

Meeting date: Wednesday, September 2, 2015

Location: Meadows Branch Library, 4800 Baseline Road

Meeting start time: 6:00 p.m.

1. Approval of agenda
2. Public comment
3. Consent agenda
 - a. Approval of August 5, 2015 meeting minutes (p. 2-5)
 - b. Approval of Warner Charitable Trust donation (p. 6)
4. Presentation: Boulder County Farmer's Market Seed's Library Café – Brian Coppam, Executive Director
5. Review updates to the Sponsorship of Programs and Events Policy (p. 7-11)
6. Status update of 2015 Library Commission priorities (p. 12-14)
7. Library Master Plan update (p. 15-21)
8. Library Commission update (from memo to be distributed as a handout)
 - a. Future agenda items
 - Approve 2016 Commission meeting dates
 - b. Discussion of Library Commission job description
 - c. Boulder Library Foundation update
 - d. Update on patron email responses from the Library Commission
9. Library and Arts Director's report (p. 22-26)
 - a. Citizenship Ceremony
 - b. Youth Services
 - c. Outreach
 - d. Maker Space
 - e. Discover Earth Workshop
 - f. 2015 Jan. - May Library statistical summary
 - g. 2016 Library holiday closures
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**

Name of Board/ Commission: Library Commission	
Date of Meeting: August 5, 2015 in the Canyon Meeting Room, Main Library, 1001 Arapahoe Ave.	
Contact Information Preparing Summary: Carrie Mills, 303-441-3106	
Commission Members Present: Paul Sutter, Joni Teter, Donna O'Brien, and Alicia Gibb Commission Members Absent: Tim O'Shea	
Library Staff Present: David Farnan, Director of Library & Arts Jennifer Miles, Deputy Library Director Shelley Sullivan, Boulder Reads Manager Carrie Mills, Administrative Specialist II Dick Shahan, Library Clerk I	
Type of Meeting: Regular	
Agenda Item 1: Call to Order and Approval of Agenda	[5:35 p.m., Audio 0:16 min]
The meeting was called to order at 5:35 p.m. Sutter recommended that the commission allow time at 6:00 p.m. for public comment should anyone arrive around the usual start time and wish to speak.	
Agenda Item 2: Public Participation	[5:36 p.m., Audio 1:00 min]
No members from the public were present.	
Agenda Item 3: Consent Agenda	[5:36 p.m., Audio 1:07 min]
Item 3A, Approval of June 3, 2015 minutes (p. 2-5) Teter submitted recommended changes to the minutes prior to the meeting, found here: https://boulderlibrary.org/wp-content/uploads/2014/12/2015-Aug-LC-Handouts.pdf#page=1 . Gibb motioned to approve the minutes with Teter's recommended changes. Teter seconded. Vote 4-0, unanimous.	
Item 3B, Approval of July 11, 2015 minutes (p. 6-8) Sutter noted that since the retreat minutes were not intended to be as complete as those generated from regular meetings, the format for the minutes were acceptable. Gibb moved to approve the minutes as written. Teter seconded. Vote 4-0, unanimous.	
Agenda Item 4: Presentation: Overview of the Boulder Reads program – Shelley Sullivan, Boulder Reads Manager	[5:37 p.m., Audio 2:40 min]
Sullivan presented a brief overview of services that Boulder Reads provides. She distributed an informational sheet, found here: https://boulderlibrary.org/wp-content/uploads/2014/12/2015-Aug-LC-Handouts.pdf#page=4	
Commission discussion, questions, and comments included:	
<ul style="list-style-type: none"> ▪ Sutter inquired about eligibility requirements for Reading Buddies participants. Sullivan replied that the program is open to everyone, but through surveying, most parents reported enrolling their children because they had fallen behind. Further, she explained that the genesis of the program was to support the adult learners in Boulder Reads with concurrent enrichment. ▪ O'Brien asked about the new initiative for a Reading Buddies partnership with the University of Colorado at Boulder Education Department. Sullivan noted that the coursework includes a required practicum, and involvement in the program would go towards meeting that requirement. ▪ Teter inquired who the initial target audience is for the digital literacy initiative. Sullivan envisioned the first class being comprised of some Boulder Reads learners and others who are introduced through Book a Librarian and other service functions. Further, she intended on an open lab which would allow users to access computers for self-guided work. ▪ O'Brien asked about the breakdown of non-native English speakers in the Boulder Reads population. Sullivan reported that 65-70% of participants are non-native speakers in the adult literacy program, which she attributed to the changing demographics of the community. Sullivan discussed the screening process, which 	

includes residency in Boulder County, conversational ability in English, and reading below the 11th grade level. Further, applicants must have literacy goals (reading, writing, literacy development) to be in the program. For those who do not qualify for the program, Sullivan noted that Boulder Reads is still a valuable resource because staff can provide a referral.

- Sutter mentioned the upcoming master plan process and asked Sullivan if there was anything she imagined for developing the program. Sullivan hoped to engage in family programming and initiatives by supporting literacy across the lifespan. With Adult Services, she anticipated building a digital literacy program.
- Gibb recommended that this community be included in the Master Plan process.
- O'Brien commended the staff behind Boulder Reads and their work. Sullivan noted that it is a testament to the community, citing the thousands of hours donated by volunteers.

Agenda Item 5: Review draft Distribution of Community Information Policy (p. 9-10)

[6:14 p.m., Audio 39:57 min]

Farnan explained that the policy stems from a limitation on space and the propensity for the community information area to become cluttered. Miles provided background, explaining that patrons have brought materials to the library for quite some time, but that this policy aims at providing transparency on the decision-making process. Farnan and Miles noted that this is outside of the community bulletin board, which allows anyone in the community to post information. Instead, the distribution of community information was geared towards items that best serve the public through multiple copies, such as bus schedules and maps.

Commission discussion, questions, and comments included:

- O'Brien asked about any incidents that precipitated this policy. Miles explained that this was a recommendation from the City Attorney's office, noting that this was not a transparent process.
- Gibb recommended that this be presented as information curated by staff.
- Teter clarified that library should not be a repository, but instead that staff should be able to point patrons to where information can be found. Miles noted that the library only keeps what is asked for most often.
- Teter recommended that the policy describe what materials they want to display, instead of what materials will not be accepted. In reflection, she saw the free speech language at the front of the policy as a red flag.

Agenda Item 6: Budget Update (p. 11)

[6:27 p.m., Audio 53:06 min]

Devin Billingsley, Senior Budget Analyst, submitted a memo to update the commission on the budget, but will not have anything to present until after the City Manager presents the proposed 2016 budget to City Council. Farnan noted that Billingsley will likely attend next month. The budget memo can be found here: <https://boulderlibrary.org/wp-content/uploads/2014/12/2015-August-LC-Packet.pdf#page=11>

Commission discussion, questions, and comments included:

- Teter asked where money for collection development will be focused. Farnan noted eBooks and easy readers in the children's list are a priority, in addition to adding more copies of best sellers to decrease the number of people on each waiting list.

Agenda Item 7: Library Master Plan update (p. 12-17)

[6:30 p.m., Audio 55:16 min]

Item 7A, Review July 11, 2015 Library Commission Retreat minutes

Sutter asked the commissioners to review outcomes from the retreat to see if anything jumped out that should be included in the master planning process. O'Brien remarked that she was surprised by how similar the outcomes from all groups were at the retreat.

Item 7B, Review draft Boulder Public Library Master Plan Process overview and timeline

Teter explained that she is looking for the opportunity to build off of other departments with strong public input components. Sutter believed that better results would come from surveys that included an educational component around innovations done by other libraries, essentially by presenting visions to participants and seeing how well they responded to the idea. When asked what makes the master plan useful, Farnan explained that a well-written plan provides leverage when looking for funding or prioritizing projects within the city and the department. Further, he stated that it is also a useful budget tool. O'Brien added that citizens used the master plan as a point of inquiry at commission meetings following its creation. Teter recommended following and building on the recent methods of outreach employed by the city.

Agenda Item 8: Library Commission update (from memo) (p. 18-29)

[7:00 p.m., Audio 1:25:15 hr]

Item 8A, Future Agenda Items

This item can be found in the Library Commission memo, found here: <https://boulderlibrary.org/wp-content/uploads/2014/12/2015-August-LC-Packet.pdf#page=18>

Item 8B, Discussion of Library Commission job description

Gibb and O'Shea worked on a revised description, but found that they had more questions than answers during the process, especially on the intended audience. Gibb asked the commissioners for a better understanding of the history and scope of the position. O'Brien explained that during her application process, her only understanding of the position came from the charter and her own experience. O'Brien noted that they needed teeth for the chair to ask ineffective commissioners to resign based on their fulfillment of ascribed duties. Sutter hoped that the job description would provide a more comprehensive understanding of the position and what qualities make a good commissioner. Gibb recommended more illustrative language in the description to provide a better sense of responsibilities.

Item 8C, Update on Egyptian Study Session events

Teter explained that the Egyptian Study Session events have been a pilot for a new sponsorship opportunity where, should a sponsored program carry a fee but still receive free space through the library, the group must provide something in return, either a donation or free programming. She explained that the 2-day program in Egyptian study comes with a fee of \$45, and in turn, the group is providing free STEAM programs run by volunteers at the Main Library and branches. Teter saw this as a model for community partners.

Item 8D, Staff appreciation update

Teter reported on plans for a staff appreciation ice cream social in the south courtyard at the Main Library on Thursday, Aug. 27, 2015. Arrangements have been made for all of the branches based on their operating hours and staff preferences.

Item 8E, Boulder Library Foundation update

O'Brien announced that the Foundation board approved going forward with their first fundraiser on Oct. 16, 2015. The commissioners will receive letters to distribute to their circles of influence, particularly reaching out to atypical library users and members of the tech community. The event is covering the soft opening of new maker space. There will be catering from the Seeds Library Café and a cash bar. More than monetary donations, the Foundation is looking to gather energy from the community around the maker space.

Item 8F, Jaipur Literature Festival

Farnan reported that the festival is coming together. The event has downsized from three days to two full days. Most of the activity will happen in the Main Library. Organizers expect 900 people per hour circulating through the library. Following a question from Sutter, Teter confirmed that volunteer opportunities are still available.

Item 8G, Update on Email Responses to Library Commission

O'Brien commended Sutter on his thoughtful response to all commission communication.

Agenda Item 9: Library and Arts Director's Report (p. 30-31)**[7:30 p.m., Audio 1:55:51 hr]****Item 9A, Library Charter Revisions**

Prior to the meeting, Sutter caught an important revision regarding the merge of Library Fund and Library Support Fund following the first reading from the City Council. Sutter and Teter presented recommended modifications based on the commission's initial recommendation. The revised version can be found here: <https://boulderlibrary.org/wp-content/uploads/2014/12/2015-Aug-LC-Handouts.pdf#page=14> Sutter recommended adding back in Sec. 133 h. regarding encouragement of grants or gifts. Sutter motioned for the commission, in reaction to the most recent revisions, empower David Farnan to go to the City Attorney's office with the revisions provided by Teter. Teter added that the revisions provided by the commission are to restore the intent of the original recommendation. Gibb seconded. Vote 4-0, unanimous.

Item 9B, Parking at the Main Library

Farnan pushed for at least one hour of free parking, and in response the plan is to allow everyone in the Civic Area free parking for one hour. Farnan will bring back the final recommendation from the City Manager's office for feedback from the Library Commission. Response will be loud. Ask for reservations now. O'Brien inquired about volunteer parking passes. Farnan mentioned that the current distribution of volunteer passes was unmonitored and that the method will change, but will still be available. O'Brien asked if the Foundation members and other entities working in

service to the library will pay for parking. Miles noted that the lot is owned and controlled by the city. Overall, Farnan explained that these changes will afford Parking Services the ability to manage on daily basis. In response to a question, Farnan confirmed that senior center parking will be exempt, but that the dedicated spaces in the library lot will be opened back up to the general public.

Item 9C, Summer Reading Program

The Library Commission decided to send a letter to staff involved in the Summer Reading Program to commend them on their hard work. Sutter asked about contributing factors for their success. Farnan pointed to the well-designed program, extensive outreach, and new energy from the staff. Farnan agreed to bring the superhero postcards to the next meeting.

Item 9D, Liquor License

Sutter recapped the discussion from the last commission meeting. Sutter asked for greater detail of the mechanisms for serving and controlling alcohol in the library. Farnan explained that the bridge will close on Thursdays to provide exclusive access to the North building for ticket holders. O'Brien asked about the anticipated start date. Farnan explained that the decision would be made pending outcome of the liquor license application. O'Brien remarked that she and O'Shea still had lingering questions, and she hoped to revisit this issue again when O'Shea was able to voice his thoughts. Farnan detailed the management agreement with Downtown Boulder, Inc. (DBI), noting that they will manage program and alcohol while the library provides the location. DBI and the library will split both costs and profits equally. Sutter expressed uncertainty as to how the Library Commission fit into the partnership. Sutter reminded commissioners that at the last meeting, the commission approved a motion to support the sale of alcohol outside of the library's operating hours, while awaiting more detail for intentions during operating hours. Teter moved that the proposal for handling alcohol sales during operating hours is appropriate. O'Brien added that commissioners would still like more information and future updates around alcohol sales during operating hours. O'Brien seconded. Vote 4-0, unanimous.

Agenda Item 10: Adjournment

[8:04 p.m., Audio 2:29:52 hr]

There being no further business to come before the commission at this time, the meeting was adjourned at 8:04 p.m.

Date, Time, and Location of Next Meeting:

The next Library Commission meeting will be at 6:00 p.m. on Wed., Sept. 2, 2015, at the Meadows Branch Library, 4800 Baseline Road, Boulder, CO 80303.

To: Boulder Public Library Commission

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

Date: August 28, 2015

Subject: Resolution Concerning the Acceptance of Revenue from the Warner Charitable Trust

**Boulder Public Library Commission
September 2, 2015
A Resolution Concerning the Acceptance of Revenue
From the Warner Charitable Trust**

Whereas, the Warner Charitable Trust (hereinafter, “ the trust”) has designated the Library Commission for the City of Boulder (hereinafter, “the Commission”) as the recipient of income in its trust agreement dated August 16th, 1965, and;

Whereas, according to the terms of the trust agreement, payments to recipients commenced in December 2005, and;

Whereas, the trust agreement specifies that said income payments are to be expended in equal parts for acquisition of books in the Children’s Section and the Adult Section of the Boulder Public Library, and;

Whereas, the Boulder Public Library has received a payment on behalf of the Commission in the amount of \$6504.22 on September 2, 2015.

Now, therefore, the Commission authorizes the Boulder Public Library Director to accept the income on behalf of the Commission and to expend said income for the purposes designated in the trust agreement.

TO: Boulder Public Library Commission

FROM: David Farnan, Library and Arts Director
Jennifer Miles, Deputy Library Director
Eileen McCluskey, Public Services Manager

DATE: August 28, 2015

SUBJECT: Review of the Sponsorship of Programs and Events Policy Recommended Changes

Background:

The Sponsorship of Programs and Events Policy was finalized by the Library Commission on Jan. 7, 2015. Based on Boulder Public Library (BPL) staff's experience in providing staff support for sponsored programs, library employees are suggesting some minor revisions to the policy in order to de-emphasize staff support as a benefit of library sponsorship. The proposed changes, shown in **Attachment A**, are intended to manage expectations regarding available staff support while encouraging applicants to provide their own audiovisual technical support for programs and events.

Summary of Revisions:

1. Moved *Review Criteria for Sponsorship Proposals* to appear before *Benefits for Sponsored Programs* so that patrons can first determine if they meet the criteria for sponsored programs before moving on to the Benefits of Sponsored Programs and Events
2. Removed Staff Support from the Benefits of Sponsored Programs and Events section of the policy. While the current policy states that staff support "may be provided" as a benefit of sponsorship, the library's leadership team is often not able to provide staff support due to the daily operational demands of the library. Staff Support is revised and included in the General Terms and Conditions
3. Added the statement, "Audiovisual support and training for the Canyon Theater – Applicants are requested to provide their own audiovisual technical support. The applicant or their designee is required to attend AV training prior to the event." This statement shifts expectations around staffing so that the responsibility for staffing AV is placed on the applicant. BPL staff can provide a staff member to greet the patrons on the day of the event, unlock the Canyon Theater, and be available for questions on the day of the event. If the applicant is unable to provide their own AV support, "Pre-arranged staff assistance may be provided for an additional fee..." The words "additional fee" are added because BPL staff are more inclined to work theater events if they are paid additional substitute hours or overtime. This enables the library to recover staffing costs incurred for sponsored events.

Questions for commission:

Does the commission have any questions or input on the revisions of the Sponsorship of Programs and Events Policy?

Attachment A. Proposed Sponsorship Policy Revisions

Boulder Public Library (BPL) and the Office of Arts and Culture ~~is pleased to consider sponsorship of~~ offers a limited number of sponsorship opportunities for programs and events that bring value to the community and are aligned with the Library's mission. Sponsorship is defined as the Library and Arts Department endorsement and hosting of programs or events in library facilities that are coordinated by an outside entity, and are supported, co-marketed, or co-organized by the Library and Arts Department.

The benefits provided to sponsored programs and events, the criteria by which proposals for sponsorship are considered, the application process, and the general terms and conditions are outlined below.

Review Criteria for Sponsorship Proposals

Proposals will be evaluated based on the following criteria:

Supports the BPL Mission — 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.

Audience appeal – The program or event has the potential to appeal to a diverse audience of a significant number of community members.

Cost to the public – Programs or events that meet the above criteria and are free and open to the public or will provide another mechanism for some free attendance will be given preference over those that charge admission or request donations.

Proposals will not be considered for sponsorship if they fall under any of the categories, below:

- Political campaigns, including programs or events that intend to influence the passage or defeat of ballot issues, city ordinances, or to promote candidates for political office.
- Religious programs that promote a single religious viewpoint over that of others.
- Content that advocates violence or intolerance.
- Content that advocates the violation of Municipal, State, or Federal laws
- *Recurring programs or events* – Recurring programs or events may be sponsored for one year only, and must re-apply for each subsequent year.

Benefits for Sponsored Programs and Events

When a program or event is accepted for sponsorship, BPL, at its discretion, may provide one or more of the following:

Comment [CTM1]: Review Criteria, previously listed after Benefits of Sponsored Events, has been moved up so patrons may first see if they meet the criteria before continuing to the benefits.

Attachment A. Proposed Sponsorship Policy Revisions

Use of facilities – Sponsored programs or events may be given priority scheduling of library facilities.

Communications — BPL may promote the sponsored program or event on the library’s website calendar. Other types of communication may include the program or event being listed in BPL printed material, on in-library digital and print displays, in BPL media communications, or other messaging.

~~*Staff support* — Pre arranged staff assistance may be provided for the use of audiovisual equipment, Internet connections, operation of the program or event, or other assistance during the program or event. Additional information about support may be detailed in the specific Terms of Use agreement.~~

Comment [CTM2]: Staff support qualifications have been revised and moved down to General Terms and Conditions.

Rental fees — The base rental fee for Canyon Theater or Gallery may be waived as an in-kind donation. In certain cases, other fees may apply beyond the base rent. These fees are detailed in the Canyon Theater and Gallery Terms of Use and Rental policy.

The entity responsible for the sponsored program or event will provide the following as a condition of sponsorship:

Acknowledgment — Inclusion of the BPL logo or other approved credit information in all marketing material as requested by the library.

Post-event reporting — The responsible party will report the number of attendees after the end of the program or event. Further information may be requested by BPL, such as press clippings, marketing collateral, and a narrative about the success of the program in addressing the standards outlined in the Review Criteria of Sponsorship Proposals, below.

Application Process

Organizations interested in applying for sponsorship of their program or event should submit an application, no less than three (3) months before the start date of the program to the Boulder Public Library administration office or the City of Boulder Office of Arts and Culture. Proposals will be evaluated based upon their completeness and by the criteria listed above. The evaluation may take up to 30 days to complete. The Library and Arts Department director has final approval of all proposals.

Even after final approval of a sponsorship proposal is received, no program is considered officially sponsored until:

1. Scheduling is confirmed, and
2. If the event takes place in the Canyon Theater, the applicant or their designee has attended an audiovisual equipment training.

Attachment A. Proposed Sponsorship Policy Revisions

3. Terms of Use Agreement for the venue is complete.

General Terms and Conditions

The Boulder Public Library asks organizations presenting sponsored programs or events to observe the following terms and conditions.

1. All aspects of the program or event must comply with the Library Rules of Conduct and any terms of use policies that apply to the venue in which it is taking place.
2. The Library and Arts Department director or designee must grant approval prior to the program or event for accepting donations, the charging of fees or admission, or the selling of any products or services.
3. The Library and Arts Department director or designee must grant approval prior to the program or event for the posting or distribution of materials inside library facilities.
4. The program or event shall be designed to be accessible to participants and/or audience members with special needs to the degree that is possible.

5. Any communications about the sponsored program or event must be approved by BPL staff prior to release of those materials. This includes all marketing materials, press releases, web pages, calendar listings, advertisements, etc. In the case of any media activity such as television, radio, web- or print-media interviews, BPL staff must be updated when such interviews are scheduled to be conducted, and when the media reports are expected to be released.

~~5-6~~ Audiovisual support and training for the Canyon Theater – Applicants are requested to provide their own audiovisual technical support. The applicant or his designee is required to attend audiovisual training prior to the event. Pre-arranged staff assistance may be provided for an additional fee for the use of audiovisual equipment, Internet connections, operation of the program or event or other assistance during the program or event. Additional information about support may be detailed in the specific Terms of Use agreement.

Comment [CTM3]: Shifted expectations around staffing so that responsibility lies on applicant to provides AV support. BPL will provide staffing to greet the applicants, unlock the Canyon doors, and be available for emergencies. Ideally and when available during regular business hours, BPL will strive to provide a staff person in the room during the program but that is not always possible.

Comment [CTM4]: This language comes largely from the Staff Support section that was removed from the Benefits section above.

Failure to abide by these general terms and conditions may result in the withdrawal of sponsorship and forfeiture of the opportunity for the organization to apply for sponsorship in the future. Boulder Public Library, at its sole discretion, reserves the right to revoke sponsorship of a program or event at any time.

Definitions

Library facilities — Meeting rooms, certain common areas, the Canyon Theater, the Canyon Gallery, and certain gathering areas immediately outside BPL buildings.

Attachment A. Proposed Sponsorship Policy Revisions

Recurring programs — Programs that are scheduled over a long period of time and at regular intervals. For instance: daily, weekly, monthly, or quarterly meetings would be considered recurring. Several events in a limited series held over a few days that are part of a festival or convention would not be considered recurring.

Approved by the Library Commission on January 7, 2015.

Revisions approved by the Library Commission on _____.

To: Boulder City Council
Cc: Jane Brautigam, Boulder City Manager
From: Boulder Library Commission
Date: Dec. 20, 2014

2014 has been a banner year for the Boulder Public Library and the Commission is proud of the part it has played in these accomplishments:

- Hiring David Farnan as the new director. David brings to this position not only a long and accomplished resume but also the enthusiasm and talents to bring about exciting things.
- Renovation of the main BPL branch. A new teen space...a new enclosed children's area with state of the art storytime space...new meeting rooms and presentation spaces...a bright and welcoming introductory space for the library and its collections...and a state of the art materials handling system including RFID. Congratulations are in order for going above and beyond the original ballot measure and doing so within the constraints of the budget. These changes will not only bring new brick and mortar but a whole new attitude and culture to the library, its staff and patrons.
- Included within that renovation is the exciting Foundry/Maker Space providing a destination for teens and their inherent creativity.
- Opening The NOBO Corner Library. Brought to fruition after much talk and preparation, this new and exciting addition to our library system and the NOBO neighborhood is providing much needed library services to this segment of our city and its population.
- Expansion of programs provided by the Library including those traditionally supported by the Library Foundation and creating new opportunities by building upon these and through other partnerships with local industries, the SBDC (Small Business Development Center), and The Boulder Farmers Market.

Looking ahead to 2015, BPL has set the following goals:

- Increase library focus on literacy to our underserved communities.
- Reinvent the *Place to Be* to create a Community Platform to provide the infrastructure for literate, cultural and business opportunities.
- Increase usage of meeting spaces by upgrading technology and updating and improving policies for public access.
- Attract the full community, with an emphasis on children and family, to invigorate the downtown civic area.
- Invest in an improved collection to meet changing and growing community needs.
- Implement new customer service model as a reflection of new space and culture.
- Restore hours at Reynolds and Meadows branches filling a community need without increased budget.

- Continue to expand opportunities with NOBO Corner Library serving as a template for future neighborhood growth and outreach.
- Serve as a cornerstone for Civic Area planning.
- Initiate the BPL Master Plan update.
- Update the sound system and screen in the Canyon Theater with the financial support of the Boulder Library Foundation and the Arts Department respectively.

Reinventing the Place to Be, both in a literal sense with the actual renovation, and in a philosophical and cultural shift, will continue to drive the Commission’s priorities. Building upon past successes and considering the goals of the library itself, the Commission has set the following priorities for 2015:

- Support the creation of the library as a *Community Platform*. This support would include but not be limited to encouraging strategic partnerships, expanding programming, and increasing utilization of new library spaces and opportunities.
- Optimize the library’s digital presence and capacities with an increased emphasis on expanding digital collections and improving the user experience with the library web site.
- Continue the work that has begun on modifying the city charter, the library commission bylaws, etc. to more accurately represent the advisory role of the Commission.
- Participate in city wide planning for the civic area while reflecting the cornerstone role that the library will represent in these plans.
- Support staff as they take on the challenges represented by the new “Place to Be.” Required will be a positive approach to customer service and the necessity for professional development to master new space utilization and technological needs.
- Engage with staff to update the comprehensive Library Master Plan with specific measurable goals related to topics such as partnerships, literacy, digital branch, programming, and collections.

City Council’s Questions for Boards and Commissions for 2015:

1. What are your top priorities within the framework of the current council work plan adopted at the last city council retreat?
 - We encourage the city council to continue to address the issue of the homeless and transients, particularly as it impacts the library and its facilities.
2. What would you like to see done that would further advance the Council Goals?
3. How can your board specifically help reach the current council goals?
4. Are there city policies that need to be addressed that would enable your board to function at a higher level?

- We support the creation of an ongoing committee representing various public stakeholders, including library commission representation, to work with the Civic Area Planning Group as they move forward in designing the downtown civic area.
 - Understand that the website technology needs of the library do not always parallel those of the city site.
5. Are there other items that council should address in the upcoming year?
- Provide additional funding to support collection development in response to the library's shortfall and reduced buying power coupled with expanding demand from the community for additional resources including:
 - traditional: books, magazines, movies, music, databases, etc.
 - non-traditional: digital collections of ebooks, audiobooks, emagazines, etc.
 - alternative resources: maker technologies, hands-on resources and materials, etc.

To: Boulder Public Library Commission

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

Date: August 28, 2015

Subject: Library Master Plan Project Update Memo

Background:

At the August 5, 2015 Library Commission meeting, the commissioners reviewed the scope and process for the library’s master plan update. See below for the project timeline and key dates for the scope and process phase. At the Sept. 2, 2015 Library Commission meeting, the commissioners and library staff will review, discuss, and select from several options for community engagement during the planning process. The options selected will be outlined in the scope of work in the Request for Proposal (RFP) document to select a consultant(s) to assist with developing the master plan update.

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. Strategy development, review of mission, and stakeholder input
4. Financial analysis and performance measure/standards development
5. Community engagement/feedback
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"/>	Saturday, July 11, 2015	Library Commission annual retreat: preliminary discussion of essential elements for BPL to retain, library trends, and priority considerations for the master plan update
<input checked="" type="checkbox"/>	July – August 2015	Research planning methods
<input checked="" type="checkbox"/>	August 5, 2015	Library Commission meeting: Review July 11, 2015

		retreat information, project timeline and phase 1 schedule
<input type="checkbox"/>	September 2, 2015	Library Commission meeting: Discuss scope of community engagement and needs assessment
<input type="checkbox"/>	September – October	Develop draft project scope and schedule
<input type="checkbox"/>	October 7, 2015	Library Commission meeting: City of Boulder Office of Arts and Culture, Community Cultural Plan presentation. Review draft project scope and schedule. High-level review and summary of master or strategic planning documents from other city departments and other public libraries
<input type="checkbox"/>	October 2015	Finalize schedule and issue consultant Request for Qualifications/Proposals
<input type="checkbox"/>	November 4, 2015	Library Commission meeting: City of Boulder Human Services Strategy presentation. Project update
<input type="checkbox"/>	December 2, 2015	Library Commission meeting: Boulder Valley Comprehensive Plan presentation. Update on consultant selection and input on formation of a Master Plan Steering Committee
<input type="checkbox"/>	December 2015	Establish Master Plan Steering Committee
<input type="checkbox"/>	December 2015	Develop work plan and refine the objectives for community engagement activities development
Issue Identification, Research, and Goal Development		
<input type="checkbox"/>	January 6, 2016	Library Commission meeting: Review objectives for community engagement activities and work plan

Needs assessment:

The Library Commission and library staff have begun to identify information resources to review during phases 2 and 3 when research and a needs assessment are conducted. See page 2 of **Attachment A**. Library staff and the consultant(s) will survey these resources to identify critical issues and community values, needs, and goals that will inform this project. Findings from the needs assessment will be submitted in report form by the consultant(s) during phase 3 of the project.

Community engagement options:

The Library Commission and staff have begun to identify possible stakeholder groups and representatives to include in the community engagement process. See page 2 of **Attachment A**. Placeholders for community engagement opportunities are highlighted in yellow.

A description of some options for community engagement during the master planning process can be found later in this section. The options selected will be incorporated into the RFP document for consultant services. Development of each community engagement activity or event will be completed in phase 2 of the project by the staff project team and

the consultant(s). The consultant(s) will be asked to assist library staff in developing surveys, discussion questions and activities for the various community engagement opportunities selected. Findings from the community engagement phase will be submitted by the consultant(s) in report form during phase 3 of the project.

The preliminary objectives of the community engagement opportunities are to:

- Present background information and findings related to key issues, trends, and focus areas to community members to consider in their dialogue with library staff and the Library Commission during the planning process.
- Gather input from community members regarding each of the master plan focus areas to validate or confirm preliminary data and information gathered, and to identify priorities.

The following are some options for community engagement. \$ indicates relative cost of each option [\$=low cost to \$\$\$\$=high cost].

Library Commission monthly meeting updates and City Council meetings and study sessions \$\$

The consultant(s) may be expected to attend selected monthly Library Commission meetings, City Council meetings and study sessions related to the Library Master Plan Update project.

Master Plan Advisory Committee \$

The consultant(s) will assist library staff with selecting key stakeholders from the community to serve on a committee to provide input and vet information gathered from the community engagement process and phases 2, 3, and 5 of the process. The consultant(s) and staff project team members will facilitate these committee meetings. See August 2015 Library Commission meeting packet, Library Master Plan Project Update memo for a definition of this committee.

<https://boulderlibrary.org/wp-content/uploads/2014/12/2015-August-LC-Packet.pdf>

Stakeholder interviews \$\$

Interviews conducted by members of the staff project team with key stakeholders representing a wide variety of library user and non-user groups.

Library Master Plan online \$\$

In addition to the other selected community engagement opportunities, library staff will use the Inspire Boulder MindMixer site to gather information

<http://www.inspireboulder.com/topics/all>. Further, a project webpage is under development and expected to be launched in September 2015. The consultant(s) will be asked to provide content and analyze and report on data gathered from the Inspire Boulder site.

Community issues and opportunities open houses \$\$

Community open houses co-hosted by the library staff and the Library Commission and facilitated by the consultant(s).

Passive posting of ideas and input \$\$

Library staff will provide a variety of activities in library facilities to allow patrons to share their ideas and input about the Library Master Plan Update.

Focus groups \$\$\$

Stakeholders selected to participate in small group meetings that are facilitated by the consultant(s).

Surveys \$ to \$\$\$\$

There are a variety of options for surveying the community that range in cost from low to high cost.

- Telephone \$\$\$\$
- Random mail \$\$\$\$
(Example: Survey tool used for the Parks and Recreation Master Plan <https://www-static.bouldercolorado.gov/docs/comm-survey-1-201307030807.pdf>)
- Library user \$\$\$
- Email \$\$
- Website (including Inspire Boulder) \$\$

Informational presentations and outreach \$

Library staff will conduct outreach to minorities, youth, families, and other special populations by making presentations to or holding discussions with stakeholders from these groups.

Questions for the commission:

1. Does the commission have input on the needs assessment including additional resources?
2. Does the commission have input on the preliminary objectives for the community engagement process?
3. Does the commission have any other ideas for community engagement opportunities?
4. Which options for community engagement does the commission consider as high priority?

Attachment A. Boulder Public Library Master Plan Process Overview & Timeline (updated 8/25/2015)

Scope & Process	Background Research, Needs Assessment, Community Engagement, Issues and Goal Identification	Strategy Development Mission Review, and Stakeholder Input	Financial Analysis / Performance Measures/Standards Development	Community Engagement /Feedback	Draft Plan: Synthesis of information Development of Action Plan – Priorities, Recommendations	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 - Master Plan project website - RFQ/RFP process for consultant and graphic design - Establish Staff Technical Advisory Committee and Master Plan Steering Committee - Consultant/staff develop workplan 	<ul style="list-style-type: none"> - Research on future of libraries, trends, standards, service delivery options - Conduct patron surveys - Conduct public forums/ focus groups - Master Plan Steering Committee discussions - Library Commission discussions - Establish staff working groups - Needs assessment report - Trends report 	<ul style="list-style-type: none"> - Master Plan Steering Committee – Strengths, Weaknesses, Opportunities, Threats assessment (SWOT), review of mission and focus group input - Library Leadership Team – SWOT - Library Commission SWOT, review of mission and focus group input - Identify stakeholders and gather input 	<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"> - Open houses - Public forums 	<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 (Q1) - Planning Board review & recommendation (Q1) - City Council review & acceptance (Q1) - 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 - SWOT summary - Revised mission 	<p>Key Outcomes:</p> <ul style="list-style-type: none"> - Draft goals, strategies, service delivery options - Financial analysis - Standards & performance indicators 	<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 plan 	<p>Key Outcomes:</p> <ul style="list-style-type: none"> - Approved plan
<p align="center">July – Dec. 2015</p>	<p align="center">2016</p>	<p align="center">2016</p>	<p align="center">2016-2017</p>	<p align="center">2017</p>	<p align="center">2017</p>	<p align="center">2017</p>

Attachment A. Boulder Public Library Master Plan Process Overview & Timeline (updated 8/25/2015)

Resources

General Resources

City Council goals and work plan
Boulder Valley Comprehensive Plan
City of Boulder Community Survey, 2014
City of Boulder Capital Improvements Program 2012-2017
Blue Ribbon Commission, 2008
City of Boulder Budget, 2015-2016

City of Boulder Master Plans and Strategic Plans

Boulder Public Library Master Plan, 2007
Boulder Public Library Facilities Sustainability Study, 2009 and Update to the Library Facilities Sustainability Study from studiotrope Design Consultants, 2015
Civic Area Master Plan, 2012
Community Cultural Plan, 2015
Human Services Strategic Plan, 2016
Boulder Parks and Recreation Master Plan, 2014
Boulder Fire-Rescue Master Plan, 2012
City of Boulder Economic Sustainability Strategy, 2013
Facilities and Assets Management Master Plan, 2005
Transportation Master Plan Update, 2013-2014
Boulder Junction Area Plan (formerly Transit Village Area Plan), 2010

Library Resources

Library Research Service National Statistics
Colorado Public Library Standards
Pew Internet Studies on Libraries
Dialogue on Public Libraries – The Aspen Institute
Edge Assessment

Stakeholders

Boulder Chamber of Commerce
Boulder Library Foundation
Boulder Public Library Teen Advisory Board
BoulderReads adult learners
Boulder Shelter for the Homeless
Bridge House
Elders and seniors
Families
Human and social services organizations
Immigrant Advisory Committee
Library program partners – Small Business Development Center; Downtown Boulder, Inc.; Boulder Genealogical Society; Museum of Boulder; Boulder Farmers' Markets
Boulder Valley School District

Attachment A. Boulder Public Library Master Plan Process Overview & Timeline (updated 8/25/2015)

Literacy-related stakeholders

Maker community representatives

Naropa University

Non-library users

Schools

Scientific community representatives

Small businesses

Technology / entrepreneurial community representatives

University of Colorado (including: Growing up Boulder)

City of Boulder Youth Opportunities Advisory Board

Citizenship Ceremony

Last Thursday the 27th of August, we hosted the citizenship naturalization ceremony with 39 people from 19 countries becoming citizens. Our very own Lillian Bucio, a naturalized citizen and NoBo employee, delivered a wonderful speech about her experience of becoming a United States citizen prior to the swearing in of new citizens.

Youth Services

This month we welcomed two new part-time Youth Services specialists, Ruth Smith and Alyx Campbell to the Boulder Public Library (BPL). Youth Services is now fully staffed under the leadership of new manager, Erica Segraves. Together, they are increasing fall programming for tweens and planning an October 24, 2015 Early Literacy Fair. Their workspace has been rearranged to accommodate the new staff, improve storage and workspaces, and ultimately provide this team with the space and resources they need to better serve the BPL community.

Outreach

Shelley Sullivan and Crystal Niedzwiadek hosted a table at the CU Family Housing Annual BBQ. Newly arrived international students and their families in CU family housing chatted with staff, did LED crafts, and found out about Conversations in English classes, children's programming and Boulder Reads services. Approximately 200 people stopped by their table.

BPL also had a presence at the BVSD Back to School Fair hosted by the Family Resource Center and the Centennial Middle School Back to School BBQ hosted by the PTO. Crystal and Eileen McCluskey rode the Book Bike to these events. Approximately 250 people stopped by the Book Bike display to do crafts, talk about programs and get a book.

Maker Space

Kathy Lane attended the Public Libraries and STEM Conference in Denver. BPL was invited to send a participant to this conference. The conference brought together 150 leaders and decision-makers from both the public library and STEM education communities throughout the United States. The purpose of this conference was to help establish an important foundation for the transformational changes that are taking place in public libraries and their communities. Kathy reported that BPL is truly on the right path.

Discover Earth Workshop

Librarians from around the country are coming to BPL Sept. 22-23, 2015 for their orientation to the Discover Earth Exhibit that is currently on display at Boulder Main Library. These librarians represent libraries that have been selected by ALA to host the traveling Discover Earth Exhibit.

2015 Jan. – May Library Statistical Summary

I have attached our monthly statistics report (**Attachment A**). As you can see, NoBo usage data continues to grow, with nearly 200% increase in circulation and nearly 100% growth in attendance. As reported earlier this year, their activity represents about 3% of our overall usage in circulation and door count. This is a remarkable achievement for a 576 square foot space.

Other areas of note; ebook checkouts continue to climb. Usage went up 19% over last year and currently makes up about 8% of our overall circulation. This still lags behind national trends in ebook consumption in the consumer market for sales data, but puts us squarely in proximity to what other area libraries are experiencing. We anticipate further growth as we continue to increase the number of titles we own, increase the number of copies of popular titles, and reduce wait times for ebooks.

The most impressive numbers for me are the steady growth in door count, which is up by 9% over last year, and the number of new card holders, which is up by 25%. These are both strong indicators that Boulderites are rediscovering their library.

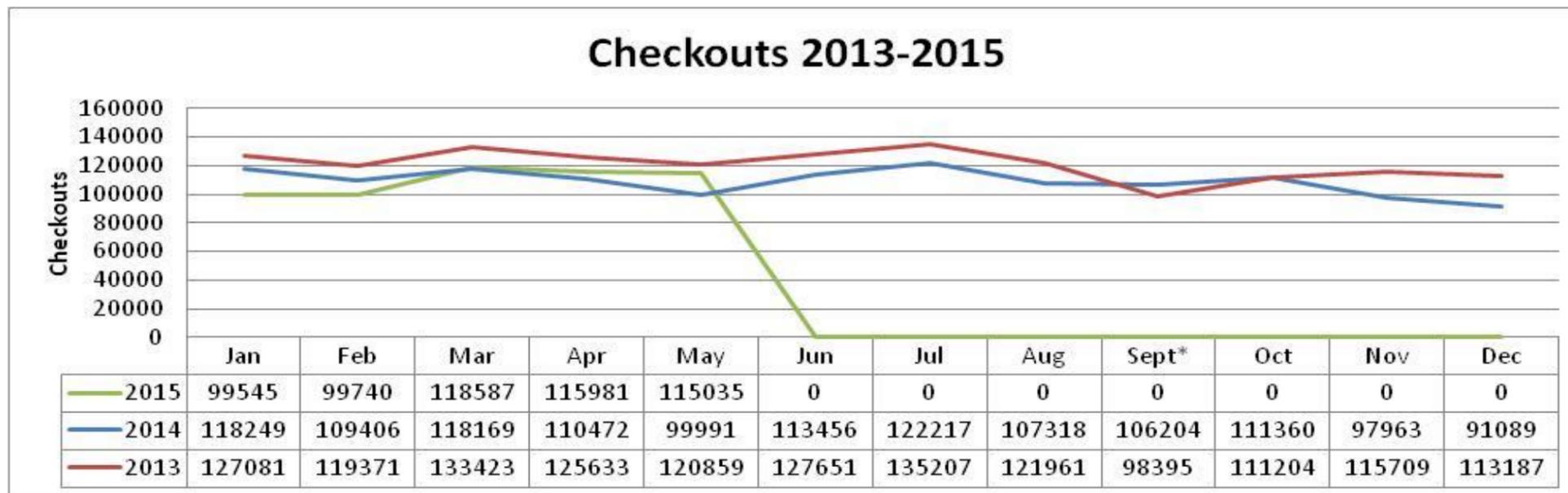
2016 Library Holiday Closures

As an informational item, I have included the approved list of 2016 library holiday closures (**Attachment B**).

YTD Statistical Summary Jan - May 2015

Year	Category	Location	All Sums are YTD					Year	Category	Location	All Sums are YTD					2014-2015 YTD % Change
			Month Jan	Feb	Mar	Apr	May				Month Jan	Feb	Mar	Apr	May	
2014								2015								
	Circulation		118,249	227,685	345,854	456,326	556,290		Circulation		99,545	199,285	317,872	433,853	548,888	-1.3%
		Main	80,122	153,990	232,697	303,552	365,473			Main	54,783	114,316	189,401	265,265	338,435	-7.4%
		Reynolds	19,677	37,574	56,659	75,318	94,343			Reynolds	20,847	40,135	60,237	78,820	98,111	4.0%
		Meadows	18,450	36,091	56,218	75,591	92,907			Meadows	20,407	38,243	57,941	76,296	95,167	2.4%
		NoBo	0	30	280	1,865	3,567			NoBo	3,508	6,591	10,293	13,472	17,175	381%
	Door Counts		78,031	152,412	230,644	305,993	374,457		Door Counts ‡		61,314	128,486	219,927	307,912	411,922	10.0%
		Main	57,849	113,340	170,061	221,495	267,020			Main	34,091	78,011	142,488	203,957	277,549	3.9%
		Reynolds	10,226	19,717	29,972	40,582	50,645			Reynolds	12,173	22,487	34,936	46,529	60,393	19.2%
		Meadows	9,648	18,726	29,457	39,772	49,893			Meadows	11,458	21,211	31,752	43,626	56,375	13.0%
		NoBo	0	0	115	2,655	5,080			NoBo	3,318	6,279	9,971	12,707	16,118	217.3%
		Carnegie	308	629	1,039	1,489	1,819			Carnegie	274	498	780	1,093	1,487	-18.3%
	Web Sessions		73,960	141,204	217,564	290,268	357,360		Web Sessions		81,430	147,852	209,802	273,927	337,316	-6%
	Holds Filled ¹		14,280	26,537	38,557	50,185	60,974		Holds Filled ¹		11,892	23,477	36,607	49,381	62,346	2%
		Main	8,711	15,885	22,477	28,739	34,357			Main	6,068	12,868	21,272	29,398	37,587	9.4%
		Reynolds	2,845	5,378	8,176	10,865	13,501			Reynolds	3,037	5,465	7,970	10,413	12,934	-4.2%
		Meadows	2,724	5,274	7,904	10,581	13,116			Meadows	2,787	5,144	7,365	9,570	11,825	-9.8%
	Database Usage		9,909	19,468	28,833	41,335	49,338		Database Usage		10,924	20,105	29,969	39,951	46,775	-5.2%
	eCollection chkouts ²		9,261	17,467	26,725	32,405	38,867		eCollection chkouts ²		9,003	16,891	25,418	33,446	42,332	8.9%
	New Patrons		916	1,630	2,417	3,297	4,218		New Patrons		1,006	1,849	2,925	3,797	5,130	21.6%

‡ Due to renovation on South Entrance during re-opening in mid-February door counts were unavailable until March. Data was normalized based on last year's avg. for this time period and avg. of weeks during Feb.
¹ Holds filled represents items from this location used to fill holds.
² eCollections represent downloadable and streaming collections. This number includes Freegal which was dropped in April 2014. Zinio was added in Sept. 2014 and hoopla in Feb. 2014
Notes: The impact of the 2014 year long renovation can be seen by decreases in door counts and circulation as spaces and collections were periodically unavailable throughout the year. All collections came out of storage in mid-February when the South side reopened. Although YTD circulation in 2015 is still down slightly (1%) compared to 2014, Main circulation began to trend upward compared to same month last year in both March, April and May and approach pre-renovation levels of 2013 as the percent changes trend decreases each month.



YTD Totals	Checkouts	Prior Checkouts		Percent Change	
		Prior Month	Prior Year	Prior Month	Prior Year
Jan	99545	91089	118249	9%	-16%
Feb	99740	99545	109406	0%	-9%
Mar	118587	99740	118169	19%	0%
Apr	115981	118587	110472	-2%	5%
May	115035	115975	99991	-1%	15%
YTD Totals	548888	524936	556287		-1%

Percent Change 2013 - 2015	
May-15	115035
May-13	120859
	-5%
Apr-15	115981
Apr-13	125633
	-8%
Mar-15	118587
Mar-13	133423
	-11%
Feb-15	99740
Feb-13	119371
	-16%
Jan-15	99545
Jan-13	127081
	-22%

Attachment B. 2016 Library Holiday Closures

Boulder Public Library Proposed 2016 Closures

Holiday	Date	Closure
New Year's Day	Friday, January 1, 2016	All locations closed.
Martin Luther King, Jr. Day	Monday, January 18, 2016	All locations closed.
Presidents' Day	Monday, February 15, 2016	All locations closed.
Memorial Day	Monday, May 30, 2016	All locations closed.
Independence Day	Monday, July 4, 2016	All locations closed.
Labor Day	Monday, September 5, 2016	All locations closed.
Veterans Day	Friday, November 11, 2016	All locations closed.
Thanksgiving Day	Thursday, November 24, 2016	All locations closed.
Christmas Eve	Saturday, December 24, 2016	All locations closed.
Christmas Day	Sunday, December 25, 2016	All locations closed.
New Year's Eve	Saturday, December 31, 2016	All locations close at 2 p.m.

NOTE: This list does not include the All Staff Training Day closure for 2016.