide.

Access - PPLD is an access point for everyone to engage with resources, services, and spaces as they choose.

- An Educator Card was launched, giving teachers the opportunity to PPLD resources more easily to support their classroom needs.
- New self-checks were installed throughout the District to provide better account service to the patrons.
- Additions to PPLD resources included new titles for the Launchpad format, Animal Explorer backpacks, and the Toy Collection.
- NorthStar classes were launched at Penrose Library, bringing computer classes onsite for patrons.
- Summer Adventure, which encourages reading, moving, and imagining, ended with a total of 14,363 registrations and 5,447 kids and teens completed the program.
- Staff who respond to inmate mail worked to develop procedures for responding the reference requests received through the mail from inmates.
- Ruth Holley Library modified its hours of operation with the goal of improving accessibility for Adult Education students.
- Wiring took place throughout the District to expand WiFi coverage.
- A 35-year lease for the Manitou Springs Library was signed to ensure our footprint within the community for decades to come.
- One hundred new Chromebooks were made available for home use, providing patrons access to technology and digital services.
- PPLD was selected by the American Library Association to host an interactive exhibit on Americans and the Holocaust at East Library for six weeks. The exhibit drew in over 3,978 visitors.
- The 2023 Community Survey was conducted October 3 through November 5. More than 2,250 responses were received that will support the Facilities Master Plan and guide development of Patron Experience initiatives.
- PPLD reached a new milestone with OverDrive/Libby, surpassing 3,000,000 annual checkouts for the first time on December 30.

Accountability – PPLD is accountable to all stakeholders through fiscal responsibility, continuous evaluation, and by sharing findings with the public.

- Collection Management staff visited the libraries on January 6 to do the annual random sample inventory. The purpose of the inventory is to measure the accuracy of catalog information for items at the actual item location. The accuracy rate was 98.5%.
- Security, Safety, and Community Resources trained staff to be certified instructors, saving hundreds of thousands of dollars on staff certifications. Security also installed hardware themselves to ensure that costs are kept at the lowest level possible.
- Library staff met with Gold Hill Division Crime Prevention Officer to discuss ideas for creating a safe environment for patrons and staff at the Penrose Library.
- PPLD staff met with members of the City Housing and Vitality Department to discuss library resources and opportunities for collaboration.
- The Finance team began implementation of an electronic procurement module. This eliminates much of the printing (invoices, packing slips, etc.) by running through our internal requisition system.
- New data collection was implemented to gather more in-depth information on equipment usage and reservation purpose for the studios.
- The Database Liaison group decided not to renew eight databases for 2024 based on usage, cost effectiveness, and availability of information in other sources.
- Paper comment cards were updated to gather additional information about activities patrons are doing at the library.
- The Jim Bates films, 200 minutes of first-hand recorded moving images of World War II by this local photographer, were digitized for preservation and access.

Communications - PPLD invests in and elevates community awareness of resources, services, and spaces.

- Meetings and communication with Library Managers and Regional Directors are ongoing to ensure staff understand the importance of using the promotional collateral that has been developed for them and how to use it.
- A working marketing plan was developed for each large promotional program based on the goals of the program, tasks, advertising plan, and results tracked.
- A website redesign project began. The content management system has been selected, discussions are underway with our web technicians, and a site map has been developed. A committee of public service, front line staff, leadership, and marketing staff has been created to discuss the needs of the website.

- A Virtual Suggestion Box for Library staff was implemented in May 2023. There were 40 submissions by the end of the year, some leading to direct change (such as making PPLD-branded clothing available for staff purchase and better promotion of certified bilingual staff) and others identifying a need to better educate staff on resources that were already available.
- A roadmap was created to guide PPLD's revisions for the website to become and remain compliant with the state's accessibility requirements (WCAG 2.1 Accessibility standards). These guidelines are expected to be finalized and implemented on the site by July 1, 2024.
- A Key Performance Indicators table was added to the Board of Trustees report as a regular feature that summarizes monthly library usage data.
- An Information Technologies advisory team consisting of staff from support services and public services was created to have open communication and brainstorming about ideas staff have for technology and to communicate any upcoming technological changes and/or enhancements to the library.
- New ADA (Americans with Disabilities Act) compliant speakers have been deployed around the District.
- Regional History & Genealogy worked with an inter-departmental team for the acquisition of a new digital access management system, Recollect. The new platform will revolutionize RH&G's digital presence (newspapers, images, documents, sound recordings, video, and exhibits), making access easier for patrons overall, with increased intellectual control over content.
- Security completed the radio deployment and all branches and a significant amount of the positions are now connected across the district for daily and emergency communication.
- Extensive phone system work was completed to optimize staff and patron experience, including adding the ability to pass through special announcements. Informacast audio was deployed to all sites. Informacast is a new mass notification system that will be deployed very soon across PPLD. This will be deployed sometime in 2024.

Community Connections - PPLD builds community through relationships and partnerships to connect people to relevant resources, services, and spaces.

- Local photographer Bryan Tryon's collection documenting 2020 went live on March 24 through Regional History & Genealogy.
- Creative Services and Adult Education worked with partners of our workforce development project, Food Industry Training (FIT), to attend some of the Winter 2023 FIT classes to talk to the students and also attended the graduation ceremony, where some students were offered jobs on the spot.
- Senior programs offered art, health, and socialization for patrons aged 55+. The Library Explorers program reopened to the public with updated physical cases for patrons and

their caregivers to utilize while in the library and provide information about what the library offers.

- Family & Children's Services engaged with 11,090 elementary students and teachers in K-Grade 5, held 294 sessions of Lightning Lessons and/or outreach at elementary school events, and were at seven community outreaches contacting 733 people.
- As part of an ongoing effort, the CEO engaged and developed relationships with local elected and government officials and community leaders, with support from the CEO's Executive Assistant.
- Collection Management helped Communications with the Ziggy library card project, including acquiring the special cards picturing the Switchbacks' mascot, distributing them to the libraries, and issuing them to new patrons at a Weidner Field home game.
- The annual All Pikes Peak Makes event was brought back after several years' hiatus. Over 40 makers were in attendance, some former participants and some new, presenting their work to patrons who came through.
- Human Resources worked to build a weblink from our page that encourages volunteers seeking opportunities/hours to connect with partnering organizations. Since PPLD often has more volunteers than we have capacity for, and partner organizations may be struggling to find volunteers, this helps collaborate to provide volunteer opportunities.
- The PPLD Foundation worked with the PPLD Foundation Development Committee to secure \$50,000+ in Night at the Library corporate sponsorships and sold 99 table and individual tickets totaling \$12,750.
- PPLD provided 12 Narcan classes open to the public in 2023 and these have been well attended by patrons.

Physical and Virtual Spaces - PPLD provides equitable access to physical and virtual spaces in safe and inclusive environments.

- Library 21c completed installation of ADA-accessible door openers for the restrooms outside the Venue and installation of a ramp for the Venue stage.
- The entire layout of the Calhan Library was updated to better accommodate patron needs. Materials are now at appropriate levels to help ease access, and the space is more friendly to the level of activity they receive from their respective visitors.
- Work on a Facilities Master Plan began, with public and staff input collected, and a Facilities Condition Assessment conducted through the end of the year.
- With the help of Information Technologies, the Integrated Library System software was upgraded to the current release. This involved hundreds of staff PCs and laptops, with testing before and after the upgrade.
- To prepare for the temporary closure of Penrose Library for security enhancements, Collection Management staff evaluated the layout and materials needed to decrease

shelving height and maintain collection space. Facilities, Security, and Communications also did prep work for the forthcoming closure.

- The PPLD mobile app was upgraded with enhancements that improved functionality and appearance.
- A new backup proxy server was created to allow for faster nightly backups. Server storage was increased due to data cleanup and redesign of storage requirements.

Staff - PPLD values, trusts, and invests in staff.

- Stay Interviews were conducted to learn what encourages staff to stay with PPLD.
- Monthly emails highlighting PPLD policies and FAQs have gone out to Management Team and Supervisors.
- Creative Services held a round of the makerspace training program for staff who would be new to working in the makerspaces.
- HR created and launched a job shadowing program to allow staff to get an understanding of other jobs within the District and to gauge their interest in those roles.
- Staff Feedback Survey results were collected throughout June and delivered to Leadership Team and PPLD staff later in the year.
- Security rolled out additions to the emergency procedures, updated security cameras, and locked the Human Resources and Finance offices for non-authorized users.
- Manager Training Camp was rolled out to train Supervisors on a number of topics (including tough conversations), this will continue into 2024 until everyone who supervises another staff member has completed it. As new supervisors are hired, they will also complete the training.

PPLD Strategic Plan Progress Report Q1 2024 (Jan. - March)



This report contains highlights representing just a portion of the work done District-wide.

Access - PPLD is an access point for everyone to engage with resources, services, and spaces as they choose.

- Penrose Library closed for two months for safety and security upgrades. This work included shelving height reduction, installation of patron personal item lockers, relocation of Friends Bookstore, and the installation of new patron seating on the main and lower levels. (Facilities and Safety, Community Resources, and Security; Focus Area 1)
- The Programming Department created and implemented District-wide programs for all ages, including the Winter Adult Reading Program (5,077 registrations; 3,066 completions), Jean Ciavonne Poetry contest for 4th and 5th graders (187 entries), Kindergarten Round Up (featuring over a dozen community organizations and over 80 families attending), Teen Art Contest (artwork by 93 teens displayed at Penrose, Library 21c), and the Homeschool Science Fair, with 59 homeschooler participants and 309 attendees. (Public Services; Strategy 1.3)
- Meraki Access Points funded by the Digital Equity Grant were installed on the exterior of Penrose, Ruth Holley, Cheyenne Mountain, and Sand Creek libraries. This allows for 24/7 public WiFi access in the parking lot areas outside of the buildings. (IT; Strategy 1.4)
- The Community Survey reopened in February 2024. The results will be used to support the Facilities Master Plan. More than 2,660 responses were received during both survey windows. (Communications; Tactics 1.3.3 and 2.3.7)
- Community Resources worked with outside organizations during the Penrose Library closure to continue patron access to resources. (Safety, Community Resources, and Security; Focus Area 1)
- Replacement public computers were deployed in Cheyenne Mountain, East, Monument, Palmer Lake, Sand Creek, Ruth Holley, and Ute Pass libraries. New projectors were deployed in the Sand Creek Meeting Rooms A and B, Penrose Columbine Rooms A and B, and the Penrose Aspen Room. (IT; Strategies 1.3 and 1.4)

Accountability – PPLD is accountable to all stakeholders through fiscal responsibility, continuous evaluation, and by sharing findings with the public.

- Members of the Programming Department met to dive deeper into program menu processes and begin discussions of standardizing and evaluating processes. They met with members of Communications to discuss how best to submit the menu information

for proofing, collateral requests, and listing in District Discovery. The two departments are working together to make the process as smooth as possible for everyone. (Public Services; Strategy 2.2)

- Two data analysts were hired. A data audit for the District was started. (IT; Tactic 2.1.2)
- “How did you hear about us?” data has been collected in Library Market for years during program registrations. That data is currently being evaluated. The team is considering including the question on the room reservations form in Library Market. The question has been added to PPLD’s patron comment cards, and posts may be made in the future on social media. (Communications; Tactic 2.2.2)
- Historically relevant 16mm films acquired in 2019 from photographer Jim Bates’ estate were digitized. These films feature some 200 minutes of World War II-related content, and largely in color, unique for the time period. The footage features a famous tank battle now in 5k detail. Future programs related to this footage are planned. (Public Services; Tactic 2.3.10)
- As funds for the needs assessment were not included in the 2023 or 2024 budget, due to the Facilities Master Plan project, this is something that should be revisited in 2025. For now, we will use the information we received from the Facilities Master Plan (surveys, intercept events, and input sessions) to determine our community’s needs. (Communications; Tactic 2.3.4)
- Implemented e-Procurement punchout with Amazon to streamline purchasing for all ERP users. (Finance; Tactic 2.4.4)
- Branches launched a process to audit schedules of every location to evaluate their staffing levels and support decisions to adjust staffing. (Public Services; Strategy 2.4)
- As part of the District's restructuring, Branches combined two former groups (Southeast and West regions) onto one schedule tool, and with one schedule method and set of procedures. Now District floaters can select shifts in any location, are scheduled with consistent expectations, and all shifts are visible in one place. They also implemented a priority scheduling system so staff and supervisors who are evaluating ways to help branches can understand the level of need. (Public Services; Strategy 2.4)

Communications - PPLD invests in and elevates community awareness of resources, services, and spaces.

- A cellular booster was installed at Monument Library, which made the credit card swipes and phone calls more reliable for the public and staff in the building. (IT; Strategy 3.1)
- A review of accessibility issues on our current website is underway. Various tools are being used to identify and assist the administrators in resolving accessibility issues to be compliant with Colorado Technology Accessibility guidelines by July 1, 2024. (Communications; Tactic 3.1.3)
- A Q1 2024 marketing/advertising and promotional plan was created to ensure support for the numerous initiatives, services, resources, and other opportunities across the District throughout the year. (Communications; Tactic 3.4.5)
- Communications continues work with Public Services and Chief Librarian's Office to ensure consistency of messaging and activities throughout the District to maintain accurate issues communication and PPLD's reputation management. (Communications; Tactic 3.6.6)
- A new monthly internal newsletter, *District Dispatch*, debuted in January. Each issue features a different department and library location, as well as recurring features such as "Data Point," a column that shares helpful data and the various ways the Library uses data to make decisions. The need for the publication was assessed through feedback from previous Staff Feedback Surveys (IT and the Office of the Chief Librarian; Strategy 3.5)

Community Connections - PPLD builds community through relationships and partnerships to connect people to relevant resources, services, and spaces.

- Creative Services staff met with a representative from the Space Foundation to share information about how PPLD offers 3D printing services to the community. (IT; Focus Area 4)
- PPLD's partnership with the U.S. Olympic & Paralympic Museum (USOPM) was broadened to include a limited-edition USOPM branded library card in time for the 2024 Summer Adventure presented by Children's Hospital Colorado program. Library cardholders will receive a free child's admission (12 years and younger) with a paying adult when they present the USOPM branded library card to the museum May 31 – July 31. Working with the museum allows PPLD to reach new audiences and entice new library cardholders with the museum's offer while the USOPM is able to connect patrons with quality experiences at the museum through both this promotion and their continued Culture Pass partnership. (Communications; Strategy 4.1)

- Regional History & Genealogy revitalized engagement with the educational community by updating the annual presentation for the UCCS "Research and Rhetoric" class, delivered to three classes and focusing on the 1923 District 11 school board race using the department's rare archival materials. Additionally, serving as a judge for the "High School Historic Documentaries" category at Pikes Peak "History Day" and inviting winners to the Pikes Peak Regional History Symposium film festival, used innovative strategies to strengthen community bonds and deepen appreciation for local history, demonstrating a comprehensive approach to engaging with the community's historical narrative. (Public Services; Strategy 4.3)
- Regional History & Genealogy collaborated with donor Jon Medved to produce a retrospective exhibit showcasing the work of editorial cartoonist Chuck Asay held in PPLD's archives. Thirty-two cartoons were exhibited at East Library and Library 21c with supporting historic materials and commentary from Asay. Over 75 were in attendance at a workshop hosted by Chuck Asay at 21c prior to the exhibit reception. (Public Services; Tactic 4.1.11)
- Communications has been working closely with Public Service Directors to evaluate community partnerships and determine gaps, discontinuation, and new opportunities. (Communications; 4.2.18)
- The Community Exchange program continued during the Penrose closure. Many organizations participated, and 258 people attended this quarter. (Safety, Community Resources, and Security; Focus Area 4)
- Collection Management coordinated with the Colorado College Fine Arts Center to loan books to support an exhibit on Clarence Shivers. (Public Services; Strategy 4.1)

Physical and Virtual Spaces - PPLD provides equitable access to physical and virtual spaces in safe and inclusive environments.

- Sand Creek Library was closed for plumbing repairs from December 11, 2023 to January 22, 2024. The branch reopened on January 23. The Facilities team installed new floors in both public restrooms upon the completion of construction work and arranged for a deep clean of the building. (Public Services; Focus Area 5)
- The Helen McAffery Exhibit Hall ("the link" between Penrose Library and Special Collections) was optimized as an enhanced programmatic area with new exhibits and a plan for rotation of new exhibits in the future that will mirror Regional History & Genealogy collections and programming. (Public Services; Focus Area 5)
- Communications collaborated with Facilities to ensure that accessibility issues identified during the recent ADA audit of the branches, relating to entrances and passage through doors, were addressed and work orders completed. (Communications; Strategy 5.1)

- Penrose Library closed to the public on February 1 to begin an upgrade to the facility to improve safety and security of patrons and staff. Projects completed during this closure include reducing shelf height to improve sight lines, increase space around computers in the computer labs, adjusting seating areas, providing personal items lockers, and boulders placed in front of large windows. This change was possible through the efforts of many PPLD staff, especially the Penrose Library staff and the Facilities staff. IT assisted with the lab computers, which were reconfigured and installed for Penrose Library's remodel. (Public Services and IT; Strategy 5.1)
- The lockscreen project was completed for all locations except Penrose Library, which will be completed when the computers are installed. These lockscreens will help identify public computers as "teen," "children's," etc., in an effort to eliminate confusion on which computers are available to the public based on age range. (IT; Focus Area 5)

Staff - PPLD values, trusts, and invests in staff.

- A part-time voice systems analyst, studio services coordinator, creative training coordinator, and a creative technology specialist were hired. (IT; Strategy 6.4)
- Human Resources participated in a Job Fair at Fort Carson, sponsored by Pikes Peak Workforce Center to promote both job opportunities as well as library resources. (HR; Tactic 6.6.2)
- The Programming Department developed a "Programming Basics" training for all staff in consultation with other Library Services and locations. The training content is now available to be accessed on Bridge. (Public Services; Tactic 6.4.1 completed)
- The PPLD careers page now directly links to indeed.com and any jobs that we post on our website are posted on Indeed. Applicants also have the option of directly applying on the ppld.org website when they click the "apply" tab on PPLD job postings on indeed.com. This drastically improves the applicant experience. (HR; Tactic 6.6.6)
- Human Resources launched the 2024 learning plans to all staff with a new format; five different learning plan templates move us toward more customized learning plans as related to a staff member's role within the organization. (HR; Tactic 6.1.3)
- The Organizational Excellence Team, with support from Human Resources, distributed longevity buttons to all staff to show appreciation for their ongoing commitment to service. (HR; Tactic 6.7.1)
- Updated the mileage form to accommodate staff who ride the bus. (Finance; Focus Area 6)

- Regional History & Genealogy staff received training on archival scope and procedures, and access and use, from the department's two Archivists. Each staff member attended a two-hour training about the manuscripts and photo archives and was also given training on archival hierarchies related to the archival collection management tool, ArchivEra, in a staff meeting. (Public Services; Focus Area 6)

PIKES PEAK LIBRARY DISTRICT BOARD OF TRUSTEES
APRIL 17, 2023 5 pm
FOUNTAIN LIBRARY



VIRTUAL MEETING (ZOOM)

Call in: 1-253-215-8782 or 1-312-626-6799 or 1-669-900-6833 or 1-346-248-7799
Meeting ID: 837 1958 5376
Passcode: 940463

REGULAR MEETING OF THE BOARD OF TRUSTEES

President Dora Gonzales, Vice President Scott Taylor, Secretary/Treasurer Erin Bents, Angela Dougan, Debbie English, Aaron Salt, Julie Smyth

Chief Librarian and CEO Teona Shainidze-Krebs, Chief Communications Officer Denise Abbott, Senior HR Director Timothy Allen, Chief Safety, Community Resources & Security Officer Michael Brantner, Library Assistant Grace Brown, Director of Creative Services Becca Cruz, Security Officer Christopher Dishaw, Chief Information Technology Officer Justin Goodwin, Chief Financial Officer Randy Green, Controller Kim Hoggatt, Assistant Director of Branches Gigi Holman, Facilities Project Manager Travis Keeton, Director of IT Systems & Technical Support Juanita Lanaux, Chief Operating Officer Heather Laslie, Interlibrary Load Manager Amanda Marez-Frutchey, Senior Library Associate Joe Paisley, IT Systems Project Manager Justin Philbrick, Chief Public Services Officer and Deputy Chief Librarian Tammy Sayles, Chief Facilities Management Officer Gary Syling, Internal Communications and Special Projects Manager Jeremiah Walter, Heidi Beedle, Shaya Force, Eilex Rodriguez, Nathan Shulkin, Liz Turner, Jacob Ward

CALL TO ORDER

President Dora Gonzales called the April 17, 2024 regular meeting of the Pikes Peak Library District (PPLD) Board of Trustees to order at 5:01 p.m.

PLEDGE OF ALLEGIANCE

PUBLIC COMMENT

Jacob Ward, Pikes Peak Library Workers United (PPLWU), expressed concerns about the hiring of Senior Director of Human Resources Timothy Allen.
Shaya Force, Pikes Peak Library Workers United (PPLWU), expressed concerns about the hiring of Senior Director of Human Resources Timothy Allen.
Eilex Rodriguez, Pikes Peak Library Workers United (PPLWU), expressed concerns about the hiring of Senior Director of Human Resources Timothy Allen.

REPORTS

Friends of the Pikes Peak Library District Report

The Friends of the Pikes Peak Library District Report was included in the Board packet.

Pikes Peak Library District Foundation Report

The Pikes Peak Library District Foundation Report was included in the Board packet. Chief Librarian and CEO Teona Shainidze-Krebs shared that approximately \$48,000 was raised during library giving week.

Financial Report

The March 2024 Financial Report was included in the Board packet.

Public Services Report

The Public Services Report was included in the Board packet. Chief Public Services Officer and Deputy Chief Librarian Tammy Sayles stated the Chuck Asay Exhibit and reception drew a large turnout, that the Winter Adult Reading Program completed with the highest participation recorded, and that a new customer service program is being piloted at Penrose Library in hopes of rolling out to the rest of the District in the future.

Support Services Reports: Communications Report, Facilities Report, Human Resources Report, Information Technology Report, Safety, Community Resources & Security Report

The Support Services Reports were included in the Board packet.

Chief Librarian's Report

Chief Librarian and CEO Teona Shainidze-Krebs highlighted the Homeschool Resource Fair that attracted 1400 attendees, over four hundred more than in 2023. Ms. Shainidze-Krebs shared appreciation for all staff, especially Public Services and Communications, for making National Library Week Open Houses a remarkable success.

Board Reports

Governance Committee

Chairperson Julie Smyth reported that the Committee discussed the 2024 CEO goals.

Internal Affairs Committee

Chairperson Aaron Salt reported that the East Library elevator modernization and policy updates were discussed.

Public Affairs Committee

Chairperson Debbie English reported that the Committee discussed options for pursuing a ballot initiative in 2025 or 2026.

Trustee comments

Julie Smyth, Dora Gonzales, and Angela Dougan attended the Penrose Grand Re-opening.

Dora Gonzales reminded those in attendance that the Second Annual Night at the Library Gala will be held on September 21, 2024.

BUSINESS ITEMS

Consent Items

Minutes of the March 20, 2024 Board of Trustees meeting

There were no comments or requested changes.

New Business

DECISION 24-4-1: East Elevator Modernization

The East Elevator Modernization document was included in the Board packet.

Motion: Scott Taylor made a motion that the Pikes Peak Library District Board of Trustees approve the East Elevator Modernization project as presented.

Second: Erin Bents seconded the motion.

Vote: The motion was approved unanimously.

DISCUSSION: Board policies

Aaron Salt shared that the current PPLD policies have been grouped per the document included in the Board packet. A Board policy will be created for each group of Administrative policies, allowing for Administrative policies to be updated by Library staff without a need for Board approval.

EXECUTIVE SESSION

Motion: Julie Smyth made a motion that the Pikes Peak Library District Board of Trustees move into Executive Session to discuss personnel matters related to the 2023 annual performance evaluation of the Chief Librarian and CEO as authorized by C.R.S. § 24-6-402(4)(f).

Second: Erin Bents seconded the motion.

Vote: The vote was approved unanimously.

Executive Session began at 5:53 p.m.

Motion: Erin Bents made a motion that the Pikes Peak Library District Board of Trustees return to Open Session.

Second: Julie Smyth seconded the motion.

Vote: The motion was approved unanimously.

The Board of Trustees resumed the meeting in open session at 7:49 p.m.

BUSINESS ITEMS (cont.)

New Business (cont.)

DECISION 24-4-2: 2023 Chief Librarian and CEO Evaluation

Motion: Scott Taylor made a motion that the Pikes Peak Library District Board of Trustees, in recognition of Chief Librarian and CEO Teona Shainidze-Krebs job performance in 2023, approve an increase in the amount of \$8,5000 per year, retroactive to January 1, 2024.

Second: Erin Bents seconded the motion

Vote: President Dora Gonzales asked for a vote by roll call:

Debbie English – yes

Aaron Salt – yes

Angela Dougan – abstain

Erin Bents – yes

Scott Taylor – yes

Julie Smyth – yes

Dora Gonzales – yes

With six trustees voting yes and one trustee abstaining from the vote, the motion passes 6 – 0.

DECISION 24-4-3: 2024 Chief Librarian and CEO Goals

Motion: Julie Smyth made a motion that the Pikes Peak Library District Board of Trustees approve the 2024 Chief Librarian and CEO Goals as amended.

Second: Scott Taylor seconded the motion.

Vote: The motion was approved unanimously.

ADJOURNMENT

There being no further business to discuss, President Dora Gonzales adjourned the April 17, 2024 meeting of the Pikes Peak Library District Board of Trustees at 7:54 p.m.

The full packet of materials for this meeting of the Pikes Peak Library District Board of Trustees is available at <https://ppld.org/board-trustees>

CEO Goals for 2024

1. Deliver the completed facilities master plan to the PPLD Board of Trustees by the end of 2024.
2. Support PPLD Foundation's fundraising efforts by:
 - a. Hiring a Senior Director of Development for PPLD Foundation by the end of 2024.
 - b. Engage with PPLD Foundation board members, including meeting with them quarterly.
3. Continue engaging with public officials, including city and county leaders, through quarterly meetings with members of local governing bodies and report to the Board of Trustees quarterly at a board meeting.
4. Support the finance department's efficiency updates, which include:
 - a. Finishing upgrades to the financial reporting system (adding the module to the ERP system, submitting detailed instructions to build out PPLD's monthly financial statements, and assisting the programmers in subsequently building budget reports for 2025) by the end of November 2024.
 - b. Streamlining department processes to improve efficiency, such as accounts payable (updating vendor records) by the end of October 2024.
 - c. Complete the buildout of the Annual Comprehensive Financial Report (ACFR) by June 30, 2024.

East Library Asphalt Replacement

The East Library parking lot and main entrance drive, excluding the overflow parking lot, covers over 2.75 acres of the library’s property. Over the years, the Facilities department has worked to keep the surfaces well maintained and provide safe access to the library.

Background

Currently the East Library Parking lot is showing more advanced signs of deterioration through potholes, surface cracking, rutting and loose asphalt. These issues can cause tripping hazards, allow moisture to seep below the surface and accelerate the deterioration of the asphalt and cause additional maintenance costs.

The Facilities department contracted Ground Engineering to evaluate the condition and plan for a total replacement of the lot. On March 11, 2024, an RFP was released for the asphalt replacement project. A mandatory pre-bid conference was conducted on March 22, 2024. This pre-bid conference was an opportunity for bidders to meet with the engineer and Facilities staff, ask questions, and walk the entire project site. A total of three eligible firms attended this meeting, DACS Asphalt and Concrete, All Purpose Paving and Martin Marietta.

Analysis

All three firms who attended the mandatory pre-bid conference submitted bids. Proposals for the project were due on April 8, 2024. The due date was extended two weeks to April 25, 2024, to resolve a question concerning the project specifications.

All proposals submitted were evaluated for accuracy and completeness.

Fiscal Impact

Company	Base Bid
DACS Asphalt & Concrete	\$660,331.10
All Purpose Paving, INC	\$689,096.55
Martin Marietta	\$793,179.00

Summary

Review of the submitted proposals show DACS provided the best overall base bid package. The base bid specifications address the main goal of removing all current asphalt and pouring new asphalt and concrete. Ground Engineering will conduct site visits and perform quality control throughout the five phases of the project, protecting PPLDs interest in this project.

Recommendation

It is our recommendation that DACS Asphalt & Concrete be awarded the East Library Asphalt Replacement Project.