

City of Boulder
2015 Library Commission

Agenda

Meeting date: Wednesday, November 4, 2015

Location: Canyon Meeting Room, Main Library, 1001 Arapahoe Avenue

Meeting start time: 6:00 p.m.

1. Approval of agenda
2. Public comment
3. Consent agenda
 - a. Approval of October 7, 2015 minutes (p. 2-7)
4. Presentation: Conversation with Greg Guibert, City of Boulder Chief Resilience Officer
5. Discussion of 2016 Library Commission priorities and annual letter to City Council (p. 8-10)
6. Library and Arts Director's Report: Discussion of Boulder Civic Area parking plan proposed changes to time limits and fees for the Library (Arapahoe) and Muni (Canyon) lots (p. 11-13)
7. Review commission candidate application questions (p.14)
8. Library Master Plan update (p. 15-18)
9. Library Commission update (p. 19-23)
 - a. Future agenda items – See calendar
 - b. Library Commissioner job description
 - c. Boulder Library Foundation update
 - d. Update on patron email responses from the Library Commission
10. 3rd quarter library website statistics (p.24-28)
11. 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**

Name of Board/ Commission: Library Commission
Date of Meeting: October 7, 2015 at the Main Boulder Public Library, 1001 Arapahoe Ave.
Contact Information Preparing Summary: Jennifer Bray, 303-441-4160
Commission Members Present: Paul Sutter, Joni Teter, Donna O'Brien, Alicia Gibb, and Tim O'Shea
<p>Library staff present: David Farnan, Director of Library & Arts Jennifer Miles, Deputy Library Director Matt Chasansky, Office of Arts & Culture Manager</p> <p>City staff present: Devin Billingsley, Senior Budget Analyst Jennifer Bray, Communication Specialist III</p> <p>Others present: Brian Coppom, Executive Director of Boulder County Farmers' Markets Doris Hass and Suzy Curtin, Boulder Library Foundation</p> <p>Public present: Dick Shahan</p>
Type of Meeting: Regular
<p>Agenda Item 1: Call to Order and Approval of Agenda [6:00 p.m., Audio min] The meeting was called to order at 6:00 p.m. An updated agenda was provided in the handouts, found here: https://boulderlibrary.org/wp-content/uploads/2014/12/Oct-2015-Handouts.pdf. Sutter noted that the major changes in the revised agenda were moving the Jaipur Literature Festival success stories to item 6; and that Boulder Civic Area park site plan will be discussed under item 11.</p>
<p>Agenda Item 2: Public Participation [6:01:30 p.m., Audio min] Shahan stated that the library staff had a lot of positive comments about the way the Jaipur Literature Festival was planned and implemented. He's been reading a lot of city master plans lately and many are very good, especially the Parks & Recreation master plan, which included a lot of photos, many which are historic photos of Boulder. He would recommend making the Library & Arts Master Plan Update entertaining and easy to read.</p>
<p>Agenda Item 3: Consent Agenda [6:02:30 p.m., Audio min] Item 3A, Approval of Sept. 2, 2015 meeting minutes (p. 3) Teter clarified that the name of the group for the Egyptian programs in October is the Egyptian Study Society. Sutter recommended adding clarification on future action to the community information policy, noting that the commission asked staff to review the policy and return with a new draft. O'Brien noted that on pg. 5, the 4th bullet, that she had stated that she wanted to avoid "poorly written" hook statements. Teter motioned to approve the minutes with the recommended changes. O'Brien seconded. Approved with 4-0 vote, Gibb abstained as she was not in attendance at September meeting.</p>
<p>Agenda Item 4: Presentation by Boulder County Farmers' Markets / Seeds Library Café – Brian Coppom, executive director [6:03:40 p.m., Audio min] Coppom thanked commission and staff for allowing Seeds Café to operate here in the Main Library, and presented that Seeds Café finally broke even in the month of August after operating in the red April through July. Making progress on how long it takes for service, which should help revenue. Looking for more catering opportunities. Marketing the unique, locally grown, and produced food on the menu – showcase the local farmers. Cannot continue to lose money in perpetuity, so looking for any feedback about how to improve and grow the business. Great partnership with the community, the library, the staff. Beautiful space now, quite a transformation. Any questions?</p>

Commission discussion, questions, and comments included:

- Gibb: are people still surprised to see a café here? Coppom: yes. Even our farmers.
- Teter: Food and staff are wonderful. Perhaps adding some “grab and go” items for quick food service. Create a catering brochure or program to make it easier. Collaborate with café for special events, such as JLF, for timing; example of a Sunday morning and coffee service. Sign board outside the library promoting the café inside?
- Sutter: Clarification of your numbers: you said the traffic was what you anticipated but the sales are not where you wanted. Coppom answered that it means that we have about the anticipated number of people stopping at café and buying something, but fewer have been purchasing full meals, rather than only a drink or a pastry. Any concerns about nowhere to sit/too full on bridge? Coppom thought you could usually find a seat, although it is nicely full. What about the programming we could build around the café? Coppom: we want to do a radio show with KGNU/ “Farmer Talk” type show, and getting more programming going now that it is coming to the off-season for farmers.
- O’Brien suggested programming targeting children, as it builds wonderful attendance, along with their parents or caretakers. Comments about seeing different populations using the seating on the bridge and it’s wonderful.
- Coppom said that they now have a catering menu, which should help, and being more prepared for big events and attendance in the library.
- Suggestion about having a big author related to farming or food consumption, like Michael Pollan, for an author talk, and connecting it to Seeds. More promotion in the newsletter, and perhaps more obvious location for the link to the café webpage on the website.
- O’Shea had several questions about how Seeds is operating and tracking traffic and transactions, as well as the direction that people seem to be flowing onto the bridge. Coppom: coffee is 50% of revenue, baked goods are about 10%, and soups/sandwiches are about 40%. Coppom concluded by saying that this first year is quite a learning year, and they expect things to get easier.
- O’Shea excited about additional programming and offered his connections to help. Asked about comparisons for Seeds with other local coffee shop operations, and Coppom replied that the shops have been more closed.
- Sutter asked about connecting the public meeting rooms to the café services, making it more noticeable. Coppom said they are exploring the idea for staff to pre-order lunches, or text ahead orders for pickup.
- Sutter mentioned how the meeting rooms at library are filling with reservations and idea for those folks ordering ahead a box of coffee or snacks from the café. Farnan mentioned that we list the café in resources on meeting room reservation form. Another possibility was for library staff being able to order their lunches ahead of time for the day if they desired, to help with service and efficiency.
- Teter asked about possibility of doing maker space programs with café, such as pickling.
- O’Shea and Gibb both offered up assistance for restaurant connections to help Seeds Café learn more.

Agenda Item 5: Presentation: Community Cultural Plan – Matt Chasansky [6:34 p.m., Audio 34:25 min]

(The Draft Community Cultural Plan is at <https://boulderlibrary.org/wp-content/uploads/2014/12/handouts-oct2015.pdf#page=50>. The plan begins on page 50.)

Chasansky presented the draft Community Cultural Plan. (https://prezi.com/rjlm4e55nwi7/untitled-prezi/?utm_campaign=share&utm_medium=copy) Kicked off in May 2014 with the joint Arts and Library commissions. A lot of community outreach asking what the community wants to see in arts, culture, and the creative economy in the next nine years. Worked with consultants on research and comparisons to other communities similar to Boulder. Timing for next steps for the draft plan: It goes again to the Boulder Arts Commission for review at their Oct. 21 meeting, and then to City Council on Nov. 10. (*Update Oct. 19: meeting date for City Council was postponed to Nov. 17 or 24??)

Commission discussion, questions, and comments included:

- Gibb asked about connection between community outreach participants and asking questions about if they donate to arts institutions. Chasansky replied that this effort did not really attempt to gather that information.
- Teter thought draft plan is looking great. Questions about public art not just being static, but also participatory, is that still in the framework? Chasansky: yes, create an innovative program, taking advantage of a feedback loop with the community – including both static artwork that people can point to, but also a series of temporary public artworks to create conversations. Suggestion to include in the presentation what types of public art are included in the plan.
- O’Brien asked about new buildings or new companies coming into Boulder if they are asked for any contributory funding for public art? Chasansky replied that we are exploring that idea. Farnan added that currently, there is not a requirement for new companies to contribute funding to public art. Looking at ways to ask companies to consider contributing to public art.

- In regards to supporting dialogue, Teter supports that idea, and also highlighting art in context of resiliency and showing how art is useful. This could go toward collaboration between the library and arts commissions. Opportunities to see art as a way of engaging people in a different form of communication. Sister Cities collection of art that is not really displayed well and it is wonderful. Integrating art throughout.
- O'Brien asked the status of the art inventory? Chasansky stated that it is complete, and there is a report. Farnan pointed out that there is not a budget for maintenance. Example of the sculpture out near Boulder Airport that was decommissioned this past year.
- Sutter asked about how this plan affects the library? Chasansky: structurally, leadership, staffing levels, funding (example of grant money, etc.), as well as opportunities in the venues area, which fills a gap. Library Master Plan update may bring up more opportunities. Convene a discussion with other city agencies as far as cultural programming (Parks & Recreation, Open Space & Mountain Parks).
- Sutter asked if there were any lessons learned about innovative ways to do creative community engagement, as Boulder Public Library embarks on master plan update. Chasansky responded that the staff had wanted to actively promote participation and use a creative, variety of approaches which worked really well. Survey, intercept survey, pop up locations for the survey to be handed out, target interviews, and focus groups, many more, and it added up to more than 100 events overall engaging the community. Farnan added that we tried training volunteers to do facilitated focus groups in living rooms, which ended up as a mixed bag and reached a lot of people.
- Gibb asked if the financing for collecting data for the library master plan update would match up with the funding spent for the Community Cultural Plan (CCP)? Looking at a lot of options, we did the CCP on a shoestring, and hired a good consultant for the front end, but we got very little on the back end. Chasansky has spent months writing the plan, and enlisted others to help with reviewing drafts. Hope to hire a consultant who will help more with final writing of report. Also would have been great to go back and vet some of the ideas that were gathered through the process, and to have a broader base of feedback.
- Teter mentioned that the checking in with the community could be something you think about asking for funding for from council as you do your presentations, to ask for funding through the next few years.

Agenda Item 6: Jaipur Literature Festival success stories

[7:09 p.m., Audio 1:09:05 min]

Farnan stated that it was wildly successful, a lot of intense work leading up to it, but we've been getting great press, feedback afterwards has been overwhelmingly positive and glowing. Attendance was wonderful; the library looked fantastic, the conference was very high quality. Hass was thrilled with the festival, and wondered if we could find out the split of attendees from Boulder, versus being from elsewhere, and Farnan responded that we could get that information. Teter mentioned that around 110 volunteers participated, really wonderful to see. Farnan talked about the fundraising aspect of the conference, and how that was woven into the event. Farnan replied that we will get that information. O'Brien asked if there would be a formal debrief? Farnan said there would be several, several have already occurred. There will be a report coming from Teamwork Arts, and one from the city. Teter mentioned the aspect of using the library as a special events venue, and how that might be going forward. Farnan said beside the stress on the restrooms, and the café running out of food, the facility could have handled three times the number of attendees. City will be working with the Convention & Visitors Bureau for future years. Teter mentioned fundraising needs to get streamlined and figured out, and needs to highlight the Boulder Library Foundation and Boulder Public Library. Gibb mentioned that corporate sponsors could come in the months following the festival. O'Brien asked Hass if this was money well spent by the Boulder Library Foundation, and Hass replied "yes." Sutter mentioned a key concern in future years might be outgrowing the Civic Area and the Main Library. Hass asked about how the staff felt about JLF? Farnan said most of them absolutely loved it, and many attended sessions. Zero negative feedback about interruptions to regular library operations. The only negative Teter heard was people wanting to use the restroom early on a Sunday morning but they could not come in unless they had pre-registered.

Agenda Item 7: 2016 Library budget overview

[7:26 p.m., Audio 1:26 hr]

Devin Billingsley, senior budget analyst

Commission discussion, questions, and comments included:

- Sutter asked Billingsley for an update on the Capital Development Fund. Billingsley responded that the \$150,000 for materials acquisition for 2016 would come from the Capital Development Fund rather than the General Fund. This is due to the library's balance in impact fees, and the time limit for spending those funds. Impact fees have been collected since 2008.
- Teter asked about idea of creating a presentation for the community about the library, and telling the story of how the library is funded. Partnership between the community and the city pays for facility, collection and staff; and that programming comes in through philanthropy and the community. What is split/percentage?

Teter estimates that 85% is the city paying for facility and staff, but Billingsley will look into that and get information back to commissioners.

- Farnan asked if funding from the Boulder Library Foundation (BLF) shows up anywhere in the library's or city's budget? Billingsley replied that those funds have previously showed up in the Gift Fund, which is an unbudgeted fund, and does not get included in materials to council. Miles explained how it has previously worked is that programmers invoiced the foundation directly to pay for performers or other programming costs, and so those funds never showed up in the library budget. Sutter thought the way Teter is suggesting outlining the city/foundation split of funding through the years has worked, would probably help build even more funding when people can see exactly what the BLF has been paying for all these years. Teter mentioned that during the master plan update is the time to really lay out this story of funding through the years.
- Sutter asked about the new BLF administrative manager position and funding.
- O'Brien asked about the loss of one staff person in facilities, which is being transferred over to the FAM division. Farnan pointed out it's similar to the transfer of the IT position over the IT department. Benefit of the larger city organization.
- O'Shea asked if the new partnership for the art theater program is outlined in the budget, and Farnan replied that he is anticipating breaking even in the first year.
- Commissioners overall pleased with the used book shop revenues in the budget.
- Sutter noted how nice it is to see the collections budget increasing. Farnan said that we have one of the highest door counts in the state, but the fact that our other (circulation and other) numbers are not as high has been alarming him, and he believes that building the collection will only help our community and patrons in finding what they want here, because that is why people still come into libraries.
- Billingsley said the budget will go to council on Oct. 21.

Agenda Item 8: 2nd review of draft Distribution of Community Information Policy [7:42 p.m., Audio 1:42:53 hr]
Sutter made a suggestion in wording. "As a courtesy, at its discretion, and as space allows, the Boulder Public Library and branches thereof..." Teter mentioned that the other wording may have come from the attorney. O'Brien likes how concise and clear it is. Teter moved to adopt with change by Sutter, if acceptable to attorneys. Gibb seconded. Passes unanimously, 5-0.

Agenda Item 9: Discussion of 2016 Library Commission priorities [7:45 p.m., Audio 1:45:45 hr]

Sutter outlined that the commission is crafting their letter to City Council about their ideas for priorities.

Teter has sent three: develop a presentation for Library Commission and Boulder Library Foundation board to various community venues about the library and the master plan update and fundraising/philanthropy; civic engagement - develop a community discussion program that uses the library as a convener, and suggests starting with the topic of resiliency; continue to participate in the development of the Civic Area plan, especially the west bookend plan, and working with Parks & Recreation.

O'Brien -wants to see the expansion of NoBo continued, as well as an expansion to the east; more money and more resources to e-books; pursuing ideas for outreach, including underserved communities as well as traditionally "served" communities but who might like to be served differently, such as seniors. This may come up naturally through the master plan update process. People who live here who have never been to the library or have never thought about why it would interest them. How can we get all these people involved in some way?

Gibb - more marketing for the library through our resources (examples: programs and café); assist foundation with funding; library is a forum in many forms, more and more discussion or art as a conversation or the maker space as a forum - pushing that forward.

O'Shea - library as a forum and as a necessary role of the library in the community; marketing the library and its programs and services, telling the story of the library in the community and likes the connection to fundraising; (Farnan has agreed to participate in O'Shea's 2nd Boulder New Co Festival); library as a place for books and literature but also as a place for ideas and access.

Sutter - library as community platform, building partnerships and program. Likes the word "forum" too, consider combining the two concepts. Continue emphasis on partnerships, robust programming; Civic Area planning and keeping the library engaged with that development; collections including e-books; marketing and outreach; Library Commission needs to keep aware of not becoming a fundraising board, but supporting the foundation; bylaws revision. Teter - talking about distinction between "platform" and "forum" and we may want to retain both of those. General agreement around the table.

Gibb - Is there a philanthropy award in Boulder? (Community Foundation? Pacesetter Award from the Camera)

Farnan - master plan update; Flatirons Library Coalition (FLC); maker space and setting some goals for it; marketing effort - additional outreach as part of the master plan update will be marketing about the library and what it means to people in the community.

Teter - asked Farnan to ensure that the Library Commission priorities do look reasonable for staff, especially in light of

the master plan update coming soon.

Sutter – before next meeting, he will attempt to crunch together all of these suggested Library Commission priorities to bring back a draft to November meeting. He will include discussion with library leadership staff at agenda setting meeting in a few weeks, and then send out to commission and discuss at November meeting.

Agenda Item 10: Library Master Plan update

[8:09 p.m., Audio 2:09:30 hr]

The Request for Proposal (RFP) draft is in the packet, Teter had offered several suggested edits and comments, which Farnan thought improved the RFP. Staff is hoping to get this RFP out in next couple weeks. What “the library of the future” is will be more clearly explained in the document. Sutter thought a lot of good master plans from other city departments, and that these may be helpful to us in the Library Master Plan update. Teter asked if we will be revisiting the library’s mission during the master plan update, and Miles replied that yes, looking at the mission, and vision statement, etc. is part of the process.

Agenda Item 11: Civic Area Plan update

[8:14 p.m., Audio 2:14:30 hr]

Farnan had passed along a draft Civic Area Plan update document a few weeks back. Sutter mentioned the parking plan. What impacts the library? The north building discussions and what the building becomes, but nothing is imminent. During the master plan update, the community will be asked what they want to see in the north building’s future. Teter asked if the space along Boulder Creek and to the west of the underside of the bridge would be wonderful to use as a community space. Parking changes: Staff recommending free parking for library patrons up to 90 minutes. What happens to north lot? Would be managed parking from 8 a.m. to 7 p.m. Mondays through Saturdays, and Sundays would be free. Maximum of three hours of parking – discussion of how the logistics will work. On Nov. 10, the Civic Area Team will be back in front of city council, pilot in January and maybe begin in February. Teter – question about why it is pay lot on Saturdays but free on Sundays. Sutter asked if the problems we’re trying to address on Saturdays are less than on Sundays. Discussion of entire Civic Area parking. Another question about the maximum of 3 hours and if that’s a good idea or not for the whole Civic Area uses. Library Commission would like Farnan to ask Civic Area planning team about the free parking on Saturdays, or at least would like to understand the rationale.

Agenda Item 12: Library Commission update

[8:27 p.m., Audio 2:27:12 hr]

- a. Future agenda items – See calendar. Few things moving around. O’Brien would like to hear from the SBDC and how they’ve been doing here in the library. Also city resilience officer could come speak.
- b. Library Commissioner job description. Two documents, one from Gibbs/O’Shea, and then with suggested edits from Sutter. O’Shea suggestion of exit interview videos from exiting commissioners.
- c. Discussion of Sept. 10, 2015 memo: Update on the Boulder Civic Area Park Site Plan (This agenda item was discussed under agenda item 11.)
- d. Boulder Library Foundation update – foundation approved the BLF part-time administrator position, who would report to Farnan, due to city HR capacities. BLF fundraiser next Friday, Oct. 16. O’Brien mentioned that one donor bought several tickets for artists, teachers, etc. and asks that commissioners let her know of contacts for those tickets. Ticket sales have been sluggish. Need at least 100 people to recoup catering (from Seeds Café) costs.
- e. Update on patron email responses from the Library Commission. No discussion.

Agenda Item 13: Library & Arts Director’s report

[8:54 p.m., Audio 2:54 hr]

a. Plan for All-Staff Training Day, Oct. 16, 2015

b. Jaipur Literature Festival success stories

c. Boulder Art Cinema program and arts and cultural events liquor license. The liquor license is approved. Draft logos will be passed around. Proposing to possibly start the Boulder Art Cinema screenings on Saturday, Nov. 14. (Update: BAC screenings have now been tentatively set to begin in January due to equipment delivery.)

d. Author series – Rainbow Rowell. Tickets went on sale Oct. 6, sold 23 the first day. Maximum is around 200. This

will be the first cash bar event in the gallery with the new liquor license approval. Looking to sell 200 tickets for the evening theater talk, and the maximum for the pre-event reception is 50.

e.Flatirons Library Consortium (FLC) update. Teter asked who the board would be for the FLC 501C3 nonprofit, and Farnan answered that it would be the directors of the member libraries. Teter asked how the membership end if that became necessary. Farnan explained there is a time period for notice outlined in the contract.

Sutter asked a question about a new custodial contract. Farnan/Miles answered that we did not have one yet.

Agenda Item 14: Adjournment

[9:03 p.m., Audio 3:03:42 hr]

There being no further business to come before the commission at this time, the meeting was adjourned at 9:03 p.m.

Date, Time, and Location of Next Meeting:

The next Library Commission meeting will be at 6:00 p.m. on Weds., Nov. 4, 2015, in the Canyon Meeting Room at the Main Library, 1001 Arapahoe Ave., Boulder, CO 80302.

DRAFT

City Council's Questions for Board and Commissions for 2015:

Dear Board and Commission Members,

In preparation for the annual retreat on January 22 and 23, 2016, Council invites each board and commission to provide feedback to the following questions. Your responses should reflect the consensus of your board or commission, rather than individual views. Please submit your replies to Lynnette Beck at beckl@bouldercolorado.gov no later than Monday, December 21, 2015.

1. What are your top priorities within the framework of the council work plan adopted at the last city council retreat?
2. What would you like to see done that would further advance the council goals?
3. How can your board or commission specifically help reach the council goals?
4. Are there city policies that need to be addressed that would enable your board or commission to function at a higher level?
5. Are there other items that council should address in the coming year?
6. Are there other priorities outside of the council goals that your board or commission would like to address in the coming year?

Thank you for providing this important information for Council's consideration.

Best regards,

Lynnette

Lynnette Beck, Boulder City Clerk
(Incoming)
1777 Broadway - Boulder, Colorado
80302
BeckL@bouldercolorado.gov



Current Boulder City Council priorities are at <https://bouldercolorado.gov/city-council/2015-council-action-guide> .

To: Boulder City Council
Cc: Jane Brautigam, Boulder City Manager
From: Boulder Library Commission
Subject: Annual Letter to City Council
Date:

Boulder Public Library (BPL) had a remarkable year in 2015, and the Library Commission is proud of the part it has played in furthering these accomplishments. Some highlights include:

- The completion of the **Main Library renovation** and the opening of **Seeds Café**, which have brought renewed vitality to the Main Branch;
- The creation of a new **Maker Space** in the Main Library, scheduled to open to the public in early 2016;
- The completion and voter approval of **changes to the City Charter** that define the roles and powers of the Library Commission as an advisory body;
- The initiation of the **BPL Master Plan update**;
- The creation of several new **library policies** and important revisions to many others;
- The **expansion of hours** at the Reynolds and Meadows Branches, and the constriction of public hours at the Carnegie Branch to free up staff time to process and digitize historical collections;
- A much-needed increase in **BPL's collections budget**;
- The launching of **BPL's new website discovery layer**;
- Record-breaking participation in the **Summer Reading Program**;
- The creation of important new programs and partnerships, including:
 - **Jaipur Literature Festival** – this American adjunct to the world's largest free literature festival in Jaipur, India brought and estimated 8,000-10,000 people into the Main Library for a full weekend of events with a remarkable array of local, national, and international authors and musicians. We sincerely hope that "JLF Boulder" will continue to be an annual event at BPL, and we look forward to continuing to work in partnership with the JLF team to establish Boulder as JLF's American home.
 - **STEAM Saturdays** – these hugely successful Saturday programs for children that focused on science, technology, engineering, art, and mathematics have brought thousands of children and their parents in the library.
 - **Cinema Program** – the creation of a weekend arts cinema program, in partnership with Downtown Boulder Inc., which will launch at the beginning of 2016.
 - **Farmer's Market** – The opening of Seeds Café begins and what we hope will be a robust partnership with the Boulder Farmer's Market.
 - **Small Business Development Center (SBDC)** – the relocation of the SBDC and its many services to the Main Library.

We would also like to recognize and express our appreciation for the **Boulder Library Foundation (BLF)**, on which two Library Commissioners serve. BLF had a landmark year both in terms of its sustaining contributions to BPL programming (including major contributions to the Jaipur Literature Festival and the new Maker Space as well as its on-going contributions to programs like Boulder Reads) and in terms of its efforts to become an even more robust organization and source of support for BPL programming.

Building upon past successes and considering the goals of BPL leadership, the Library Commission has set the following priorities for 2016:

- 1) **Master Plan** – As BPL embarks upon its multi-year Master Plan update process, the Library Commission’s top priority will be to work with Library staff and the community to make sure that BPL meets the diverse needs of the Boulder community while striving to be an innovative and state-of-the-art public library. We are particularly interested in exploring the relationship between continued growth in our community and the need to enhance library collections, programs, and even facilities – including assessing whether a full-scale branch is warranted in North Boulder and whether the NoBo Corner Library might serve as a model for other underserved parts of the city such as Gunbarrel. Many of our other priorities nest neatly within this master plan process.
- 2) **Marketing and Outreach** – Following upon BPL’s many recent achievements, and taking advantage of this post-renovation moment, the Library Commission is committed to supporting BPL in its vital marketing and outreach efforts, and to developing its own outreach strategy that includes a Library Commission presentation about BPL that we can bring to the community. Our major marketing and outreach goal will be to bring those portions of the Boulder community who do not regularly use the public library – the underserved or the differently served – into the Library as users of BPL products and services. The Master Plan process will itself be a great opportunity to market BPL.
- 3) **Platform and Forum** - Last year one of our priorities was to support and enhance the many ways in which BPL functions as a *community platform* through partnerships, programming, and the utilization of the library’s physical and digital spaces for community purposes. We will continue to support that priority this year by nurturing and assessing partnerships, by building robust programming in cooperation with library staff, and by supporting the Boulder Library Foundation’s fundraising and programming missions. In addition, we will encourage the reinvention of BPL as a *community forum*, a place where Boulder residents can come together to discuss critical issues facing the community, the nation, and the world.
- 4) **Collections** – Boulder Public Library still lags behind many of its peers in terms of the amount it spends on collections, and we believe that patrons experience this as one of BPL’s flaws and a source of frustration. As a result, we will work with Library staff and city officials to improve BPL’s collections in ways that both meet patron demands and maintain the breadth of resources vital to the library’s mission.
- 5) **Civic Area Process** – Finally, and again continuing a priority from 2014, we will participate in the larger Civic Area Planning process while advocating for the Library’s cornerstone role in the redesigned Civic Area.

Beyond these targeted priorities, the Library commission also hopes to revise its **By-Laws**, complete a revised **Library Commission job description** that might serve as a model for other boards and commissions, and make sure that the Charter changes approved by voters get reflected in **revisions to the Boulder Revised Code**.

Finally, the Library Commission will have **two** vacancies to fill in 2016. Donna O’Brien will be leaving the Commission after a full five years of service, and Paul Sutter, whose term would have ended in March 2017, will have to resign, as he and his family will be living in Germany from July-December 2016. His last meeting will be June 2016.

Parking

My entire report this month is devoted to the plan for upcoming changes in parking in the downtown Civic Area. As we have discussed previously, Civic Area renovation will begin next year. There are wonderful plans for altering some of the outdoor areas adjacent to the Main Library. The plans also call for changes that will affect the Main Library Arapahoe parking lot, as well as the other parking lots around the Main Library (Canyon lot between Main Library and Municipal Building, New Britain lot, and Park Central lot). As I have stated repeatedly, I support these changes. I think the proposed changes will benefit library users and are consistent with the majority of library patrons' user patterns. I also think this will be a benefit to visitors to the Civic Area in general. Nevertheless, I do not want to underestimate the significance of this change and I want the Library Commission to understand fully that these changes may result in public criticism.

The proposed changes to Civic Area parking are to be discussed at City Council on November 10 during the final approval of the Civic Area redesign, and again November 12 in a report on downtown parking. The Communication Department of the City of Boulder will put out a news release in early November indicating upcoming changes. We anticipate that parking services will have signage at the entrance of the Main Library and a brochure explaining parking changes in the library by early November. We are working closely with the Parking Services and Civic Area planning team, as well as the Communication Department to ensure that library staff is fully apprised of the coming changes so that we can effectively communicate with the public and help educate them about the new system.

Summary

- Changes to parking management are proposed for 4 city lots: Municipal, Library, New Britain, and Park Central (*see attached map*) that are currently a mix of short-term, employee parking, and some free parking for library patrons.
- All parking will be shared, with no spaces designated for employees.
- All parking will be paid, and the first 1.5 hours are free (per each 24 hour cycle). Please note that 3 hours of free parking for library patrons will be changed to 90 minutes for all library visitors, park visitors, and customers of city services parking in the civic area.
- Short-term parking will be limited to 3 hours per 24 hour cycle.
- City parking enforcement officers will manage parking with pay stations that use pay by license plate (no printing of paper to put on the dashboard).
- All short-term patrons will be required to access the pay stations or ParkMobile regardless of time parked. In other words, even if the parking is free (those first 90 minutes), folks will need to enter information (plate number) into the pay station.
- Park Mobile will be an option (, folks can pay to park via their phone rather than going to an actual pay station).
- Cost is still to be determined, but it is anticipated to follow these rough estimates;
 - First 90 minutes – free
 - 2 hours - \$1.
 - 3 hours – \$2.50
- These changes will take place in January 15, 2016.

Background & General Information

The Civic Area is primarily served by four city parking lots: Municipal, Library, New Britain, and Park Central [map attached.] Parking is managed through a variety of means; paid, hourly customer parking; employee permit parking, and free parking for library patrons. The goal for the Civic Area is to manage these parking spaces in a consistent, comprehensive and shared manner (i.e., parking spaces are open to all users throughout the Civic Area) through a variety of methods. The parking spaces will be managed under the Shared, Unbundled, Managed and Paid (SUMP) principles.

For more than a decade, the Arapahoe library lot on the south side of Boulder Creek has offered 3 hours of free parking for library patrons. This is an amenity offered to our customers, but an amenity that is not serving us well. The result has been a congested parking lot that is quite often full due to abuse of free spaces and a lack of turnover in the library lot. One consultant study and one staff study in the last few years estimate that between 30-50% of persons using the free spaces in the library lot are not visiting the library. Furthermore, the fact that the 3 free hours requires no entry of time when the 3 hours begins makes the lot difficult to regulate. The only manner available to parking services for regulation is chalking tires – a time consuming and ineffective method of enforcement.

The north library building does not currently have library customer parking. The Municipal lot nearest the library is devoted to ‘city employees only from 8 a.m. to 5 p.m. Monday through Friday’ and loading/unloading spaces. As we activate the north building with more uses, it has become an imposition to some of our customers that there is no parking in that lot.

Basic Parking Plan

All Civic Area parking lots will be managed comprehensively as ‘shared’ parking – meaning that all spots will be available to library users, city staff with displayed permits, and users of the park and other amenities. There will be no designated spaces for employees. City employees will be allowed to park in ‘shared’ spaces. Employee parking will not be allowed in the Park Central lot and in a portion of the Municipal parking lot in order to allow access to city services by citizens and customers. Ninety minutes of free parking will be provided at the parking kiosks to assist library patrons and community members wishing to access city offices.

Parking Management

Hourly parking will be managed through the use of pay stations and a pay by phone application, and will be limited to 3 hours Monday through Saturday from 9 a.m. to 7 p.m. [*no charge on Sundays.*] This is consistent with current practices for downtown parking management. Pay stations will be programmed, as will the pay by phone app, to grant 1.5 hours of free parking with each transaction. Employees will be required to have their employee permit displayed.

Parking will differ from downtown procedures in several ways: parking will be monitored through pay by license plate technology rather than by pay and display, and library patrons, public users of city services, and visitors to the park will be granted 1.5 hours of free parking. This requires the parking lot users to enter their vehicle’s license plate number into the pay station when declaring the desire to

park. This must be done regardless of the amount of time a patron intends to stay. Once a patron has purchased up to a 3-hour block, and/or has used one 1.5 hour free period, the vehicle will not be allowed to repeat a transaction for 24 hours in any Civic Area parking lot.

Please note: it is recommended that library users, park visitors, and users of city services have a maximum allowed parking of 3 hours. The library conducted an independent study over a three month time frame in July – September, 2014 to inquire with library patrons about the planned length of stay. Just over 70% of library visitors who responded to the survey indicated that their stay would be less than 1 hour, 84% indicated their stay would be 2 hours or less. Only 6% of visitors indicated that their stay would be longer than 3 hours. We did not correlate the length of stay with whether or not a visitor drove to the library and used the library parking lot.

Infrastructure Needed

Five new pay stations will need to be purchased (conservative estimate is \$8,000/ per station) and four will need to be reprogrammed (\$350 for reconfiguration/ per current station). New pay stations will be needed in the New Britain lot (1), Arapahoe library lot (2), and Municipal Building lot (2). In addition to new pay stations, back office (software, cell phone) costs will be approximately \$75/ pay station/ month. There may also be a \$2,500 installation cost for the new meters.

Enforcement

Enforcement of hourly, visitor parking will be through the license plate of each vehicle. Parking enforcement officers will be able to access the data bases from the pay station or pay by phone to determine if a parker is paid and valid. This is why the patron must register their license plate even if staying for 1.5 hours or less. City employees must have their parking permit visible for officers to see, and will also need to enter their license plate number. License plate information will not be stored by the city.

Parking will remain free at the library branches.

Questions for the Library Commission

1. Do you have any questions or concerns about the overall plan?
2. Do you feel that the next 2 months is adequate time to inform the public and get community feedback?
3. Do you have any concerns about the 3 hour per day maximum on parking?
4. Do you have any concerns with charging for parking on Saturdays?

2016 Library Commission Application Questions:

Below are the questions that were on the 2015 Library Commission application. Please review and come to the meeting with any suggestions for revisions.

1. What technical/professional qualifications, skill sets and relevant experiences do you have for this position (such as educational degrees), specialized training, service on governing or decision-making boards, etc.)?
2. Have you had any experiences with this Board or the services it oversees that have sparked your interest in becoming a member of the Board, and, if so, please describe the experience(s) and what insight you gained.
3. Describe a situation where you were involved with a group and had to work through a disagreement or conflict among members. What techniques or specific actions did you find to be most effective in mitigating or resolving the disagreement/conflict?
4. List all potential conflicts of interest you might have with respect to the work of this board, and explain how you think any potential or perceived conflicts of interest should be handled by Board members.
5. As the BPL, in parallel with main library renovations, reinvents itself as "The Place to Be", what are your ideas about what this means for library services, programs, and culture?
6. What are your ideas about providing great library services to the community in a time of constrained revenues?
7. What are your ideas for improving library service in general, and also with a particular focus on innovation? What types of operational and physical changes should the library system consider, given the significant technological changes in how materials are accessed and read?
8. Provide some specific suggestions that would improve the library's service to diverse populations.

To: Boulder Public Library Commission

From: David Farnan, Library and Arts Director
Jennifer Miles, Deputy Library Director

Date: October 30, 2015

Subject: Library Master Plan Project Update Memo

Background:

At the Oct. 2, 2015 Library Commission meeting, the commissioners gave input on the Library Master Plan Request for Proposal (RFP). Commissioner input was incorporated into the RFP that was issued on Monday, Oct. 19, 2015. See below for the project timeline and key dates for the scope and process phase.

Master plan project timeline:

The library master plan update is organized into seven phases.

1. Scope and process
2. Background research, needs assessment, community engagement, issue identification and goal identification
3. Mission and vision statement and guiding principles for decision making review and update, and review of stakeholder input
4. Community engagement/feedback
5. Financial analysis and performance measures/standards development
6. Draft plan - Synthesis of information, development of action plan - priorities recommendations, implementation strategies
7. Final plan and adoption

Please refer to Boulder Public Library (BPL) Master Plan Process Overview and Timeline (**Attachment A**) for details about the seven phases of the project.

Table 1 shows preliminary dates for project milestones for Phase 1 (scope and process). Specific dates and the sequence are subject to change as the project progresses. Items shaded in blue are formal opportunities for Library Commission review and input.

Table 1. Overview of key dates for the Scope and Process phase

Scope and Process		
<input checked="" type="checkbox"/>	October 8-19, 2015	Finalize schedule and issue consultant Request for Qualifications/Proposals
<input checked="" type="checkbox"/>	November 4, 2015	Library Commission meeting: City of Boulder Human Services Strategy presentation. Project update.
<input type="checkbox"/>	December 1-22, 2015	Final selection of consultant and contract negotiation
<input type="checkbox"/>	December 2, 2015	Library Commission meeting: Boulder Valley Comprehensive Plan presentation. Update on consultant

		selection
Issue Identification, Research, and Goal Development		
<input type="checkbox"/>	January 6, 2016	Library Commission meeting: Project update
<input type="checkbox"/>	January 11, 2016	Project start date
<input type="checkbox"/>	January 2016	Develop work plan and refine the objectives for community engagement activities development. Establish Master Plan Steering Committee and identify stakeholders.
<input type="checkbox"/>	February 3, 2016	Library Commission meeting: Review draft objectives for community engagement activities and overall project work plan

The following sections address a number of questions submitted by Commissioner Teter prior to the Oct. 2, 2015 Library Commission meeting.

Staff Master Plan Technical Advisory Group (TAG):

Members of the TAG are as follows:

- David Farnan, Library and Arts Director
- Jennifer Phares, Deputy Library Director
- Aimee Schumm, eServices Manager
- Antonia Gaona, Access Services Manager
- Eileen McCluskey, Public Services Manager
- Laura Hankins, Collection Development Librarian
- Janet Hollingsworth, Creative Technologist
- Hillary Dodge, Meadows Branch Manager
- Erica Segraves, Youth Services Manager
- Devin Billingsley, Senior Budget Analyst
- Casey Earp, Assistant City Manager I

Consultant selection process:

A subcommittee of the TAG will evaluate the consultant proposals received. Proposals are due Monday, Nov. 2, 2015. This subcommittee will also conduct finalist interviews during the week of Nov. 16, 2015. A consultant will be selected and the consultant services agreement will be finalized beginning Dec. 1, 2015.

Project start and schedule:

The project start is anticipated to begin the week of Jan. 11, 2016. The consultant will work with the TAG during January 2016 to map out the project schedule, sequence, and flow diagram.

Role of the Master Plan Steering Committee:

The role of the Master Plan Steering Committee is to gather and vet community input and help the staff and consultant to capture a diversity of viewpoints. The committee will also

help to identify and make connections with underserved community members and non-library users to encourage their involvement in the process. The Library Commission will do these things as well, and they will also advise staff on policy matters related to the master plan.

Attachment A. Boulder Public Library Master Plan Process Overview & Timeline (updated 9/24/2015)

Scope & Process	Background Research, Needs Assessment, Community Engagement, Issues and Goal Identification	Mission Review, and Community engagement (Stakeholder Input)	Community Engagement /Feedback	Financial Analysis / Performance Measures/Standards Development	Draft Plan: Synthesis of information Action Plan and Strategy – Priorities	Final Plan & Adoption
<ul style="list-style-type: none"> ✓ Research on planning methods ✓ Library Commission discussions and retreat ✓ Determine scope of community engagement and needs assessment ✓ Project scope and preliminary schedule for project milestones ✓ RFQ/RFP process for consultant and graphic design - Master Plan project website 	<ul style="list-style-type: none"> - Establish Staff Technical Advisory Group and Master Plan Steering Committee - Consultant/staff develop work plan - Research on future of libraries, trends, standards, service delivery options - Outreach, education, and engagement - Conduct patron surveys - Conduct public forums/ focus groups - Master Plan Steering Committee Discussions - Library Commission discussions - Establish staff working groups - Needs assessment and trends report 	<ul style="list-style-type: none"> - Identify stakeholders and gather input - Master Plan Steering Committee – review/update of mission and vision statements, guiding principles for decision making, and survey /focus group input - Library Commission review/update of mission and vision statements, guiding principles for decision making, and survey /focus group input - Technical Advisory Group - review/update of mission and vision statements, guiding principles for decision making, and survey /focus group input 	<ul style="list-style-type: none"> - Open houses - Public forums 	<ul style="list-style-type: none"> - Standards & Performance Measures development - Development of service delivery options - Library Commission discussions - Master Plan Steering Committee – review focus group issues - Input and review by city Master Plan Review Committee - Planning Board update - City Council Study Session 	<ul style="list-style-type: none"> - Master Plan Steering Committee - Library Commission - City Master Plan Review Committee - Public forum - Planning Board update - City Council Study Session 	<ul style="list-style-type: none"> - Library Commission review & adoption - Planning Board review & recommendation - City Council review & acceptance - 2018 Budget process (Q1 –Feb) - Submit capital projects to Planning Dept. for Capital Improvement Program (CIP) (Q2-April) - Budget review of CIP projects (Q2 - May)
<p>Key Outcomes:</p> <ul style="list-style-type: none"> - Planning process - Scope - Preliminary schedule 	<p>Key Outcomes:</p> <ul style="list-style-type: none"> - Planning focus areas 	<p>Key Outcomes:</p> <ul style="list-style-type: none"> - Key assumptions / themes - Revised mission, vision and guiding principles 	<p>Key Outcomes:</p> <ul style="list-style-type: none"> - Summary of major themes from input 	<p>Key Outcomes:</p> <ul style="list-style-type: none"> - Draft goals, strategies, service delivery options - Financial analysis report - Standards & performance indicators summary 	<p>Key Outcomes:</p> <ul style="list-style-type: none"> - Draft plan 	<p>Key Outcomes:</p> <ul style="list-style-type: none"> - Approved plan
<p align="center">July – Dec. 2015</p>	<p align="center">January –March 2016 April 2016 (Community engagement begins)</p>	<p align="center">April 2016</p>	<p align="center">Begin April 2016</p>	<p align="center">March – May 2016</p>	<p align="center">2017</p>	<p align="center">January-May 2017</p>

Meeting Date: November 4, 2015

Date/Location	Agenda Items	Visitors
November 4 Canyon Meeting Room	<ol style="list-style-type: none"> 1. Annual letter to City Council and report for CMO per Charter 2. Review commission candidate application questions 3. Receive report on Foundation grants 4. Review Quarterly Statistics 5. Master Plan Update 6. Discussion Of City of Boulder's Resiliency Planning 	Greg Guibert
November 12	An Evening with Rainbow Rowell	
December 2 Canyon Meeting Room	<ol style="list-style-type: none"> 1. Send annual letter to City Council about Commission Priorities and Goals 2. Approve final Library Commission application questions 3. Budget: outcome of 2nd ATB 4. Boulder Valley Comprehensive Plan presentation 5. Discussion of the Collection 6. Master Plan Update: Consultant Selection and creation of Steering Committee 	Laura Hankins BVCP – City staff
January 6 Canyon Meeting Room	<ol style="list-style-type: none"> 1. Civic Area Master Plan presentation 2. Master Plan Update: Review Objectives for community engagement activities and work plan 3. Review Orientation Handbook for new commissioner 4. Review Bi-annual statistics 5. Thank you to departing commissioner 	Lindsay Parsons
February 3 Carnegie Branch	<ol style="list-style-type: none"> 1. Master Plan Update 2. Human Services Strategic Plan presentation 3. Human Services Homeless update 4. By Laws Review and Discussion 	Todd Jorgensen and Wendy Schwartz (Human Services)
March 2 Canyon Meeting Room	<ol style="list-style-type: none"> 1. Master Plan Update 2. SBDC Presentation 3. Budget: review first round of ATB 	SBDC Rep

Interesting Upcoming Dates ([from ALA Website](#)):

November	NaNoWriMo (National Novel Writing Month) Picture Book Month
November 21	International Games Day
January 11	American Library Association Youth Media Awards
February 17	Digital Learning Day
March 6-12	Teen Tech Week
March 16	Freedom of Information Day

1. Library Commissioner Job Description

Below is the Library Commission Job Description and a new FAQs section. Please review for final approval (if possible):

The Boulder Library Commission is a voluntary citizen advisory board that serves to support and promote the mission of the Boulder Public Library [link to mission]. Library Commissioners, who are appointed by and are advisory to City Council, work closely with the Library and Arts Director and Library staff to develop a vision for the library and to continually review and provide advice on the everyday administration of the library. The Library Commission is the voice of the public in library affairs, and commissioners serve to represent the public interest to the best of their abilities. Serving on the Boulder Library Commission is an exciting and rewarding way to be involved in one of our most important and vital civic institutions.

Role and Powers of the Library Commission

The City Charter gives the Library Commission the following powers:

- Adopt bylaws, rules, and regulations for its guidance and governance;
- Provide advice to assist in preparation and revision of a master plan for the development and maintenance of a modern library system within the city;
- Review annually the library budget prepared by the library director prior to its submittal to the city manager and make recommendations regarding approval or modification of the same;
- Review periodically the director's operational service plans and make comments and recommendations;
- Make recommendations to the director and the city council on library facilities, including capital improvements, maintenance of existing facilities, and need for new facilities;
- Review the library director's annual report and make comments and recommendations; and
- Represent the library to the community and the community to the library with the goal of building awareness, understanding, and support
- Take steps as the Library Commission may deem feasible to encourage grants or gifts in support of the library.
- Oversee specific monies within the Library Fund that originate from gifts, bequests, or donations

Qualifications

While the Library Commission is ideally made up of a diverse array of community members with different skills, experiences, and talents, some combination of the following qualifications are ideal:

- An understanding of and commitment to the fundamental services of a public library, and some familiarity with Boulder Public Library in particular
- A strong desire to preserve and promote the library as a public forum for the sharing of information and ideas without prejudice
- A willingness and ability to engage with the public and to understand and represent the views and opinions of diverse community members
- The ability to function well in committees and group discussions, and to work in a flexible way with others who have a diversity of opinions and interests.
- The ability to assess information and make important decisions
- Excellent communication skills
- A strong sense of legal and ethical conduct appropriate to the position
- The courage to state one's views on important issues and speak openly and directly, though always respectfully, with staff and other commission members
- Some basic understanding of the broader structures of city governance in Boulder, of the issues facing the city in its continuing development, and of the place of the library within those broader contexts

Requirements and Expectations

Library Commissioners generally serve five-year terms. As a member of the Library Commission you must be willing and able to give of your time and talents. More specifically, members of the Library Commission are expected to:

- Read distributed materials before each meeting
- Participate actively in monthly meetings (usually three hours in length and generally scheduled on the first Wednesday evening of each month)
- Devote at least 10 hours per month, and often more, to Commission matters
- Serve on various committees or as one of the Library Commission's representatives on the Boulder Library Foundation Board
- Assume a leadership role on the commission at some point during one's term
- Attend BPL and other functions and community events, and generally be a public presence for the library within the community
- Provide feedback, advice, and encouragement to the Library and Art Director, to library staff, and to the public in meetings and emails
- Stay abreast of developments in the world of public libraries as technologies and service models change

Please read our FAQs about what it's like to be on the Library Commission:

FAQ:

What does a commissioner do?

A library commissioner serves to *protect the mission of the public library.*

The mission of the Boulder Public Library is to enhance the personal and professional growth of Boulder residents and contribute to the development and sustainability of an engaged community through free access to ideas, information, cultural experiences and educational opportunities.

A commissioner is not necessarily a library patron or someone that ‘just loves to read.’ You must be active in the local community, willing and able to give time and talent to the library; at meetings, special library functions and other community events. A dedication to our community necessitates an interest in its people, recognizing their potential, understanding their problems, and respecting diversity no matter the origin, age, beliefs or background. Whether you have a life-long love of all things library, or are an activist for the civic good and public spaces, the Library commission wants dedicated members committed to giving back to the public arena.

Who do we work with and who do we work for?

The library commission is a voluntary board working for the City of Boulder and the Boulder Public Library. The commission works with the library director and staff providing feedback, advice and encouragement to director, to staff, to public in meetings and emails.

What is the range of hours per month one can expect to spend?

Commissioners spend an average of 10-20 hours / month in their role, attending monthly meetings as well as involvement with library activities and events. Two commissioners also serve on the Library Foundation.

What resources do I need to read through?

The following materials are essential to the role of a Library Commissioner:

- Boulder Public Library Mission Statement
- The Library Charter
- Boulder Public Library’s Master Plan

In addition, each Commissioner is expected to thoroughly review previous meeting minutes and the prepared packet of relevant topical materials in advance of each meeting. Commissioners also read and respond to feedback and concerns submitted by patrons and community members.

What is it like to be on an advisory commission?

Advisory roles in the City of Boulder are essential positions that contribute to the stewardship of our community institutions and values. These are very political positions that require a depth and breadth of issues shaping Boulder. Advisors are an interface to the public for the institutions that they serve. These roles necessitate a willingness to advocate and be out in front. To be committed but not single minded. To work in a flexible way with others around a diversity of opinions, agendas and outcomes.

2. BLF Update (verbal)

3. Update on Emails to Library Commission

October 5 – Marda Kim

Hello David and Jennifer,

We have a photo exhibit involving 5 Boulder County high schools called The Resilience Project that have exhibits scheduled for the Boulder Public Library and NCAR (July 9-Aug 24) and the Lafayette Public Library (Sept) 2016. It will involve having visiting artists, filmmakers/videographers, scientists, city officials, and others going into the schools to inspire the students who will then be loaned cameras and go into their communities to take photos or make videos or other artworks that will be part of the exhibits (final selection of works will be made by an outside jury). The Boulder schools committed so far are Arapahoe Ridge, Boulder, and Fairview High Schools.

Several people have suggested that I contact the Library Commission for a possible contribution toward the artist fees (we're also going to the Boulder Arts Commission and others).

Could you tell me what the procedure is for making a request?

Looking forward to hearing from you and thanks so much for all your work!

Marda Kirn
EcoArts Connections

* David responded to Marda, letting her know that she was confusing the Library Commission and the Library Foundation.

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

Boulderlibrary.org

Site Statistics Boulderlibrary.org	Current Quarter		Previous Quarter	Same Quarter of Last Year	
Users	95,052	↓ -5%	99,823	123,347	↓ -23%
Sessions	183,535	→ -3%	189,573	237,653	↓ -23%
Sessions/Users	1.93	↑ 2%	1.90	1.93	↑ 0%
Bounce Rate	46.31%	↓ -6%	49.35%	64.7%	↓ -28%
Page Views	340,618	↓ -8%	368,325	419,077	↑ -19%
Page Views/Sessions	1.86	→ -4%	1.94	1.76	↑ 5%

This quarter brings a mixed report. When compared to last year, our numbers appear to be down a bit, but that is due for the most part to the a broken URL research.boulderlibrary.org on the second tab of our Public PC's. Looking over 3 quarters, ask.boulderlibrary.org and teens.boulderlibrary.org resources appear to be struggling to attract users.

With the end of summer reading, visits to all our resources, except research.boulderlibrary.org took a hit. September numbers are the lowest they have been for a while.

Our low bounce rate continues to hold. Meaning users are finding what they are looking for.

Top 10 boulderlibrary.org Site Pages

Page	Description	Pageviews
boulderlibrary.org/index.php	Site Home Page	199,083
bplnow.boulderlibrary.org/	Calendar Home page	9,567
research.boulderlibrary.org/	Home - Research - LibGuides at Boulder	9,525
boulderlibrary.org/locations/	Hours & Locations	8,142
research.boulderlibrary.org/c.php?g=156549&p=1026088	eCollections Home - eCollections -	5,931
research.boulderlibrary.org/eCollections/eBooks	eBooks - eCollections - LibGuides at	3,804
boulderlibrary.org/card/	Your Library Account	3,269
boulderlibrary.org/locations/main/	Main Library	3,250
boulderlibrary.org/services/local-history/	Local History Home Page	2,253
boulderlibrary.org/locations/meadows/	Meadows Library	2,243

Generally the top 10 most viewed pages remains similar to previous quarter.

Top 10 boulderlibrary.org Traffic Sources

Source / Medium	% of Sessions	Sessions
google / organic	42.64%	71,499
(direct) / (none)	36.30%	60,866
boulder.flatironslibrary.org	10.75%	18,028
yahoo / organic	2.60%	4,358
bing / organic	1.59%	2,671
research.boulderlibrary.org / referral	0.37%	623
webmail.bouldercolorado.gov / referral	0.33%	559
duckduckgo.com	0.28%	472
boulderlibrary.org / referral	0.21%	348
frontrange.lib.overdrive.com / referral	0.16%	267

Direct traffic and catalog traffic have both increased notably, but Google continues to win the show.

Library Catalog (nell.boulderlibrary.org & boulder.flatironslibrary.org)

Site Statistics nell.boulderlibrary.org & boulder.flatironslibrary.org	Current Quarter		Previous Quarter	Same Quarter of Last Year	
Users	107,402	→ 4%	103,723	75,347	↑ 43%
Sessions	260,026	↑ 5%	247,027	230,790	→ 13%
Sessions/Users	2.4	→ 2%	2.4	3.1	↓ -21%
Bounce Rate	23.7%	↑ 10%	21.5%	25.1%	↓ -6%
Page Views	1,447,921	↓ -3%	1,491,344	1,568,456	↓ -8%
Page Views/Sessions	5.6	↓ -8%	6.0	6.8	↓ -18%

The Library switched over to Pika officially on April 20. Visits to the classic catalog continue to drop, while the new site remains higher than before. While pageviews are down slightly, the total number of session & users is holding the increase we showed with the official change. I suspect that slight drop in page views means that users are finding what they are searching for on first try.

Library App (boopsie)

Launched October 2014. Use of the app has steadily increased, while downloads are holding steady, month over month.

App Stats	Current Quarter		Previous Quarter	Same Quarter of Last Year	
Catalog Queries	89985	↑ 13%	79,325	40,427	↑ 123%
Downloads	440	↑ 0%	438	470	↓ -6%

Oralhistory.boulderlibrary.org (oral history database)

Site Statistics oralhistory.boulderlibrary.org	Current Quarter		Previous Quarter	Same Quarter of Last Year	
Users	1,132	↓ -19%	1,397	1,187	↑ -5%
Sessions	1,836	↓ -13%	2,118	1,803	↓ 2%
Sessions/Users	1.6	→ 7%	1.5	1.5	→ 7%
Bounce Rate	60.6%	↓ -4%	63.2%	52.4%	↑ 16%
Page Views	6,573	→ 9%	6,010	5,797	↑ 13%
Page Views/Sessions	3.6	↑ 26%	2.8	3.2	↑ 11%

Visits to the Oral History website are holding steady.

Boulderreads.org

Site Statistics Boulderreads.org	Current Quarter		Previous Quarter	Same Quarter of Last Year	
Users	847	↑ 23%	688	681	↑ 24%
Sessions	1,148	↑ 27%	901	899	↑ 28%
Sessions/Users	1.36	↑ 3%	1.31	1.32	↑ 3%
Bounce Rate	57%	↓ -3%	58%	52%	↑ 8%
Page Views	2636	↑ 36%	1943	2,361	↑ 12%
Page Views/Sessions	2.30	→ 6%	2.16	2.6	↓ -13%

Boulderreads visits are up slightly. This is typical with the return to the school year.

Boulderarts.org

Site Statistics boulderarts.org	Current Quarter		Previous Quarter	Same Quarter of Last Year	
Users	1,723	↓ -37%	2,725	2,728	↓ -37%
Sessions	2,490	↓ -27%	3,409	4,057	↓ -39%
Sessions/Users	1.4	↑ 16%	1.3	1.5	↑ -3%
Bounce Rate	55%	↑ 0%	55%	59%	↑ -6%
Page Views	4,919	→ -14%	5,751	8,651	↓ -43%
Page Views/Sessions	2.0	↑ 17%	1.7	2.1	↑ -7%

The Arts website continues to hold stead. Previous quarter data was inflated by spammers and last year's data was high because of the work on the Cultural Plan.

Social Media

Library & Arts Facebook Account

Month	Followers	Previous Month	30-Day Reach	Total Post Views
Jul	2862	↓ 2.62%	↓ 4.00%	11,369
Aug	2924	↓ 2.17%	↑ 10.19%	29,763
Sep	3268	↑ 11.76%	↓ 3.13%	11,730

The AnalytUX FB page like campaign ran from Sept 23rd-28th and the FB promoted post ran from Sept. 29th-Oct. 2nd. Reach was boosted in August in part due to a cartoon we posted that went viral.

Other Social Media Tools

Month	Twitter Followers	Pinterest Followers	YouTube Views
Jul	3196	278	755
Aug	3203	280	847
Sep	3242	285	963

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.

While Youtube is largely Oral History videos, the bump up in May is from the great teens Summer Reading video.

Newsletters

BPL Now Newsletter (every other week)	Current Quarter		Previous Quarter	Same Quarter Last Year	
mail list subscribers	21997	↑ 12.93%	19,478	14117	↑ 56%
% open it	24.63%	↓ -1.76%	25.07%	25.31%	↓ -3%
% click it	8.63%	↑ 21.21%	7.12%	9.59%	↓ -10%

Cardholders are automatically subscribed to the newsletter. This causes our subscriber list to increase steadily, but open rate to be lower.

Emplemented the mobile friendly newsletter. Didn't see as much of a drop in our open stats as we have in previous month. Given the way we add people automatically to the list, I expect that our best hope would be a flat line on this stat.

While the percent of users who clicked links within the newsletter depends use of links within the newsletter articles, we are working to write more of our content to have links to resources on our website in hopes of directing more traffic to our site.

Arts Newsletters

Arts + Culture Newsletter	Current Quarter		Previous Quarter	Same Quarter Last Year	
mail list subscribers	1,592	↑ 0.13%	1,590	1,471	↑ 8%
% open it	30.52%	↑ 1.36%	30.11%	32.60%	↓ -6%
% click it	6.53%	↓ -4.67%	6.85%	7.31%	↓ -11%

Dance Bridge Newsletter	Current Quarter		Previous Quarter	Same Quarter Last Year	
mail list subscribers	563	↑ 2.18%	551	513	↑ 10%
% open it	29.30%	↑ -4.06%	30.54%	34.27%	↓ -15%
% click it	12.33%	↓ -28.19%	17.17%	14.48%	↓ -15%

The Arts Newsletter continues to increase in subscribers and opens. Although their click rate has dropped, it is still very strong compared to the industry standard.