

**Meeting date:** Wednesday, May 6, 2015

**Location:** Canyon Meeting Room, Main Library, 1001 Arapahoe Ave.

**Meeting start time:** 6:00 p.m.

1. Approval of agenda
2. Public comment
3. Swearing in of new commissioner – Tim O’Shea
4. Consent agenda
  - a. Approval of Apr. 8, 2015 meeting minutes (p. 2-4)
5. Main Library renovation project wrap up – Glenn Magee, Facilities Design and Construction Manager (p. 5-6)
6. Review of the Discovery Layer – Beth Gallinger, Systems Librarian
7. Review and/or approval of draft policies (p. 7-13)
  - a. Approval of Computer and Internet Use, and Filtering Policy (p. 8-9)
  - b. Review of the updated Privacy Policy (p. 10-12)
  - c. Review of the draft Community Bulletin Board Policy (p. 13)
8. Library Commission update (from memo) (p. 14-26)
  - a. Future Agenda Items (p. 14-15)
  - b. Update on emails to Library Commission (p. 15-22, 25-26)
  - c. Commission Meetings Section of the Library Commissioner Handbook (p. 22-24)
  - d. City Council Study Session on recommended changes to the City Charter (p. 24)
9. Library and Arts Director’s report (p. 27-35)
  - a. Downtown Business Inc. & Library Partnership (p. 27)
  - b. Website report (p. 27, 29-34)
  - c. Meeting Room Reservation System Updates (p. 27)
  - d. Library Foundation Bylaws and Open Meeting Requirements (p. 27, 35)
  - e. Library Commission Retreat, July 11, 2015 (p. 28)
10. Adjournment

2015 Library Commissioners

Paul Sutter, Chair  
Donna O’Brien  
Joni Teter  
Alicia Gibb  
Tim O’Shea

**CITY OF BOULDER  
BOULDER, COLORADO  
BOARDS AND COMMISSIONS MEETING  
MINUTES**

<b>Name of Board/ Commission:</b> Library Commission	
<b>Date of Meeting:</b> April 8, 2015 in the Canyon Meeting Room, Main Library, 1001 Arapahoe Ave.	
<b>Contact Information Preparing Summary:</b> Carrie Mills, 303-441-3106	
<b>Commission Members Present:</b> Paul Sutter, Donna O'Brien, Joni Teter and Alicia Gibb <b>Commission Members Absent:</b> Tim O'Shea	
<b>Library Staff Present:</b> David Farnan, Director of Library & Arts Jennifer Miles, Deputy Library Director Jennifer Bray, Communication Specialist III Kathy Lane, Programs Specialist Carrie Mills, Administrative Specialist II	
<b>City Employees Present:</b> Susan Richstone, Deputy Director of Community Planning and Sustainability Glenn Magee, Facilities Design and Construction Manager Devin Billingsley, Senior Budget Analyst Peggy Bunzli, Budget Officer	
<b>Type of Meeting:</b> Regular	
<b>Agenda Item 1: Call to Order and Approval of Agenda</b> The meeting was called to order at 6:00 p.m.	<b>[6:00 p.m., Audio 0:10 min]</b>
<b>Agenda Item 2: Public Participation</b> There was no one from the public in attendance.	<b>[6:01 p.m., Audio 1:20 min]</b>
<b>Agenda Item 3: Consent Agenda</b>	<b>[6:01 p.m., Audio 1:27 min]</b>
<b>Item 3A, Approval of Mar. 4, 2015 minutes (p. 2-5)</b> Teter submitted changes prior to the meeting, which can be found here: <a href="https://boulderlibrary.org/wp-content/uploads/2014/12/LC-Handouts-2015-Apr.pdf">https://boulderlibrary.org/wp-content/uploads/2014/12/LC-Handouts-2015-Apr.pdf</a> . Sutter offered a change to page 2, changing "quickly" to "efficiently" in regards to the movement of pedestrians in a crosswalk. Teter suggested that the sentence should refer to traffic including pedestrians, instead of solely pedestrians. Gibb motioned to approve with the suggested changes. Teter seconded. Vote 3-0, O'Brien abstained because she was not in attendance at the previous meeting.	
<b>Agenda Item 4: Elections</b>	<b>[6:03 p.m., Audio 3:26 min]</b>
<b>Item 4A, New Commission Officers</b> Teter nominated Sutter for commission chair. O'Brien seconded. Sutter accepted the nomination. Vote 3-0. O'Brien nominated Teter for commission vice chair. Sutter seconded. Vote 3-0. O'Brien nominated Gibb for commission secretary. Teter seconded. Vote 3-0.	
<b>Item 4B, Boulder Library Foundation Board Members</b> Sutter nominated Teter and O'Brien for Boulder Library Foundation (BLF) board members. Gibb seconded. Vote 4-0, unanimous. Sutter raised the question on the number of commissioners that can serve as foundation board members. Teter combed through foundation documents and discovered that the current BLF bylaws call for three commissioners as board members. Teter supported additional commission representation on the foundation board, but reminded others that this is a time commitment. Teter recommended discussing long-term representation at the July retreat. Sutter asked if three commissioners on the BLF board triggered legal requirements for open meetings. Farnan agreed to consult with the City Attorney's Office on this issue. Sutter recommended that the commission revisit this topic at the May meeting.	

**Agenda Item 5: Impact Fees Discussion – Susan Richstone****[7:26 p.m., Audio 1:26:04 hr]**

Richstone distributed a handout with answers to some of the commissioners' questions, found here:

<https://boulderlibrary.org/wp-content/uploads/2014/12/LC-Handouts-2015-Apr.pdf> Richstone provided a brief history to the use of impact fees in the city. Richstone addressed issues and comments with definitions and specifics while describing the underlying methodology for use. Billingsley reported that there are development excise taxes and impact fees available to the library in the amounts of \$2.1 million and \$520,000 respectively. Teter asked if the excise tax total included unspent funds collected for the NoBo Corner Library. Sutter asked how the library accesses the money, and Richstone confirmed that it goes through the usual budget process.

**Agenda Item 6: Main Library renovation project update – Glenn Magee (p. 6)****[6:09 p.m., Audio 9:36 min]**

Magee reported great progress on the bridge. Seeds Library Café anticipates opening on April 24, 2015. Magee confirmed that the bridge will be open during The Main Event on April 11, but that not all equipment will be installed at that time. Further, the furniture for the bridge will be delivered on Friday, April 10, and ready to go for The Main Event. Teter asked if Magee would be involved in the creation of the new maker space. Farnan and Magee agreed that he would likely be involved.

**Agenda Item 7: Main Library Renovation Celebration update- Kathy Lane and Jennifer Bray****[6:12 p.m., Audio 12:20 min]**

Lane distributed a schedule of events, scavenger hunt, and giveaways, found here: <https://boulderlibrary.org/wp-content/uploads/2014/12/LC-Handouts-2015-Apr.pdf>. Lane shared details about story times, STEAM events, PlayWell Teknologies, dancers, music, screen printing, and tours. Refreshments by the Seeds Library Café will be served at 12 p.m. and 2 p.m. on the bridge. There is a plan for a hula hoop contest, sponsored by Hoopla. The day will begin with African drumming at 9:30a.m., followed by a ribbon cutting at 9:45a.m. by David Farnan and other city and library officials.

**Commission discussion, questions, and comments included:**

- Sutter asked about the types of publicity for the event. Bray expects 4-6,000 attendees. Publicity includes social media outreach, a news release, a walk through with Daily Camera, print ads, and digital invitations.
- O'Brien asked if there would be advertisements at the Farmer's Market for The Main Event. Bray and Lane noted that this was a good idea that could be arranged.

**Agenda Item 8: Review and/or approval of draft policies****[6:23 p.m., Audio 21:42 min]****Item 8A, Approval of The Foundry Terms of Use policy (p. 8-10)**

Sutter submitted changes prior to the start of the meeting, which can be found here: <https://boulderlibrary.org/wp-content/uploads/2014/12/LC-Handouts-2015-Apr.pdf> Commissioners confirmed the changes made since the last review regarding age limits and supervision. Teter moved to approve the policy as written with Sutter's changes. Sutter amended the motion to include allowing staff leeway to accept or reject his changes as appropriate. O'Brien seconded. Vote 4-0, unanimous.

**Item 8B, Review and approval of the Boulder Public Library Security Camera policy (p. 11-12)**

Sutter submitted changes prior to the start of the meeting, which can be found here: <https://boulderlibrary.org/wp-content/uploads/2014/12/LC-Handouts-2015-Apr.pdf>. Commissioners reviewed changes proposed by Sutter. Gibb moved to approve the policy with Sutter's changes. Teter seconded. Vote 4-0, unanimous.

**Item 8C, Review of the draft Computer and Internet Use, and Filtering policy (p. 13-14)**

Teter expressed concerns about the limitations of the purpose of the policy relating only to children. Gibb understood that scope to be driven by the law requiring the filtering service. Sutter recommended opening the policy with reference to the law to make the motivation clear. Commissioners discussed language, grammar, and syntax throughout the policy to ensure clarity and accuracy. Sutter recommended a more elegant title for the policy. Commissioners will revisit this policy at their May meeting.

**Agenda Item 9: Update on filtering software and Connect Boulder****[6:50 p.m., Audio 50:35 min]**

Farnan confirmed that the wireless Internet in the city will not be filtered, but stated that devices provided by the library must be filtered by law. O'Brien asked if patrons could bring their personal devices into the children's area and access inappropriate material, which Farnan confirmed was possible. Miles and Farnan noted that doing so would be a violation of the library's rules of conduct, and possibly the law. Sutter pointed out that the new layout of the children's area made policing that behavior easier than before.

**Agenda Item 10: Library Commission update (from memo) (p. 18-23)****[6:52 p.m., Audio 52:36 min]****Item 10A, Update on email responses to Library Commission (p. 19-22)**

Commissioners agreed that Sutter would serve as the point of contact for the commission when receiving emails from the public. In regards to one message received, Sutter asked about how the lower shelves have been received by the public. Farnan noted that chairs and stools are available for patron use, and staff stopped stocking the lowest shelves.

**Item 10B, Main Library meeting room update (p. 24)**

Teter felt that the memo included by staff addressed her concerns raised in her email.

**Agenda Item 11: Library and Arts Director's Report (p. 25-37)****[7:00 p.m., Audio 1:00:21 hr]****Item 11A, Results of Boulder Public Library Foundation 2015 Spring Grant Round (p. 28)**

Farnan reported that the BLF agreed to fund all of the proposed programs. Sutter asked for more details regarding the early literacy app. Farnan explained that the app is part of the Every Child Ready to Read (ECRR) program. Many libraries agreed to share their ECRR materials. Staff plans to market the app to parents statewide. The Colorado Early Literacy Group will help design content. Staff hopes to solicit donations from other libraries to match the grant from the foundation. If they exceed the match with donations, they plan to put the money towards a Spanish translation. Commissioners inquired about plans for the new maker space. Farnan explained where the space would be located and the early ideas of what equipment would be included. Teter expressed sentiments from the foundation regarding the number of proposals that came with community partners, noting that the board members were excited by the larger involvement.

**Item 11B, Civic Area update (p. 25)**

Farnan said that the study session went well. The most debated issues in the plan relate to parking and the band shell. Many council members agreed that the band shell is not functional and should be moved, though not too far. Teter recommended putting the band shell on top of a parking structure to solve two problems at once.

**Item 11C, Jaipur Literature Festival update (p. 25)**

Farnan reported that organizers have decided to centralize the festival on the municipal campus and in the library. Staff is considering limiting services during the festival to allow space for events. Farnan cited his inclination to limit services for the event, but recognized the impact that this will have on many patrons.

**Item 11D, Nature Play (p. 25, 29-36)**

Farnan introduced the Nature Play details. Teter recommended signage along the creek to announce that a Nature Play area is coming. Lane noted that there will be buzz for the area during the Summer Festival on June 6, 2015.

**Item 11E, Service levels per capita (p. 25, 37)**

Farnan noted that the collection circulation levels are not as high as desired, citing the need for more e-books and materials that appeal to library users. During this discussion, Susan Richstone joined the meeting. The commissioners returned to Agenda Item 5.

**Agenda Item 12: Future Items/Scheduling****[7:46p.m., Audio 1:46:23 hr]**

Sutter announced that he will move the alcohol policy from May to June. Sutter reminded commissioners that the commission photo will be taken in June.

**Agenda Item 13: Adjournment****[7:48 p.m., Audio 1:48:11 hr]**

There being no further business to come before the commission at this time, the meeting was adjourned at 7:48 p.m.

**Date, Time, and Location of Next Meeting:**

The next Library Commission meeting will be at 6 p.m. on Wed., May 6, 2015, in the Canyon Meeting Room at the Main Library, 1001 Arapahoe Ave., Boulder, CO 80302.

**To:** Boulder Public Library Commission

**From:** David Farnan, Library and Arts Director  
 Jennifer Miles, Deputy Library Director  
 Jennifer Bray, Library and Arts Communication Specialist III  
 Kathy Lane, Library Programs Specialist  
 Glenn Magee, Facilities Design and Construction Manager

**Date:** May 1, 2015

**Subject:** Main Library Renovation Project Update

**Background:**

Background information on the Main Library renovation project may be found online on the project webpage (<http://news.boulderlibrary.org>) and in the September 2012 – April 2015 Library Commission meeting packets, which are archived at: <http://boulderlibrary.org/about/agenda.html#archive> .

**Project timeline – construction update:**

Table 1 shows key project dates and the construction schedule. Specific dates and sequence are subject to change as the project wraps up.

**Table 1.** Overview of key project dates and construction schedule

KEY PROJECT DATES	
May 6, 2015	<b>Library Commission meeting:</b> Project wrap up
CONSTRUCTION SCHEDULE (dates and sequence subject to change)	
PHASE 5	1 <sup>st</sup> FLOOR BRIDGE / CAFÉ
April 11, 2015	Library book shop opened
April 27, 2015	Seeds Café opened
Through mid-May	Address project punch list items

**Project punch list items**

The Main Library Renovation project will officially come to a close at the end of May as unfinished details are addressed throughout the building. These are commonly referred to as project punch list items. Some of these include:

Millwork and cabinetry

- Completion / touch up: window around children's office
- Adjustments (openings and addition of locks/shelves to cabinets near ramp)

Paint

- Touch up (ghosting behind children's story time bench)
- Brackets in children's computer area should match wall color

Stone to Drywall

- Clean up, caulk

**The Main Event, April 11, 2015**

The Main Event: Ribbon Cutting and Program Showcase, held on Saturday, April 11, celebrated the completion of the Main Library renovation and featured over 40 programs throughout the day. The Main Library welcomed 4,500 visitors that day (a substantial increase over a regular Saturday's visitation) with hourly storytimes, music, dance, maker activities, guided tours and refreshments. This celebration event was made possible with generous contributions of time by staff, members of the Library Commission, the Boulder Library Foundation Board, and volunteers, as well as funding by the Boulder Library Foundation. In addition, vendors provided programming and refreshments at the celebration event. Lyngsoe sponsored the purchase of LEGOs for LEGO Storytime, and which will be used for programming and visitor use in the Main Library children's area; Hoopla sponsored the Hoopla Hoop Contest and awarded a Samsung tablet to the winner; Seeds Library Café and the Small Business Development Center provided refreshments.

**Question for the commission:**

Does the Library Commission have any questions about this information?

**TO:** Boulder Public Library Commission

**FROM:** David Farnan, Library and Arts Director  
Jennifer Miles, Deputy Library Director

**DATE:** May 1, 2015

**SUBJECT:** Commission review of the Computer and Internet Use and Filtering Policy, updated Patron Privacy Policy, and draft Community Bulletin Board Policy

Background:

The draft of the Computer and Internet Use and Filtering Policy was reviewed by the Library Commission at the Apr. 8, 2015. The draft Patron Privacy Policy is an existing policy that was updated. The draft Community Bulletin Board Policy and Distribution of Community Information Policy are new.

Computer and Internet Use and Filtering Policy:

The draft Computer and Internet Use and Filtering Policy is **Attachment A**. Staff requests the commission's approval of this policy at the May 6, 2015 meeting.

Patron Privacy Policy:

The updated Patron Privacy Policy is **Attachment B**. The original policy is **Attachment C**.

Community Bulletin Board Policy:

The draft Community Bulletin Board Policy is **Attachment D**.

Next steps in this and other policy revisions:

1. Commission to approve the Computer and Internet Use and Filtering Policy. (**May 2015 Library Commission meeting**)
2. Commission to review the updated Patron Privacy Policy. (**May 2015 Library Commission meeting**)
3. Commission to review draft Community Bulletin Board Policy. (**May 2015 Library Commission meeting**)
4. Commission to approve the updated Patron Privacy Policy and the Community Bulletin Board Policy. (**June 2012 Library Commission meeting**)

Questions for commission:

Does the commission have any questions or input on these policies?

# ATTACHMENT A

## Computer and Internet Use, and Filtering Policy

Boulder Public Library is pleased to offer computer and Internet access to the public free of charge at all library locations. Anyone, regardless of age or residency, may use a library computer. Each library is also equipped for wireless Internet access.

### Using a Library Computer

- Patrons with a Boulder Public Library card or Computer Use card may use a library computer by logging on to any available computer.
- When all computers are in use, patrons may make a reservation at a self-service station for the next available computer. The standard computer reservation is 1 hour, with the possibility of a limited number of automatic extensions, subject to demand.
- Express computers are available for 20-minute sessions and may also be reserved.
- Patrons are limited to a total of 4 hours of computer use per day.
- Patrons may “lock” a computer and leave it unattended for up to 10 minutes. Once the 10 minute lock time expires, the session is forfeited and the computer becomes available for use by other patrons.
- Patrons receive 2 on-screen reminders near the end of the session. Any work that is not completed and/or saved before the end of the session will be irretrievably lost.
- The last computer session of the day ends 15 minutes before the library closes.
- Headphones are required for listening to audio. Patrons may use their own headphones or purchase them from the library service desk.
- The use of Internet computers in the youth services areas is restricted to children or teens under 18 years old and parents or guardians who are assisting their children. Computers in all other public areas of the library are available to all ages.
- Library computers may not be used for any illegal activity or to access information that by local community standards would be considered obscene.
- Boulder Public Library is not responsible for time or data lost due to computer or power failure.

### Library Computer Use Privacy

- Boulder Public Library is committed to protecting patron privacy, but as a public institution it cannot guarantee privacy on the Internet.
- A patron’s activities on a library computer are not recorded nor stored on the computer hard drive.
- Library computers are rebooted at the close of each session. This erases all new information entered or saved to the computer’s internal storage including browsing history.
- Boulder Public Library assumes no responsibility for information patrons may choose to provide to websites, services, or individuals when using a library computer.

### Internet Filtering

The goal of the Boulder Public Library is to create an environment for Internet use that is open to all and that does not unnecessarily limit access. State law C.R.S. 24-90-601 thru 606, requires libraries to protect children from access to harmful material without compromising responsible access to adults. Therefore, in accordance with State and Federal laws, all library Internet computers are outfitted with filtering software to block or filter access to minors of visual depictions of child pornography, as well as visual depictions that are obscene, or harmful to minors. However, the filtering software is not designed to block scientific or medically accurate information regarding sexual assault, sexual abuse, incest, sexually transmitted diseases, or reproductive health.

## ATTACHMENT A

### Computer and Internet Use, and Filtering Policy

- No filtering system is infallible. Filters may falsely block material that is appropriate in a public library setting or they may fail to block access to illegal or objectionable material. Boulder Public Library does not assume responsibility for the accuracy of its Internet filters. Parents have the right and responsibility to monitor their children's use of the library computers and access to the Internet to ensure their safety. Patrons may submit a [Request for Reconsideration of a Website](#) to block or unblock a specific site.
- An authorized library staff has the ability to temporarily disable the filtering software to enable access on a particular computer when presented with either one of these two scenarios:
  - i. an adult upon request; or
  - ii. a minor for bona fide research or other lawful purposes where the internet use in connection with the research or other lawful purpose is supervised by an administrator, supervisor, parent, guardian, or other person authorized by the public library to perform such function.
- In no circumstances, shall the filtering software be disabled in an area used primarily by minors. (CRS 24-90-604)

### Wireless Access

- Free wireless Internet access is available at all Boulder Public Library locations.
- The wireless network is not secure. Please be advised that information may be captured by anyone with a wireless device and appropriate software.
- The Boulder Public Library assumes no responsibility for the safety of patrons' equipment, security to data files and cannot guarantee that a patron's personal device can connect to the Internet via Wi-Fi connection.

### Printing and Downloading

- Patrons may print from the library computers or through the wireless network. Personal computers cannot be directly connected to the library printers.
- Print jobs are sent to the print release stations and are available for printing for up to 3 hours after they have been sent.
  - i. Black and white copies are \$.10 per page, or \$.20 double-sided.
  - ii. Color copies are \$.25 per page, or \$.50 double-sided.
  - iii. MasterCard and Visa accepted.
- Information can be downloaded or saved from a library computer to a portable drive (USB, Flash, keychain drive, etc.). Boulder Public Library is not responsible for loss or damage to downloaded data, files or hardware.
- Printing is available through wireless access. Read [Wireless Printing Instructions](#) for more information.

For more information about using library computers, please contact Boulder Public Library at 303-441-3100 or ask a member of the library staff.

## ATTACHMENT B

### Updated Privacy Policy

At the Boulder Public Library, patrons' library records are strictly confidential. The Boulder Public Library follows [section 24-90-119](#), Colorado Revised Statutes, which requires all public libraries to guarantee the privacy of patron records except in limited circumstances established by state law.

#### Library account information

When patrons open an account with the Boulder Public Library by applying for a library or computer use card, the following information is retained:

- Name, home address, and current telephone number
- Library or computer use card number
- Issue date and expiration date
- Total number, not titles, of checkouts, renewal and items claimed returned
- Patrons are given the option to provide an email address, work or business telephone number, and a birth date or year.

If patrons forget their library card, they can check out and retrieve account information with photo identification. Patrons should report any loss or theft of their library card to the library immediately.

#### Borrowed items\*

When library items are borrowed by a patron, a record of these items is retained so the library can contact patrons if items are not returned. Once items are returned and checked in, a system identification number indicating that these items were the last checked out on the patron account remains until it is checked out and returned by the next borrower. This is necessary to make sure any damage to an item can be attributed to the appropriate borrower. Once the next borrower returns the item, the association with the previous patron account is removed.

Items that become overdue will remain associated with the patron account until the late fee is paid. A history of the fines paid is maintained for a minimum of 6 months to provide data for fees that are disputed.

Items that become 5 weeks overdue and not returned to the library are billed to the patron account and remain associated with the account until the bill is reconciled.

#### Optional library account features

- "My Reading History" is an opt-in feature which tracks an ongoing list of the items patrons have checked out even after they have been checked in.\*
- "Preferred Search" is an opt-in feature which tracks a list of the search criteria patrons have used to search the library catalog.\*

\* This information may be disclosed pursuant to subpoena, upon court order, or where otherwise required by law.

## Current Privacy Policy

### What is the Boulder Public Library doing to safeguard your privacy?

At the Boulder Public Library, we feel that the rights of our patrons to privacy and autonomy are of the utmost importance. We use computer systems set up so that after you have renewed or returned books and other materials, we do not keep track of the titles unless you choose to do so on your own with the “My Reading History” feature.

When you use a computer in the Boulder Public Library, we maintain no personal information on your usage.

### What is retained in current Boulder Public Library records?

If you open an account with the Boulder Public Library by applying for a library or computer use card, the following information is retained:

- Your name, home address and home telephone number

- Your library or computer use card number

- Demographic information of where you live, (Boulder City, unincorporated Boulder County, Louisville, Lafayette, Longmont, Lyons, etc. for user statistics)

- An issue date and expiration date

- Total number of checkouts (A number, not titles)

- Total number of renewals (A number, not titles)

- Total number of claims returned (A number, not titles)

- (Optional) You may have provided an email address, a work or business phone, a birthday or a birth year. The library does not require that you provide us with any of this information.

- (Optional) If you chose to opt into the “My Reading History” feature on your library account, an ongoing list of the items you have checked out will be saved on the library’s server for you to view (even after they have been checked in). If the library is served with a subpoena, Reading History information may need to be surrendered to law enforcement officials.

- (Optional) If you chose to use the “Preferred Search” feature on your library account, a list of the search criteria you have chosen will be saved on the library’s server for you to use. If the library is served with a subpoena, Preferred Search information may need to be surrendered to law enforcement officials.

*The above information is retained, whether or not you have any items checked out.*

### If you have items checked out:

- A record of any items you have checked out is retained so the library can contact you if items are not returned.

- Once you return items and they are checked in, a system identification number indicating that these items were the last checked out on your account remains on the item record until it is checked out and returned by the next borrower. This is necessary to make sure any

## ATTACHMENT C

damage to an item can be attributed to the appropriate borrower. Once the next borrower returns the item, your association with that item is removed.

Items checked out to your account that become overdue will remain associated with your record until the late fee is paid. A history of the fines paid is maintained for up to 6 months to provide data for fees that are disputed.

Items checked out to your account that become 5 weeks overdue and not returned to the library are billed to your account. The association between your library account and the billed items will remain until the bill is reconciled.

The library system backup procedures record all transactions on system backup media for 7 days.

## ATTACHMENT D

### **Draft Community Bulletin Board Policy**

The Main Library community bulletin board is located in the library book shop and available for patron use on a self-serve basis. Posting of notices does not indicate library endorsement of the ideas, issues or events promoted by those notices..

- All notices posted on the community bulletin board must contain the name and contact information of the sponsoring agency and/or its authorized representative.
- One notice per event or issue is permitted.
- Notices will be removed when they are no longer timely or when space is required for more current items.
- The library assumes no responsibility for the preservation or protection of any materials posted.
- In fairness to the numerous community groups, the library may limit the frequency with which notices may be posted by the same organization.
- Posting information of illegal or criminal nature is prohibited.

**Meeting Date: May 6, 2015**

<b>Date/Location</b>	<b>Agenda Items</b>	<b>Visitors</b>
<b>May 1 Canyon Gallery</b>	<b>Boulder Reads Reading Progress Celebration</b> 5:30-7:00 pm	
<b>May 6 Canyon Meeting Room</b>	<ol style="list-style-type: none"> <li>1. Welcome / swear in new commissioner</li> <li>2. Main Library Renovation Update</li> <li>3. Approve Computer and Internet Use policy</li> <li>4. Internet Filtering Discussion</li> <li>5. Discussion of Patron Privacy policy</li> <li>6. Initial Discussion of Bulletin Board policy</li> <li>7. Initial Discussion of Community Information Policy</li> <li>8. Library Commission Handbook Update</li> <li>9. Meeting Room schedule of non-library events</li> <li>10. Demo of new Discovery Layer</li> <li>11. Update on BLF Reorganization</li> <li>12. Summer Reads Update</li> </ol>	Beth Gallinger
<b>June 3 Canyon Meeting Room</b>	<ol style="list-style-type: none"> <li>1. Take Commission photo for webpage.</li> <li>2. Update on Master Plan process</li> <li>3. Update on Jaipur LF</li> <li>4. Discussion of the Collection</li> <li>5. Approve of Patron Privacy policy</li> <li>6. Approve of Bulletin Board policy</li> <li>7. Approve of Community Information Policy</li> <li>8. Revisit Alcohol Policy</li> <li>9. Library Commission Job Description Discussion</li> <li>10. New Maker Space</li> </ol>	Adam
<b>July 1 Reynolds Branch</b>	<ol style="list-style-type: none"> <li>1. Budget: update on outcome of 1st ATB / review budget #s report</li> <li>2. Approve Warner Charitable Trust donation</li> <li>3. Review bi-annual statistics.</li> <li>4. Approve Patron Privacy policy</li> <li>5. Presentation on Seeds</li> </ol>	Brian Coppam from Farmers' Market
<b>July 11</b>	<b>Commission Retreat</b>	
<b>August 5 Canyon Meeting Room</b>	<ol style="list-style-type: none"> <li>1. Update on City Manager's recommended city budget</li> <li>2. Boulder Reads</li> </ol>	Shelley
<b>September 2 Canyon Meeting Room</b>	<ol style="list-style-type: none"> <li>1. Budget: review 2nd round ATB</li> </ol>	

**Interesting Upcoming Dates:**

<b>May 1-7</b>	Choose Privacy Week
<b>June</b>	National GLBT Book Month
<b>September</b>	Library Card Sign-Up Month
<b>September 21-27</b>	Banned Books Week
<b>September 24</b>	Banned Websites Awareness Day

**2. Update on Email Responses to Library Commission**

**Julie Reiskin correspondence re Beth Emming suspension**

**\* A letter from Julie Reiskin of the Colorado Cross-Disability Coalition regarding the suspension of and appeal process for a patron named Beth Emming can be found at the end of this memo.**

Dear Ms. Reiskin - Last week Carrie Mills at the Boulder Public Library passed along to me a letter that you wrote to Anne Sawyer, who was until recently the Chair of the Boulder Library Commission. Anne's term on the Commission just ended, and I have taken over as Chair, so I will provide a quick reply.

Thank you for making me aware of the situation with Ms. Beth Emming and your sense of the events surrounding her suspension from the Boulder Public Library. I have spoken with David Farnan, the Director of BPL, and he has assured me that he would be happy to meet with you, Ms. Emming, and/or any of Ms. Emming's other representatives to discuss this entire situation. I hope you will take him up on that offer. I will also make the entire Library Commission aware of this situation. I'm sorry that Ms. Emming was not able to appeal her suspension, but, as you know, the hearing was vacated when BPL's main witness became quite ill and could not commit to testifying within a time frame that satisfied the Hearing Officer. As a result, Ms. Emming's suspension was voided. It is my understanding that Ms. Emming is welcome to use any/all library facilities, and that library staff have been told to welcome her and treat as they would any other patron. Finally, I want to be clear that many of the complaints made in your letter are more properly directed at the City of Boulder and its hearing procedures - BPL and its staff have no control over those procedures.

Please let me know if you have any other questions or concerns that I might address at this point.

Sincerely,

Paul Sutter  
Chair, Boulder Library Commission

Thank you

I did receive a call from the director and will return it this week.

I will send a memo to the city of Boulder about the process concerns

### **Lisa Dicksteen**

Hello and thank you for all the work you and your team do to make the Boulder Public Library system so wonderful.

In the past, I have submitted suggestions for purchase but I have never been informed whether or not they have been purchased. As a result I have a suggestion regarding that system. I have made this suggestion to multiple members of the main library staff but they all say I need to email someone... tag! you're it!

At the library where I lived immediately prior to moving to Boulder when someone requested a purchase that person was automatically the first one to be able to check the book out. An email would arrive saying that the book had been purchased and was available (just the way a hold is handled now). The patron could opt to take it out or not, but they would at least know that it had been purchased.

If a book is not purchased, the requesting patron should receive an email with a brief indication of why (not opening up room to rebut, just letting the patron know).

In addition, books requested should be added to the patron's wish list or something with a note that they were requested on such-and-such-a-date so the patron can review that at some point in the future. This is helpful as I often request books and then months later have no idea if they have been purchased or even what they are called.

The three parts of this request can be boiled down to:

1. acknowledgment of requests made and whether they were purchased or not
2. requesting patrons having first right of refusal to take out new book they recommended
3. adding requested books to requester's file

I am confident that this will not be difficult to implement and equally confident that doing so will greatly improve customer service and patron happiness at the already awesome Boulder Public Library system.

Thanks!

Lisa

PS: I want to commend the entire main branch staff for their heroic efforts to make the remodeling process as painless as possible for patrons. I never felt

inconvenienced at all and the results are better than anyone could have anticipated. (And yes, if it will be helpful, you may use my name and comments on the library's website, social media, or other publicity outlets.)

Dear Lisa - Thanks very much for your query (and for your kind words about library staff and their handling of the renovation). I just sent a note to get some clarification on these issues from staff, and I will let you know what I hear. More soon!

Best,

Paul Sutter, Chair, Boulder Library Commission

- **Staff is still looking into this issue.**

### **Cathy Smith**

The new online catalog is harder to use even though it's very "pretty". For books you have, each entry is too long (even if you hide covers) so the output is hard to read through quickly. For searches, you only see 3 books on the screen before you have to scroll down and each line is filled with fairly useless info that you don't need when searching (like the publisher). You can remove the large book images when looking at your own books but not when searching for books. Refining searches before was fairly easy but now to do something like searching for books after a certain year you have to use an unintuitive entry method which you can't even keep on the screen for reference as the "help" is a popup. The plus/minus for adding keywords is very hard to read (fuzzy images instead of actual + or - signs). The whole screen isn't being used as a maximum width is being set or more entries can be returned.

The old catalog definitely wasn't as pretty but it was very quick, efficient and easy to use.

Cathy - Thanks very much for your email. We will be getting a demonstration of BPL's new "discovery layer," as it is called, at our next Library Commission meeting, and we will bring forward your concerns there.

FYI, here's a response from Library Staff - let me know if this helps and/or if you have further questions:

[Here is staff response....](#)

#### Main Points:

- Changing the display to remove the large book images in the search results is currently in development and is planned to be out within the next few months. This will allow you to browse your result with your desired settings.

- Refining searches is now easier to do after you complete the initial search
    - Try entering your search and clicking on go and then narrowing results with the limiters in the left hand column
    - This is much easier than trying to refine before clicking go
    - An simpler advanced search is also being looked at for possible development.
  - Thank you for your feedback and we will certainly take this into consideration as we work on future developments.
- If you'd like you can always use the [classic catalog](#) which is also found on the BPL website on the main menu under catalog / classic catalog.

Best,  
Paul Sutter  
Chair, Boulder Library Commission

### **Susan Herbert Letter**

Good morning, Mr. Sutter,

Library staff suggested that I write to you concerning my request for the commission to consider a corner library in Gunbarrel. Several of us are ready to do research, gather signatures or do whatever is needed to advance the commission's consideration.

I had written earlier and received this response:

*In 2009, the Library commissioned a "Facilities Sustainability Study" ([link](#)) that addressed both the current Library facilities and other City areas where library services were warranted. As there was a great deal of discussion at the time about the North Boulder Library Branch, the group studied the population densities, neighborhood types, and the distance from existing library services to determine the best location(s) for an additional branch. This study showed the need for a North Boulder library, but also equally significant, the need for library services in Gunbarrel and generally neighborhoods in the NE part of the city. Since then, all of these areas have grown enormously, as you've indicated, in ways that further support these findings.*

*Now that we've been able to work with Boulder Housing Partners to open the NoBo Corner Library in a very small (570 sq. ft.) space that the community has energetically embraced, there are beginning discussions about replicating this model in Gunbarrel and other neighborhoods.*

I hope now is the time to again consider Gunbarrel. Development is booming --- new residential complexes with at least 600 apartments have opened or are soon opening --- and the head count is growing rapidly. We are quite a distance from

the main and other branches and closer library access is sorely needed. Be assured that community will support this and be on tap to help in anything needed.

Please let me know if the request for a Gunbarrel corner library has status with the commission and what our community can do to further facilitate this consideration.

Thanking you in advance,  
Susan Herbert

- Paul Sutter responded with an email and then arranged a phone call to discuss the situation with Ms. Herbert. Ms. Herbert and/or supporters of a Gunbarrel branch may be joining us at this or a future meeting.

### **Mary Sorenson**

Just wondering what was the point of the BVSD Spring Art Exhibit reception? Other than being extremely crowded it did not seem any different than visiting the exhibit any other time. We made a point to attend this as a family because my son had artwork displayed, but I feel like instead of canceling other plans we had we could have come by the library anytime to see his artwork. Why was this considered a "reception?" It didn't seem special or different.

Mary Sorenson

Mary - A quick follow-up to say that the reception yesterday was largely a BVSD event and you might more appropriately direct your complaint to them. See below from a library staff member.

Best,  
Paul Sutter

"Our exhibit receptions are opportunities for the exhibiting artists to invite guests and meet and discuss the art with them. They have the option of providing refreshments for their guests, though it is not required. Some go the extra step of adding music entertainment or making a speech, though that happens less often.

The school art show has been coordinated by the Boulder Valley Schools art department for years and the teachers send out notices to the kids to come with their families and celebrate the kids' work and the show. Teachers are encouraged to attend as well and some were there yesterday that I know and spoke with. Light refreshments have been provided by BVSD as they were yesterday."

### **Rita Jenkins**

Hi,

Today, I wanted to edit my book request list. I wanted to change the "cancel if not filled by" date that I had originally entered. I clicked on the option to "delete or update." It sent me to another link that gave me the option to "delete or update." It wasn't possible to choose one or the other. I experimented, and found that there really isn't an "update." There's no way to edit a request. I called the library, and the librarian was able to make the adjustment for me. I think patrons should have the ability to make that change on their own. The librarian informed me that I don't even have to enter a "cancel if not filled by" date. I hadn't noticed that it was optional. Maybe it would be a good idea to insert the word "optional" directly next to the tab where the date would be entered?

Sincerely,  
Rita Jenkins

Dear Rita - Thank you for your email. I will bring this issue to the attention of Library staff and we will see what we can do. We appreciate you bringing it to our attention.

Best,

Paul Sutter  
Chair, Library Commission

**Diane Freeman**

I just want to commend you on what a fabulous job you did with the revamp of the downtown library. It's wonderful -- no more screaming, running children to bother you when you walk in the door. I always dreaded the noise and the chaos of all those unattended kids -- it was like entering a day care center -- and it made me not want to use the library. But the new look and the wonderful chairs along the windows downstairs are so inviting. I never even realized there was a patio on the north side by the creek! Thank you for a marvelous job! I will be using the downtown library much more in the future.

Thanks very much for your email, Diane. This is just the sort of email we like to receive! We too are quite pleased with how the renovation has turned out, and how it has changed some of the dynamics in and around the Main Branch.

All the best,

Paul Sutter  
Chair, Library Commission

**Peter Baston**

Hi Paul

Really great job on the new \$4.5m library renovation but they left the prison cell sized restrooms intact ?

pete

-----  
Pete Baston  
IDEAS. *4 the Pursuit of Excellence*  
[www.ideapete.com](http://www.ideapete.com)

Tel: 303-578-0886  
Mailto:[pete@ideapete.com](mailto:pete@ideapete.com)

Pete - Thanks for your note and apologies for the slow response. You are right that the bathrooms were not touched during the renovation, but they are in line to be renovated quite soon - staff is well aware that they are problematic - apparently the women's rooms even more so - and so they are eager to redo them. So stay tuned!

Best,

Paul

Thanks Paul

We are big literary fans of the city. ( that may or may not be a pun )

The challenges involved in the restrooms will be more than fun with the needs of all the patrons, young, small ,large, elderly, infirm ( including homeless ) and the pro and con forces of all but it does illustrate the need for some different thinking that may be beyond most architects

Brad Feld of the Foundry group donated a rest room to the CU law school so ?

Be well

Thanks Pete. Yes, I think the Library will be exploring some creative solutions.

Best,

Paul Sutter

**Mark Collins**

Could you provide the Boulder Main Library Management and Staff Directory or the method to get that directory? Contact Mark Collins at email-  
[universal8575@yahoo.com](mailto:universal8575@yahoo.com)

Mr. Collins - Thanks for your email inquiry. The library does not have a published directory. Is there someone at the Library with whom you would like to be in direct touch? If so, let me know and I will see what I can do. You are also welcome to contact the Main Library at [303-441-3100](tel:303-441-3100), or Director David Farnan's office at [303-441-3104](tel:303-441-3104).

Best,

Paul Sutter  
Library Commission

### **3. Commission Meetings Section of the Library Handbook**

#### **PART TWO, V. Commission Meetings Preparing the Meeting Packet**

- I. Call for Agenda Items – Approximately two weeks prior to a Library Commission meeting, the Chair and/or Vice Chair of the Commission meets with library staff to craft a meeting agenda and plan for the meeting packet.
  - a. Prior to this meeting, the Chair Commission (or, if necessary, the Vice-Chair or another member of the Commission) calls for requests for agenda items from Commissioners.
  - b. Library staff will generally prepare a draft agenda for discussion at this meeting.
  
- II. Commission Memo – The Chair of the Library Commission (or, if necessary, the Vice-Chair or another member of the Commission) prepares a Commission Memo to be included in the packet for each Library Commission meeting.
  - a. One week prior to the Library Commission meeting, the Chair (or, if necessary, the Vice-Chair or another member of the Commission) requests from the Commissioners items to be included in the Commission Memo.
  - b. Items to be regularly included:
    - i. Responses to Commission Contact Forms and other relevant correspondence
    - ii. Library Commission Calendar (regularly updated by the

Chair)

iii. FYI items, updates, or relevant news

- III. The Library and Arts Director Shall provides a report to the Commission to be included in the meeting packet.
- IV. Commission may request additional information from library staff to be included in the packet if the request is not too onerous (see Commission Communication Guidelines for further definition).
- V. Distributing the Meeting Packet – By the Friday before a Wednesday meeting (or approximately five days prior to a meeting if it is to be held on a different day), the packet is posted on the Commission webpage and emailed to Commission members.
- VI. One or two days before the Library Commission meeting, the Commission Chair and/or Vice-Chair will meet with library staff to preview the upcoming Commission meeting.

### Conducting the Commission Meeting

#### I. Agenda

- a. The Commission Memo and the Library and Arts Director’s report are intended to relay information and provide public notice. Discussion of items in the memos is only upon request of Commission or staff.
- b. At the Commission meeting, items may be added to the agenda by commissioners or staff for a brief discussion. For a longer discussion, a majority of commissioners must give approval.

II. Public Comments – At the beginning of each Library Commission meeting, any members of the public who are present will be invited to make comments. The Secretary will time the public comments, and comments will be limited to 3 minutes per speaker.

#### III. Matters Requiring a Vote

- a. Abstaining – From BRC 2-3-1(f) “If a member of a city board or commission is present at a meeting and refuses to vote, the member's vote shall be recorded in the affirmative. No member is excused from voting except on approving minutes of a meeting that the member did not attend or on a matter creating a conflict of interest under chapter 2-7, "Code Of Conduct," B.R.C. 1981, or on consideration of such member's conduct in the business of the board or commission.”
- b. Minority Opinion – From “Guiding Principles for Interaction Among

Council, Boards, Commissions and City Staff” #6 – “When members of a Board or Commission disagree about a given issue or policy, Council expects to be apprised of the disagreements and of the reasoning underlying the various points of view.”

IV. Meeting Minutes

- a. Library staff will be responsible for taking minutes and creating an audio recording of the meeting.
- b. A draft of the previous meeting’s minutes will be included in the next meeting’s packet for Commission discussion and approval.
- c. Approved minutes will then be signed by the Commission Chair and posted to the Library Commission website.
- d. Statements Reflecting the Sentiment of Commission – Based on the practice used for City Council, all statements made by Commission in the form of a motion, even if tabled or voted down, shall be included in the minutes.

**4. City Council Study Session on recommended change to the City Charter**

David Farnan and I [Paul Sutter] attended the City Council Study Session on April 14, at which meeting the Council considered changes to the City Charter. Discussion of the proposed changes was brief and generally very positive, though Mayor Applebaum did raise some concerns about the revised language in Section 92: “Expenditures from this fund shall be made only upon the favorable recommendation of the library commission.” There was no further discussion of this item.



Colorado  
Cross-Disability  
Coalition

Nothing about us, without us.

Julie A. Reiskin, Executive Director  
655 Broadway, Suite 775  
Denver, Colorado 80203  
303.839.1775 (Main Line)  
303-648-6262 (Fax)  
www.ccdconline.org

April 8, 2015

Ms. Anne Sawyer  
Board Chair, Boulder Colorado Library  
Attn: Main Library  
1001 Arapahoe Avenue  
Boulder, CO 80302

Dear Ms. Sawyer:

I have watched over the past several weeks as an elder disabled woman was tortured by the Boulder Public Library staff and attorneys. Beth Emming has been a Boulder resident for more than two decades. She loves the library and has always spent a lot of time there. The library has been her solace through many difficult periods, including being flood displaced for almost two years. The library is also her connection to the outside world, as it is the only way she has computer and email access.

A few weeks ago she went to the library and was “perp walked” out and told she was suspended from the library. She had no idea what happened until she received the attached information from the City of Boulder. The library was closing earlier than she thought because of the hours had changed, but they were not posted in advance and the hours of operation was still listed on the library voicemail. She asked on behalf of herself and two other patrons (she tried to go back) asking staff if another branch was open. That was apparently threatening to staff—which is bizarre. She was accused of chasing someone and yelling. I had been receiving extensive voice messages from her during this time period and because she was recovering from pneumonia at the time she was unable to talk without coughing—let alone running or yelling. I actually found out about this when I called her on Saturday March 14<sup>th</sup> to tell her that I was very concerned about her breathing and wanted to suggest she seek more medical attention. I had become concerned because her voicemails had her sounding as if she was gasping for air and if she would talk for more than a minute she would start coughing uncontrollably on the voice mail. So—there is no possible way she could have done what she was accused of even if she wanted to. In any event, even if she were in better physical condition, she is not a violent person.

I have known Ms. Emming for more than 10 years, as she has called our organization with questions on various disability related matters. She is open about having had a stroke resulting in a visual deficit and sometimes had to ask for help with using computers.

What happened to her is even more disturbing, and had I not heard the voice mails and saw the letters, I may not have believed it.

Without going into detail (which can be provided if needed), she was not given timely or complete notice of what the hearing procedures were and how to subpoena exculpatory evidence. Under city code, she was guilty until she could prove her innocence and she was not given the necessary time -or- rules to prove she had not done what she was accused of doing.

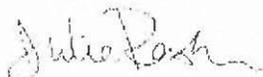
Because of the delay and incomplete notice, I was not informed in a timely manner, in order to provide a letter for her to provide as evidence. For the previous three weeks, she spent all her time organizing her preparation for this hearing. It was always more important to her to clear her good name than to reverse her suspension. She was horrified at the accusations and remains stressed and devastated to this day. She has been unable to sleep, suffering from severe insomnia, and has had other trauma related symptoms.

The day before the hearing she received a letter which appeared to be a cancellation of the hearing. After telling Ms. Emming that the hearing officer could not receive any ex parte communications from her, they apparently considered an ex parte communication from the library attorneys. The library apparently asked for a continuance without notifying Ms. Emming. This was denied AGAIN and AGAIN, and Ms. Emming had no opportunity to comment during this process. The library then asked to vacate the hearing. She did not even understand initially that the library attorney asking...did not mean the hearing was off. She thought the letter meant the hearing was cancelled, whereas, she cancelled her witnesses and support people. She learned that this was just a request, and she frantically tried to reach everyone to tell them the hearing was indeed on, and that a summary judgment could be made against her...if she didn't show up. She was only verbally told by the prosecuting attorney at 4:15 p.m. on Thursday March 26<sup>th</sup>, that the hearing was vacated. While she was verbally told by the assistant to the hearing officer, Ann Large, that her library suspension was lifted, she has received no written notice. There is still this horrible description of someone acting like a lunatic in her library file. She is afraid to go back to the library and fears the moment of being accused of something again...or how far this has spread amongst the library staff.

In summary, she was publically humiliated, kicked out of one of the few places in Boulder she felt safe, forced to prepare for a hearing that never happened and for which she never got the adequate rules for providing for her defense. During this time there were several city attorneys and employees involved in persecuting this elder disabled woman. Does the city of Boulder have so many resources that this is a good use of time?

Again, had there been a hearing, evidence would have been provided that showed that she was too ill to have engaged in the behavior which they alleged. She was denied due process at every turn. She had to hire help to prepare for this hearing. The overall stress put on this woman was cruel. I believe Ms. Emming is owed an apology and that the apology be sent throughout the library system.

Sincerely,



Julie Reiskin, LCSW  
Executive Director

Attachment: City of Boulder Documentation

## **Downtown Business Inc. & Library Partnership**

We continue to meet with Downtown Business Inc. [DBI] and the Boulder County Farmers' Markets [BCFM] regarding coming up with a plan to convert the Canyon Theater to an "art-house" cinema two to three days per week. This concept was originally discussed several months ago. The library would provide space and some technical help. DBI would handle ticket sales, marketing, and event staffing. BCFM would handle concessions. For planning purposes, this continues to include the potential sale of beer and wine. We have hit a few snags in the application for a license for the sale of alcohol. BCFM's lease is for a limited space and state regulations do not allow for a permanent license unless the licensee has exclusive access to the space. We are currently looking at other options. These options include building a consortium of nonprofits to participate through the use of their individual special events licenses, and a 'creative arts' license [similar to The Dairy or BMOCA.] The consortium of nonprofits is least complicated with regard to the licensing, but the most complicated in terms of building a consortium of up to 15 nonprofits – who would all presumably want a share of the revenue. The 'creative arts' license may simplify the process, but would likely require the library leasing space to a third party, or applying for the license itself.

I will keep you in the loop and intend to bring back a recommendation for discussion at our June meeting.

## **Website Report**

As we discussed last year, it is our intent to share various data and statistics with the commission throughout the year. This is the first installment of the website report. Our intent is to share it twice per year. I think the report is self – explanatory, but I am happy to answer any questions you may have. I would like to commend Lisa Holmberg, our webmaster, for putting together a clear and informative report. The full report is **Attachment A**.

## **Meeting Room Reservation System Updates**

The question has arisen at previous commission meetings regarding "When is the digital signage going to display what is going on in the meeting rooms?" We are a little behind schedule on this. 5280 Digital - the AV contractor hired to install all renovation-related audiovisual equipment - is currently installing and configuring the meeting room scheduling hardware at the Main Library. This includes displaying reservations on one of the LCD screens in the entrance. This project is slated to be completed by the end of second quarter, 2015.

## **Library Foundation Bylaws and Open Meeting Requirements**

The Library Foundation Bylaws allow for three Library Commissioners to sit on the Boulder Library Foundation Director Board. The question arose if allowing three commissioners will initiate open meeting requirements of Colorado Sunshine Laws. The City Attorney's Office findings are **Attachment B**.

## **Library Commission Retreat, July 11, 2015**

The Library Commission Retreat is scheduled for Saturday, July 11, 2015. We are looking for a location. The plan is for the meeting to begin at 8:30 a.m. This year's retreat will focus on laying the groundwork for our master planning process. The Library Master Plan is projected to be a 12-16 month process and will lay out goals for the next five-seven years.

Our plan is to invite key library staff and Library Foundation officers in addition to the Library Commission. This program will enable us to assemble a diverse set of viewpoints to discuss possible ideas, strategies and directions the library may wish to investigate through our master planning process and ensure that everyone is hearing the same information.

Sharon Morris, library development director for the State Library of Colorado, is our likely facilitator. Sharon is a trained facilitator with a lot of knowledge of library trends. She also facilitated our retreat last year.

Between now and our June meeting, I would like to assemble several articles and recent reports that participants should read in advance of the retreat to frame some of the key issues. At present, I would recommend:

- The Aspen Institute's 2015 Report: "Rising to the Challenge: Re-Envisioning Public Libraries" <http://csreports.aspeninstitute.org/documents/AspenLibrariesReport.pdf>
- Shannon Mattern's "Library as Infrastructure," published in Places Journal, June 2014. <https://placesjournal.org/article/library-as-infrastructure/>

I would also encourage everyone to take a look at <http://pewinternet.org>. Pew Research Center's Internet and American Life series has been conducting comprehensive library research around changing library services, user behaviors, and attitudes and expectations toward public libraries since 2011. It is the most comprehensive look at libraries in the digital age.

## Digital Services Performance & Improvement Dashboard for Reporting Period: First Quarter 2015

### Boulderlibrary.org

Site Statistics Boulderlibrary.org	Current Quarter	Previous Quarter	Same Quarter of Last Year
Users	112,532 ↓ -14%	131,354	112,516 → 0%
Sessions	209,802 ↓ -10%	234,028	217,564 → -4%
Sessions/Users	1.9 ↑ 5%	1.8	1.9 → -4%
Bounce Rate	61.98% ↓ -8%	67.2%	63.5% → -2%
Page Views	404,739 → -2%	413,431	393,933 ↑ 3%
Page Views/Sessions	1.93 ↑ 9%	1.77	1.81 ↑ 7%

The primary cause for the drop in the performance of the website this quarter when compared to last quarter is a broken URL on the second tab of our Public PC's. When we migrated to the new site, the URL for the research page changed. The solution, manually correcting the URL on each PC, is labor intensive and IT hasn't had the time to touch each PC.

There are two other reasons for the drop in performance. First, after a website redesign & reorganization, it is also typical to see a 3-5% drop in users, sessions & pageviews. This is due to the disconnect between our new site & google. And second, 1Q has 2 less days than 4Q 2014 which results in -3.33% drop in the number of days data is collected.

The good news is that with the launch of our new website, there has been a significant drop in the bounce rate for visitors, which means Users are finding what they are looking for. Benchmarks for bounce rate data show that a rate of 50% or less is excellent and the normal for most sites is 60-70%.

The number of pages viewed per session is up, which is to be expected with the launch of a new site. The number of sessions per user has also risen slightly when compared to a year ago.

## ATTACHMENT A

### Top 10 boulderlibrary.org Site Pages

Page	Description	Pageviews
boulderlibrary.org/index.php	Site Home Page	97,960
research.boulderlibrary.org/	Home - Research - LibGuides at Boulder	5,282
boulderlibrary.org/locations/	Hours & Locations	4,678
bplnow.boulderlibrary.org/	Calendar Home page	3,602
research.boulderlibrary.org/c.php?g=156549&p=1026088	eCollections Home - eCollections -	2,553
boulderlibrary.org/locations/main/	Main Library	2,347
boulderlibrary.org/youth/	Youth Services	1,948
research.boulderlibrary.org/eCollections/eBooks	eBooks - eCollections - LibGuides at Boulder Public Library	1,676
boulderlibrary.org/card/	Your Library Account	1,608
boulderlibrary.org/locations/reynolds/	George Reynolds Branch Library	1,388

**Note:** Data taken since the launch of the new website and not reflective the full quarter.

Generally the top 10 most viewed pages remains similar to our previous site. However, there was a significant increase in visits to the events calendar.

### Top 10 boulderlibrary.org Traffic Sources

Source / Medium	% of Sessions	Sessions
(direct) / (none)	47.44%	36,651
google / organic	36.33%	28,068
yahoo / organic	2.72%	2,098
boulderlibrary.org / referral	2.61%	2,017
bing / organic	2.09%	1,616
nell.boulderlibrary.org / referral	1.40%	1,082
research.boulderlibrary.org / referral	0.81%	623
ay3qd7ct3e.search.serialssolutions.com / referral	0.38%	297
webmail.bouldercolorado.gov / referral	0.32%	244
boulder.marmot.org / referral	0.27%	207

**Note:** Data taken since the launch of the new website and not reflective the full quarter.

Traffic sources for boulderlibrary.org have changed slightly with the launch of the new website. We have see a drop in visits from ask.boulderlibrary.org

## Nell.boulderlibrary.org (library catalog)

Site Statistics nell.boulderlibrary.org (catalog)	Current Quarter	Previous Quarter	Same Quarter of Last Year
Users	72,818  1%	72,060	74,155  -2%
Sessions	233,178  5%	222,150	226,932  3%
Sessions/Users	3.2  4%	3.1	3.1  5%
Bounce Rate	26%  -2%	26%	24.1%  8%
Page Views	1,541,699  6%	1,456,855	1,559,792  -1%
Page Views/Sessions	6.6  1%	6.6	6.9  -4%

With the launch of the Pika discovery layer at the end of March, we are seeing a small drop in the use of the Webpac as staff begin switching over.

## Library App (boopsie)

Launched October 2014. Use of the app has steadily increased. Although downloads have decreased it is solely in comparison to our launch peak in Oct. 2014. March 2015 marks the second highest number of downloads in a month.

App Stats	Jan	Previous Month	Feb	Previous Month	Mar	Previous Month
Queries	18,095  24%		19,269  6%		22,584  17%	
Downloads	89  -35%		106  19%		143  35%	

Device	Queries	Previous Quarter	Downloads	Previous Quarter
iPhone	37,259  72%		160  -16%	
Android	14,828  63%		96  -27%	
iPad	6,636  -6%		66  -26%	
Other	1,225  -53%		16  -72%	
	59,948  48%		338  -28%	

## Oralhistory.boulderlibrary.org (oral history database)

Site Statistics oralhistory.boulderlibrary.org	Current Quarter		Previous Quarter	Same Quarter of Last Year	
Users	1,420	↑ 6%	1,343	1,319	↑ 8%
Sessions	1,899	↑ 6%	1,795	1,852	↑ 3%
Sessions/Users	1.3	↑ 0%	1.3	1.4	↓ -5%
Bounce Rate	56.0%	↑ 4%	53.7%	55.2%	↑ 1%
Page Views	5,419	↓ -7%	5,814	5,703	↓ -5%
Page Views/Sessions	2.9	↓ -12%	3.2	3.1	↓ -7%

Visits to the Oral History website continue to grow at a steady rate. A slight decrease in the number of pageviews per session is to be expected as we have a greater number of visitors.

## Boulderreads.org

Site Statistics Boulderreads.org	Current Quarter		Previous Quarter	Same Quarter of Last Year	
Users	824	↑ 3%	799	729	↑ 13%
Sessions	1,136	↑ 14%	996	995	↑ 14%
Sessions/Users	1.38	↑ 11%	1.25	1.36	↑ 1%
Bounce Rate	59%	↓ -3%	60%	55%	↑ 6%
Page Views	2686	↑ 22%	2208	2,435	↑ 10%
Page Views/Sessions	2.36	→ 7%	2.22	2.4	↓ -3%

BoulderReads numbers have been consistently up this past year. The team has worked on weeding their web content and directly tutors to use more web based resources through their site.

## Boulderarts.org

Site Statistics boulderarts.org	Current Quarter		Previous Quarter	Same Quarter of Last Year	
Users	2,269	↓ -20%	2,848	2,659	↓ -15%
Sessions	3,620	↓ -10%	4,015	3,969	↓ -9%
Sessions/Users	1.6	↑ 13%	1.4	1.5	↑ 7%
Bounce Rate	53%	→ -7%	57%	54%	→ -2%
Page Views	7,342	→ -1%	7,436	7,584	→ -3%
Page Views/Sessions	2.0	↑ 10%	1.9	1.9	↑ 6%

While the Arts site numbers are down, it is in comparison to two heavy traffic events; the announcement of the Yes! Sculpture in March of 2014 and the Community Cultural Planning Process of 4th Q 2014.

## Social Media

### Library & Arts Facebook Account

Month	Followers	Previous Month	30-Day Reach	Total Post Views
Jan	2582	↑ 1.57%	↓ 4.90%	↓ 12655
Feb	2605	↑ 0.89%	↓ 3.02%	↓ 7865
Mar	2576	↓ -1.11%	↓ 2.64%	↓ 6814

The steady decrease over the quarter in our facebook reach is largely due to the fact that we only ran one ad campaign in early January (Research Rendezvous). It is proof that even a small amount spent here can result in a big increase in over all reach.

### Other Social Media Tools

Month	Twitter Followers	Pinterest Followers	YouTube Views
Jan	2981	257	760
Feb	3021	258	745
Mar	3053	264	682

Posts made to Facebook automatically get pushed twitter. Additionally, Terzah and I continue work to boost interaction on twitter. The addition of the activity on the Arts Twitter account as helped with this.

Pinterest on the other hand is rather neglected do to limited staff time.

YouTube views are largely from the Oral History videos, which did have a noticeable increase when we began embedding the videos into the database interview pages.

## Newsletters

<b>BPL Now Newsletter (every other week)</b>	<b>Current Quarter</b>	<b>Previous Quarter</b>	<b>Same Quarter Last Year</b>
mail list subscribers	17,838  6.90%	16,687	13,709  30%
% open it	28.25%  14.93%	24.58%	28.70%  -2%
% click it	8.27%  -34.57%	12.64%	8.18%  1%

Users are automatically subscribed to the newsletter when they get a library card. This has caused our subscriber list to increase steadily, but can cause a drop in the percent of users opening the newsletter. I suspect that the uptick in the current quarter is due to the popularity of the STEAM programming, which is often featured in the subject line of the newsletters. The percent of users who clicked links within the newsletter depends use of links within the newsletter articles.

### Arts Newsletters

<b>Arts + Culture Newsletter</b>	<b>Current Quarter</b>	<b>Previous Quarter</b>	<b>Same Quarter Last Year</b>
mail list subscribers	1,556  0.52%	1,548	1,000  56%
% open it	32.21%  4.17%	30.92%	37.02%  -13%
% click it	6.04%  19.13%	5.07%	15.78%  -62%

<b>Dance Bridge Newsletter</b>	<b>Current Quarter</b>	<b>Previous Quarter</b>	<b>Same Quarter Last Year</b>
mail list subscribers	526  3.14%	510	500  5%
% open it	32.15%  5.41%	30.50%	33.16%  -3%
% click it	14.06%  14.96%	12.23%	17.98%  -22%

The Arts Newsletter continues to increase in subscribers and opens. This is impart because of the changes around how the staff is using the newsletter. Communications are being sent more frequently and are much shorter in length.

CITY OF BOULDER, COLORADO

Office of the City Attorney  
Municipal Building  
1777 Broadway  
Post Office Box 791  
Boulder, Colorado 80306  
Telephone (303) 441-3020  
Facsimile (303) 441-3859



**MEMORANDUM**

TO: David Farnan  
FROM: Janet Michels  
SUBJECT: Colorado Open Meetings Requirements  
DATE: April 29, 2015

The issue I researched was whether Boulder Library Foundation Board of Directors meetings must be open to the public if more than two Commissioners from the Library Commission sit on the Board.

First, a basic framework. In 1991, the Colorado legislature adopted SB 91-33, the Open Meetings Law. The law applies to

. . . any board, committee, commission, authority, or another advisory, policy-making, rule-making, or formally constituted body of any political subdivision of the state, and any public or private entity to which a political subdivision, or official thereof, has delegated a governmental decision-making function . . . . CRS 24-6-402(1)(a).

The Open Meetings Law states that all meetings of three or more members of any local public body at which any public business is discussed are declared to be public meetings open to the public at all times. CRS 24-6-402(2)(a).

The Library Commissioners are public officials. CRS 24-6-402(1)(a)(I).

The Library Foundation gives money to the Library. An argument can be made that the business of the city is discussed when the Library Foundation Board is considering raising or allocating funds to the Library. At the least, it gives the appearance that the business of the city is being discussed at Library Foundation board meetings. The participating Commissioners and Foundation would have to defend their actions should someone claim Board meetings are public meetings, and they were denied the right to be present at these meetings. The outcome would be determined by a court of law.

Please let me know if you have questions, or if I can provide additional information or assistance.