

Meeting date: Wednesday, March 2, 2016

Location: Library, 1001 Arapahoe Ave., Boulder

Meeting start time: 6:00 p.m.

1. Approval of agenda
2. Public comment
3. Consent agenda
 - a. Approval of February 10, 2016, minutes (p 2.)
4. Presentation: Small Business Development Center (SBDC) partnership – Sharon King, Executive Director of SBDC
5. Presentation: Library materials selection and collection development - Laura Hankins, Collection Development Manager
6. Continued discussion on contract armed security officers at the Main Library (p. 8)
7. Library Master Plan update (p. 16)
8. Library Commission Update (p. 18)
 - a. Finalize Library Commission Handbook
 - b. Boulder Library Foundation update
 - c. Discussion of Civic Area program plan
 - d. Discussion of potential implications on the library regarding the right to rest legislation and the Human Rights Commission’s recommendation to City Council to lift the camping ban
 - e. Responses to patron emails from the Library Commission
9. Library and Arts Director’s Report (p.39)
 - a. Facilities Sustainability Study update from studiotrope Design Consultants
 - b. Discontinuing notary service
 - c. BLDG 61 Makerspace grand opening
10. Adjournment

2016 Library Commissioners

Paul Sutter, Chair

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: February 10, 2016, Main Library, 1001 Arapahoe Ave.	
Contact Information Preparing Summary: Suzi E Lane, 303-441-3106	
Commission Members Present: Alicia Gibb, Tim O'Shea, Paul Sutter, and Joni Teter	
<p>Library Staff Present: David Farnan, Director of Library & Arts Jennifer Phares, Deputy Library Director Suzi Lane, Administrative Specialist II</p> <p>City Staff Present: Aimee Schumm, eServices Manager Hillary Dodge, Meadows Manager</p> <p>Public Present: Dick Shahan Nikki Rashada McCord Juana Gomez</p>	
Type of Meeting: Regular	
Agenda Item 1: Call to Order and Approval of Agenda	[6:00 p.m., Audio 0:20]
The meeting was called to order at 6:00 pm Agenda approved.	
Agenda Item 2: Public Comment	[6:01 p.m., Audio 0:28]
McCord addressed agenda item 6e regarding armed security officers. She read her submitted handout. Paul read an email from Joel Koenig, regarding parking.	
Agenda Item 3: Consent Agenda Approval of Jan. 6, 2016, meeting minutes	[6:07 p.m., Audio 6:51]
Commissioner Teter requested a change of language on page 3, in the section entitled <u>Public Comments Reopened</u> , regarding transgender bathrooms. Add the word <u>Main</u> in front of Library. Commissioner Sutter requested a change of language on page 5, item 5, where it states: Sutter: Hire quality security officers, or to keep the officers we have. Change this to read: <u>Armed security officers tend to be a higher quality and receive higher training.</u> Sutter motioned to approve the minutes, O'Shea seconded. Approved 3-0, 1-abstention	
Agenda Item 4: Meeting Room Updates	[6:09 p.m., Audio 9:13]
Aimee Schumm attended the meeting on behalf of Eileen McCluskey. <ul style="list-style-type: none"> • Teter questioned the policy regarding the 180 minute meeting room reservation time limit per month. • Schumm said that the 180 minutes is our baseline. As we start this program, we are going to reevaluate this in six months to see if we can raise or lower that amount, depending on meeting room occupancy rates and how many people are taking advantage of the reservation system. Library-related business is something that is booked through staff as they have more control over how many minutes are given to a particular group. Library-sponsored events get priority and additional meeting time. We started with 180 minutes, and we can adjust as necessary. Sponsorships go through a different process so staff would be involved in reserving the rooms. 	

- Sutter suggested saying something along the lines of, “This policy does not apply to sponsored programs.”
- Teter said that the sponsorship agreement does not address planning meetings. The sponsorship agreement addresses the program, so any meetings you have about planning, updates, or any of those are not addressed.
- Sutter referenced page 14, the second bullet point, wondering if that is necessary given that the study room policy is right beneath it. It states that the study rooms cannot be reserved, but then there's also confusion about the branch libraries and study rooms, which can be reserved. He is inclined to strike that parenthetical phrase. Include a bullet point saying that study rooms at the Main Library cannot be reserved, or something along those lines. A link to the kind of equipment and connectors required may be helpful, so all the information is embedded into the software along with the image of each room.
- Schumm said that she was not certain she could do that, but will look at her options
- Teter thought there is still some confusion about the connector piece, A/V support, anything we could do to clarify that for people would be helpful.

Sutter motioned to approve the revised policy with changes from the commission, Teter seconded and the policy was approved unanimously.

Agenda Item 5: Library Master Plan Update

[6:19 p.m., Audio 19:26]

- Farnan said that the master plan project scope is much narrower and the Request for Proposal will be out relatively soon.
- Phares said that after evaluating each phase, staff will move on to next steps and possibly hire a consultant for phases 1, 2, and 4. Staff may bring in experts from the library or related fields for Phase 3. Teter asked how facilities review is being handled.
- Farnan said that staff is going to do that review mostly in-house. The Facilities and Asset Management (FAM) Division of the Public Works Department has an updated study. They need to do some analysis on the current buildings, and this notion of the replacement cost and whether they are continually operating at an efficient level, which kind of plays into owned facilities and rented facilities. The city’s FAM Division has done quite an extensive analysis of all the buildings, but we need them to look at it in a slightly different way and from a financial perspective as well. Staff should have an update next month with regard to the facilities study on the Main Library renovations, and David will have that for commission to review and then it will be posted online.

Agenda Item 6: Library Commission Update

[6:22 p.m., Audio 22:21]

a. Bylaws

Teter stated that we didn't change the number in the charter and thought that was the biggest concern, that the numbers would be off. Also, the suggestion to eliminate secretaries and the officer position, which is consistent with the way other departments have functioned, and the way we are functioning now.

b. Handbook

Sutter will send the updated draft with tonight’s revisions to Gibb, Farnan, and Phares for further discussion at the April meeting.

c. Foundation Updates

- Teter said that they had a good retreat January 16. She spoke about their successes and moving forward. They discussed adding members and looking for a certain matrix and attributes. Currently, the foundation has five openings. The consensus is that the foundation wants two more members but can go up to four. She mentioned that David made some preliminary presentations about programs. The foundation is dealing with some challenges this year, such as administration costs, which will be discussed in February.
- Farnan stated that the open position was posted online two days ago.
- O’Shea stated that an RFP went out for a financial manager Feb. 15, so if you have any suggestions, contact her or Teter to put them in for consideration.

d. Patron Email

No comments

e. Armed Security

- Teter requested that we reconsider our vote from the January meeting to disarm security officers. After talking to library staff and some patrons, there is another side to this issue, and we did not give that consideration. We didn't listen to the side that says "I feel safer with armed guards." Last year, we brought on extra police patrols because negative behavior had risen to a certain level, there is a level of concern and fear among some of our patrons and staff, and a perception that having someone with a gun is helpful, not that they would use the gun. People who are likely to act out in violent ways are going to respond more positively to an authority figure who is armed. We should spend some time looking at the incident reports and get a sense of what they are.
- Sutter stated that if we are going to consider reopening this, it would be useful to have a clear sense of what we are looking to get out of reopening. In terms of if we want staff feedback or more details on incidents and history. This is an opportunity to see what our responsibility is as a commission.
- Teter said that not all libraries are the same in the sense of dealing with what we are, with a transient population that is at the level we are. Boulder is very attractive to the transient populations. Denver, for example, has security guards at both doors and checks everybody as they go in. It would be helpful to answer the questions about how libraries are coping. Talk with people about their fears regarding disarming guards as well.
- Farnan stated that we need to get more information about what Denver does, to figure out if guns deter crime. The intent is to make our stance clear. Do we want to engage the public? Do we want to ask the staff? We need to balance comments from all, and then the director ultimately makes the decision.
- Phares said that looking at incident reports is just going to tell you what happened, it is not going to tell you if it would have been different if a guard didn't have a firearm. We can give you the answer about reports, which are significantly down this year from where they were last year.
- O'Shea generally supported Teter's assessment. We made a decision without fully appreciating other aspects. I think there's a question that goes beyond what's being discussed which is armed vs. unarmed, and that seems to come down to gun or no gun. I think there are other aspects that I'm not clear on as to non-lethal force, whether that is a taser, pepper spray, or mace included with security. There were some aspects that will be costly to the library for the staffing, some pieces of the puzzle that I just became clearer on after the original conversation.
- Farnan stated that our protocol is to call 911 immediately in escalated situations.
- Sutter is in favor of reopening this issue. I wish that we had spent more time with staff. I am reticent to opening this up to public.
- Farnan pointed out that this meeting is a public process, and we placed a notice in the paper. Also, we can inquire with our current security company if they offer a service that provides non-lethal stopping force. He does not know if they currently provide security officers with pepper spray. We also need to be clear about our intent to have an armed security officer at the cinema program where liquor is sold and served. We pay two security officers overtime, so to be clear on that, whether that's a separate consideration or an equal consideration of the current contract. The City of Boulder will not allow liquor to be served in a civic area, above a certain number of people, without the presence of an armed security officer, so there is this connection between guns and alcohol. We have time to decide, there is no deadline on our current security contract. The difference would be a different contract if we decide to go with unarmed security officers.
- Sutter said that it's very important that the commissioners be very fairly unified in our approach to this. His suggestions are 1. Library Commission must be unified to this approach if possible. 2. Open up this issue and look at incident reports, what does "armed" mean? 3. What are our strategies? Let's allow one month to talk to staff, and see how police factor in. Bring this to our next meeting. What we can do to increase safety if we prefer security officers are unarmed?
- Phares will get information from 2015; information on what Denver is doing, options for

unarmed officers, incident reports (abbreviated analysis and physical encounters), process for enforcing rules when a situation escalates, and any changes since the remodel.

- Farnan will check with other libraries that have gone from unarmed to armed security.

Sutter motioned to suspend recommendation, wait for additional information, and reopen. Teter seconded, and the motion was approved unanimously.

Agenda Item 7: Library and Arts Director's Report

[7:36 p.m., Audio 1:34:56]

a. Update on the library security contract at the Main Library:

Farnan: The security company did inform us that an armed security officer would be required for an environment serving alcohol. That is something we have to take into consideration under our current contract with this company. We could bring in another company for that event or choose other options. I don't think the Boulder Art Cinema will have the numbers for law enforcement, but I can find that out.

b. Update on research concerning gender-neutral restrooms:

Phares supplied handouts.

Currently, we are at one restroom above the code requirements at the Main Library. We don't understand all of the implications as of yet if code requires the library to provide restrooms accessible by particular genders. At this point, given the costs associated with doing this, we have to set aside more funds for renovating restrooms since it was something that was not in the scope of the Main Library renovation. We have been trying to collect enough money just to do basic renovations of the restrooms. We would need some support from the city in order to accomplish these goals, if that's what we choose to do, putting in gender-neutral restrooms.

Sutter wanted to clarify an important point regarding the useful data that was gathered about how other libraries are dealing with this. It seems like they're dealing with it effectively, passively, by creating family or gender-neutral restrooms that are single use. He thinks it's important that we do some research and find out what other cities are doing and find the best practices and come back with some recommendations, which may have budget implications. If we opt to do this, it's going to mean there's something else we are not going to be able to do. He would like the commissioners to think it through with both cost and code in mind.

c. Update on Boulder Art Cinema launch:

Cinema's opening soon, so get your tickets. Go to the DBI website to see the list of movies and purchase tickets. The sound check was fantastic with a first-rate system.

d. Update on BLDG 61 Makerspace:

Aimee Schumm, eServices manager: BLDG 61 is having its grand opening soon, and she hopes commissioners will try to attend or volunteer. The Facebook post about the grand opening has been viewed by 9,500 as of yesterday. There were several positive comments. She is in need of several volunteers as the event is much bigger than anticipated.

e. Boulder Library Foundation grant requests:

Farnan stated that at the retreat, the foundation made it clear that they were interested in putting somewhat less money in as compared to last year. The total asked for was half a million. He requested roughly \$325,000 with some add-ons which got to around \$350,000. The Author Speaker Series is the biggest hit, with surrendering the pursuit of big-name authors. He is currently pursuing a number of grant opportunities, and has some funders on the line. He informed the foundation that he is asking for \$300,000 annually. He does not want to cut any of the programs any further than he has already, as he has made more than \$100,000 in reductions.

Teter explained that one of the expenses they are putting out there is to have a contract management system to replace their Excel spreadsheet.

f. Civic Area update:

Farnan had hoped to have more information to share prior to going to City Council.

Our opportunity will be attending public meetings. City Council will be looking at different levels of feasibility for the Civic Area. There is the question of public safety for all of our buildings as they are in the flood zone. It's just about planning and the planning process and where we go from here. David encouraged commissioners to attend the public meetings; he will try to make it to the open house on March 28. The city is not ready to share the flood report until they share it with City Council which they will get in the packet a week or so before the meeting. At that point, it will be a public document, and everyone will have access to it. It is a work in progress. [Please note: The date of the Civic Area Open House has changes to April 4, 2016.]

End of year report

Farnan noted on the report the remarkable increases in business. We have such a high increase in library users and library card holders, and our program attendance is off the charts. Unbelievable kinds of numbers which come down to the ingenuity and innovation of the staff.

Sutter: I think this million person mark ought to be at the center of our marketing. I think we ought to make it part of the, "let's get a million people to visit the library this year" campaign. It's really a great thing to highlight and is achievable. Let's help highlight to the public, get these numbers out there. I am sharing with my north Boulder neighbors, the NoBo numbers, which continue to be really impressive.

Farnan: Regarding our downward trends. PC use is still holding really strong but we have a 15% drop this year. More customers are bringing their own devices.

O'Shea: I'm interested since you did mention more customers are bringing their own devices, the library as an access point, I think would be relevant numbers.

Farnan: Those numbers are not easy to come by. I want to know exactly the number of unique users we have logging into the free public Wi-Fi.

O'Shea: It could be lumped into the Pacific Area Project. I sit on the advisory team, so I'm happy to reinforce that request.

Farnan: It's probably going to be very soon that we would have to report the numbers to the state. We've been lobbying for a number of years to report that usage. We have seen a three thousand percent increase in Wi-Fi use over the last couple years.

Regarding the Swift program; we will be discontinuing our participation. If you have any questions about that, please let me know. We had an 80% decrease in use in the last five years.

Food for thought

Week-long summer day camp

- Farnan: Merlin Camp would be a fee-based, weekday, all-day (8 a.m.-5 p.m.) camp for kids, and they do not stay overnight and will be operated by the Boulder Bookstore. Costs for this kind of camp typically run \$400-\$500, and the proposition is that we do a couple of weeks in the Druidawn Barron Fantasy Camp at the Main Library. Our take, if they sell out, is in the vicinity of around \$7,000. We promote the program, and we are named as a sponsor. This is a potentially good revenue source for us. City Parks & Recreation Department is earning revenue from camps that are happening right in the creek area underneath the library. I want them to be, in some way, affiliated with us; I want to put our stamp on these programs as well. I think a lot of kids would be excited about the opportunity to be in a camp that is literacy based.
- Sutter voiced concerns regarding what our primary motivation is, that it seems that this is revenue-driven, will take up library space, and the fee is beyond the reach of some people.
- Teter has the opposite opinion. We have a different opportunity here, being creative in the literary realm. As long as we continue with the programs we offer.

- Gibb and O’Shea are supportive and want to try it and see.

Boulder Book Store

- Farnan said that we have multiple requests for access to our newsletter and he has mostly rebuffed them. The Boulder Book Store wanted to get into the Canyon Theater, but we were not able to accommodate them. They asked if we would be willing to promote their event if they slapped our name on as a sponsor, a way to get our name out there. We won't generate any revenue from this; Boulder Book Store will not generate any revenue by having a book talk, but they will generate book sales, and we will not see a percentage of that.
- Sutter: We are being asked if we include, in the newsletter, this information rather than sending additional emails out.
- Farnan: We do not send additional emails out.
- O’Shea: I'm going to err on the side of trying it and see if it does seem like it’s going to draw attention to getting to the million mark.
- Sutter: It seems to me not that different from the community bulletin board policy. This is a one-time thing, but I almost think it would be better to think about in terms of should the newsletter have a section on community events, or community bulletin board. If so, what would the parameters be for including something in there? Is it within the purview of the library newsletter to promote other important literary events around Boulder? Sounds great to me and then how are you going to draw the line, who is going to curate? Those seem to be the important questions. Rather than think about it as simply a partnership with the bookstore but a broader platform for the library building a community of literacy.
- Teter: It seems to me a logical extension of the sponsorship program.
- Gibb: We could monitor it to see how many people drop off the list after that particular newsletter goes out.
- Sutter: I think it'll be a great potential partnership with the University of Colorado. History does an annual lecture, and I would love to advertise that to library patrons.
- O’Shea: I would also have expectations that the bookstore would reciprocate to their social media streams and lists and share their metrics on that.

Farmer’s Market

- Farnan: Some ideas from Seeds include dinner/movie, and cooking programs.
- Sutter: Regarding Seeds and Makerspace; he suggested that the library considering including an option for people when they register, to be able to pay for an additional participant. Then you have a kind of built-in scholarship capacity that might actually accrue substantially enough that you could occasionally offer a free class.

Agenda Item 12: Adjournment

[8:18 p.m., Audio 21:26]

The meeting was adjourned at 8:18 p.m.

Date, Time, and Location of Next Meeting:

The next Library Commission meeting will be held at 6 p.m. on Wed., March 2, 2016, at the Library Canyon Meeting room.

To: Boulder Public Library Commission

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

Date: February 26, 2016

Subject: Information on security services and incidents at the Main Library

Background

At the Nov. 4, 2015 Library Commission meeting, Nikki McCord, a library patron, addressed the commission regarding her concerns about armed security officers at the Main Library. See the [November approved minutes](#) on page 1 for a summary of her comments. At the Dec. 2, 2015 meeting, Commissioner Sutter requested that staff provide information for a discussion on this issue at the Jan. 6, 2016 meeting. A memo containing background information on contract security services at the Main Library was issued in the [January meeting packet](#) on pages 15-17. Information presented by Ms. McCord during public comment is included in the [January meeting handouts](#) on pages 1-3. The commission recommended to library staff to move toward unarmed security officers in a 4-0 vote. See the [Jan. 6, 2016 approved minutes](#) on page 6 for a summary of the discussion. Correspondence from a library staff member and a contract security officer to the Library Commission following the January Library Commission meeting on this issue, and is in the [February meeting packet](#) on pages 18-19 and 28-30. At the Feb. 10, 2016 Library Commission meeting, Commissioner Teter requested that the commission reopen the discussion to consider the other side of the issue. The [February meeting handouts](#) on pages 1-2 is further testimony from Ms. McCord presented during public comment. A summary of the discussion is included in the Feb. 10, 2016 meeting draft minutes, which can be found after the agenda earlier in this packet. New correspondence from members of the public and copies of earlier correspondence from a library staff member and a security officer are also included in the Library Commission Update memo later in this packet. The Library Commission requested further information about security incidents at the Main Library at the Feb. 10, 2016 meeting, which is provided in this memo.

Security information from other area public libraries:

Of the Colorado and national public library directors who responded to an informal email query about security practices sent in February 2016, none of the systems that employed armed security officers switched to unarmed security officers. Aurora Public Library was the only system that employs officers who carry non-lethal weapons (i.e. pepper spray).

Analysis of security incidents for Boulder Public Library:

Chart 1 below shows the number of suspensions by year for 2012-2015. The total number of suspensions has decreased since 2013. **Charts 2-5** below show the number of suspensions by length of suspension. The number of 364-day-suspensions has increased since 2013, while the number of shorter duration suspensions has decreased. During this time period, approximately six individuals have repeatedly been suspended from the library each year. **Chart 6** below shows the cumulative total suspensions by month during 2012-2015. December and January appear to be the months with highest number of suspensions.

Several factors may be contributing to the decrease in the number of suspensions over the past few years, some of which are: the renovation of the Main Library, completed in April 2015, has activated the spaces where previously, persons could hide from the view of others and violate the rules. In 2015, the Boulder Police Department worked in collaboration with library staff and contract security, and increased police officer patrols in and around the Main Library. The length of suspensions has increased, which may be an overall deterrent of unacceptable behavior and it also reduces the opportunity for repeat offenders to return to the library.

Attachments A-D are summaries by year for 2013-2016. Each suspension may include multiple rule violations. The rules most frequently violated are:

- Disrupting others' use of the library
- Bringing into, or possessing alcoholic beverages in any library facility
- Smoking
- Threatening or jeopardizing the safety of anyone
- Lying down, dozing, or sleeping in any library facility

From January 2015 to-date, there have been three incidents in which a patron violating the rules has escalated to a physical encounter with the staff or security officer.

Process for enforcing the rules of conduct

Security officers are trained to first give patrons a warning when they are not following the library rules of conduct, and asking for their compliance. In situations when the patron does not comply or complies initially and then later repeats the violating behavior, they are issued a suspension. The length of the suspension is determined at the discretion of the security officer and is commensurate with the nature of the violation or the number of violations the patron has had in the past.

For incidents in which the situation escalates to the point of significantly disrupting others' use of the library; the violator is not responding to the security officer's direction; or the violator is breaking any law, the security officer or library staff contact the Boulder Police Department for assistance.

In 2015, 14 of the 48 suspension reports indicate that the Boulder Police Department provided assistance. So far in 2016, the Boulder Police Department has assisted in six of the 12 suspensions.

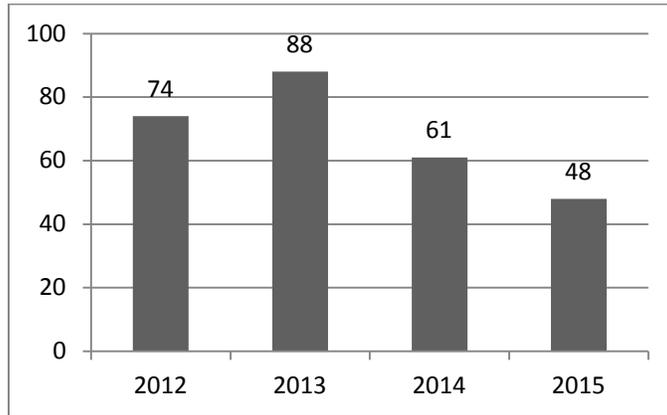


Chart 1. Total number of suspensions

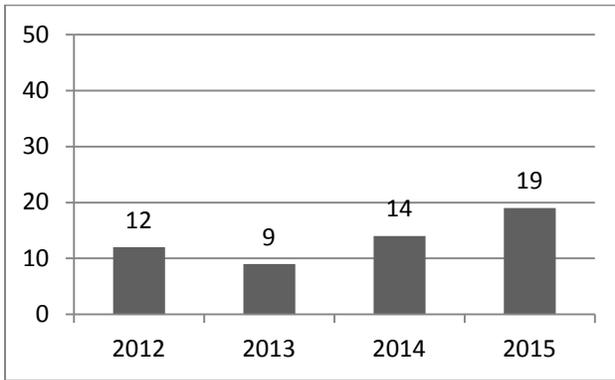


Chart 2. Total number of 364-day suspensions

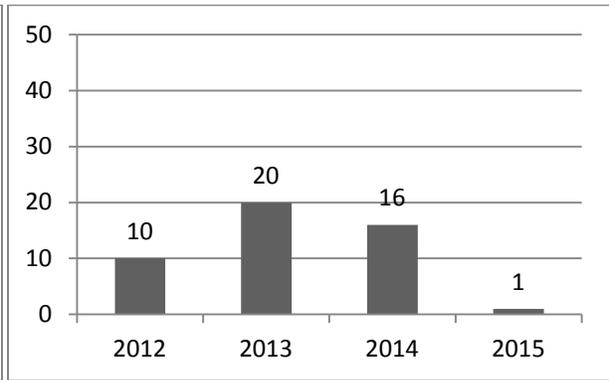


Chart 3. Total number of 180-day suspensions

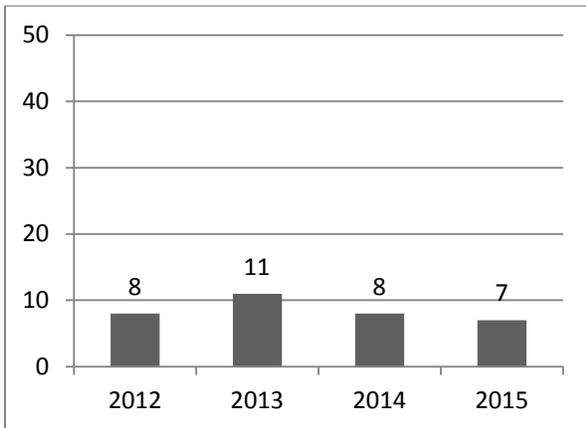


Chart 4. Total number of 90-day suspensions

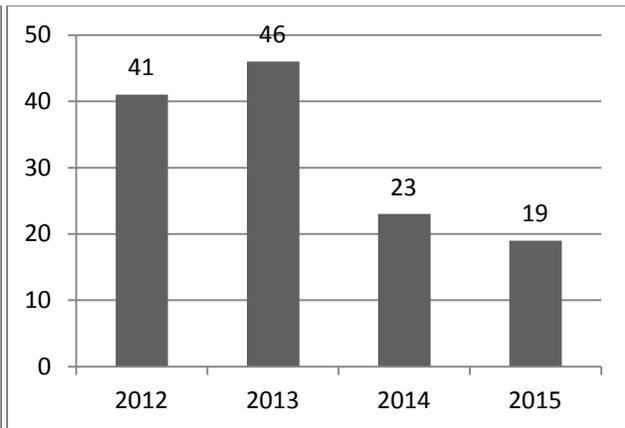


Chart 5. Total number of 30-day suspensions

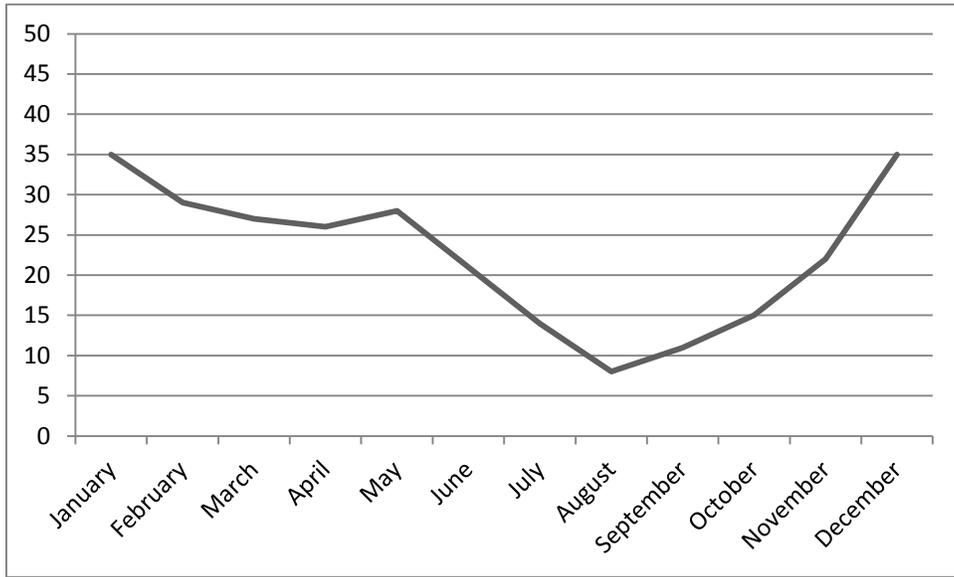


Chart 6. Cumulative total suspensions by month 2012-2015

ATTACHMENT A.						
2013 Summary of Suspensions						
						Total
Total Suspensions	46	2	11	20	9	88
Length of Suspension (days)	30	60	90	180	364	
Rules violated						Total
1. disturb other patrons or library staff or volunteers so as to disrupt their use of any library facility or their work including and not limited to, inappropriate use of personal equipment, (cellular phones, computers of any kind, radios, music players, video display devices);	26	2	3	16	3	50
2. use any other person's library or Internet courtesy card to obtain any library services without their permission;	0	0	1	0	1	2
3. manipulate or bypass library software systems such as those that regulate computer use or tamper with library computer hardware or accessories;	0	0	0	1	0	1
4. lie down, doze or sleep in any library facility except this rule shall not apply to children;	5	0	0	1	1	7
5. bring a weapon into or possess a weapon, except as expressly permitted by state law;	0	0	0	0	0	0
6. use the restrooms for bathing, shaving, washing, rinsing or drying hair, or washing, rinsing or drying clothing;	1	0	0	1	0	2
7. go barefoot or shirtless;	1	0	0	1	0	2
8. eat anything while in any library facility except in designated areas such as: public meeting rooms, Main Library Bridge seating area, and exhibit spaces during scheduled events;	1	0	0	0	0	1
9. ride a skateboard, bring or ride a bicycle, wear or use rollerblades or roller skates, or jeopardize the safety of anyone in any library facility;	1	0	0	0	0	1
10. bring into, or possess alcoholic beverages in any library facility, without prior approval of the Library and Arts Director and/or the Library Commission, or enter the library while under the influence of drugs and/or alcohol;	9	0	1	5	4	19
11. chew tobacco or products containing tobacco in any library facility;	0	0	0	0	0	0
12. carry, lead, bring an animal into any library facility, or cause an animal to enter a library facility, with the exception of service animals under the control of their owners for person or persons with disabilities;	0	0	0	0	0	0
13. be in any library facility, without the permission of an authorized library employee, outside of standard operating hours;	1	0	0	1	3	5
14. seek or collect signatures from the general public on a petition in any library facility;	0	0	0	0	0	0
15. solicit donations of money or anything of value, or sell or take orders for anything of value in any library facility with the exception of persons who are conducting a commercial transaction with the city and at its request or who are participating in library-sponsored activities;	1	0	0	0	0	1
16. bring into any library facility oversized items larger than a total of 50 linear inches, e.g. 10" X 16" X 24", with the exception of presentation and/or meeting room equipment;	6	0	0	1	0	7
17. leave bags and other personal items unattended;	1	0	0	0	0	1
18. steal, damage or alter any library property (with the exception of normal wear and tear), including, without limitation, any computer equipment, systems, or software;	1	0	0	0	2	3
19. smoke, as defined in Section 6-4-2 B.R.C. 1981 or any successor ordinance, in any library facility or in enclosed outdoor seating and garden areas with direct access to library facilities or within 15 feet of an entrance;	4	0	9	0	1	14
20. commit harassment of another person, within the meaning of Section 18-9-111 Colorado Revised Statutes (C.R.S.) or any successor statute, in any library facility;	3	0	1	2	0	6
21. commit indecent exposure, within the meaning of Section 18-7-302 C.R.S. or any successor statute, in any library facility;	0	0	0	1	0	1
22. sell or possess illegal drugs in any library facility.	2	0	0	0	1	3

ATTACHMENT B.						
2014 Summary of Suspensions						
						Total
Total Suspensions	23	0	8	16	14	61
Length of Suspension (days)	30	60	90	180	364	
Rules violated						Total
1. disturb other patrons or library staff or volunteers so as to disrupt their use of any library facility or their work including and not limited to, inappropriate use of personal equipment, (cellular phones, computers of any kind, radios, music players, video display devices);	16	0	7	11	13	47
2. use any other person's library or Internet courtesy card to obtain any library services without their permission;	0	0	0	0	0	0
3. manipulate or bypass library software systems such as those that regulate computer use or tamper with library computer hardware or accessories;	0	0	0	0	0	0
4. lie down, doze or sleep in any library facility except this rule shall not apply to children;	5	0	2	2	1	10
5. bring a weapon into or possess a weapon, except as expressly permitted by state law;	0	0	2	1	0	3
6. use the restrooms for bathing, shaving, washing, rinsing or drying hair, or washing, rinsing or drying clothing;	1	0	0	2	0	3
7. go barefoot or shirtless;	0	0	0	0	0	0
8. eat anything while in any library facility except in designated areas such as: public meeting rooms, Main Library Bridge seating area, and exhibit spaces during scheduled events;	0	0	0	0	0	0
9. ride a skateboard, bring or ride a bicycle, wear or use rollerblades or roller skates, or jeopardize the safety of anyone in any library facility;	0	0	0	0	0	0
10. bring into, or possess alcoholic beverages in any library facility, without prior approval of the Library and Arts Director and/or the Library Commission, or enter the library while under the influence of drugs and/or alcohol;	5	0	3	6	3	17
11. chew tobacco or products containing tobacco in any library facility;	0	0	0	0	0	0
12. carry, lead, bring an animal into any library facility, or cause an animal to enter a library facility, with the exception of service animals under the control of their owners for person or persons with disabilities;	0	0	0	0	0	0
13. be in any library facility, without the permission of an authorized library employee, outside of standard operating hours;	0	0	1	1	1	3
14. seek or collect signatures from the general public on a petition in any library facility;	0	0	0	0	0	0
15. solicit donations of money or anything of value, or sell or take orders for anything of value in any library facility with the exception of persons who are conducting a commercial transaction with the city and at its request or who are participating in library-sponsored activities;	0	0	0	0	0	0
16. bring into any library facility oversized items larger than a total of 50 linear inches, e.g. 10" X 16" X 24", with the exception of presentation and/or meeting room equipment;	1	0	0	0	1	2
17. leave bags and other personal items unattended;	1	0	0	0	0	1
18. steal, damage or alter any library property (with the exception of normal wear and tear), including, without limitation, any computer equipment, systems, or software;	0	0	0	0	0	0
19. smoke, as defined in Section 6-4-2 B.R.C. 1981 or any successor ordinance, in any library facility or in enclosed outdoor seating and garden areas with direct access to library facilities or within 15 feet of an entrance;	0	0	0	0	0	0
20. commit harassment of another person, within the meaning of Section 18-9-111 Colorado Revised Statutes (C.R.S.) or any successor statute, in any library facility;	0	0	0	0	2	2
21. commit indecent exposure, within the meaning of Section 18-7-302 C.R.S. or any successor statute, in any library facility;	0	0	0	0	0	0
22. sell or possess illegal drugs in any library facility.	0	0	0	0	1	1

ATTACHMENT C.							
2015 Summary of Suspensions							
						Total	Police Involved
Total Suspensions	19	2	7	1	19	48	16
Length of Suspension (days)	30	60	90	180	364		
Rules violated						Total	
“Disruptive behavior” is any activity which disrupts the library, endangers the perpetrator or others, interferes with library business or other library patrons or staff, hinders others’ access to the library or library materials, or is illegal. This may include, and it not limited to, any activity which results in the damage or disruption of library equipment or services, or blocking access to the library or its materials.	15	2	6	1	18	42	
1. Threaten or jeopardize the safety of anyone;	1		4		6	11	
2. Violate the library’s computer policy in any library;						0	
3. Bring a weapon into or possess a weapon, except as expressly permitted by state law;						0	
4. Bring into, or possess alcoholic beverages in any library without prior approval of the library and arts director and/or the Library Commission, or enter the library while under the influence of drugs and/or alcohol;	4	2	1		6	13	
5. Use tobacco or products containing tobacco, including use of any form of electronic smoking device;	1					1	
6. Carry, lead, bring an animal into the library, with the exception of service animals under the control of their owners;						0	
7. Seek or collect signatures from the general public on a petition or solicit donations of money or anything of value inside any library;						0	
8. Leave bags or personal items unattended in any facility;	1					1	
9. Lie down, doze or sleep in any library facility except this rule shall not apply to children;	5		1		5	11	
10. Use the restrooms for bathing, shaving, washing, rinsing or drying hair, or washing, rinsing or drying clothing;	1					1	
11. Eat anything while in the Carnegie Branch Library for Local History due to the historic nature of the collection.						0	

ATTACHMENT D.							
2016 Summary of Suspensions as of February 26, 2016							
						Total	Police Involved
Total Suspensions	4		1		5	10	6
Length of Suspension (days)	30	60	90	180	364		
Rules violated						Total	
“Disruptive behavior” is any activity which disrupts the library, endangers the perpetrator or others, interferes with library business or other library patrons or staff, hinders others’ access to the library or library materials, or is illegal. This may include, and it not limited to, any activity which results in the damage or disruption of library equipment or services, or blocking access to the library or its materials.	4		1		3	8	
1. Threaten or jeopardize the safety of anyone;	1				1	2	
2. Violate the library’s computer policy in any library;							
3. Bring a weapon into or possess a weapon, except as expressly permitted by state law;							
4. Bring into, or possess alcoholic beverages in any library without prior approval of the library and arts director and/or the Library Commission, or enter the library while under the influence of drugs and/or alcohol;	1		1		2	4	
5. Use tobacco or products containing tobacco, including use of any form of electronic smoking device;							
6. Carry, lead, bring an animal into the library, with the exception of service animals under the control of their owners;							
7. Seek or collect signatures from the general public on a petition or solicit donations of money or anything of value inside any library;							
8. Leave bags or personal items unattended in any facility;							
9. Lie down, doze or sleep in any library facility except this rule shall not apply to children;	1		1			2	
10. Use the restrooms for bathing, shaving, washing, rinsing or drying hair, or washing, rinsing or drying clothing;	1					1	
11. Eat anything while in the Carnegie Branch Library for Local History due to the historic nature of the collection.							

To: Boulder Public Library Commission
From: David Farnan, Library and Arts Director
Jennifer Phares, Deputy Library Director
Date: February 26, 2016
Subject: Library Master Plan Project Update Memo

Overview

Phase 1 of the Master Plan Update project is underway. See below for the list of project phases. A description of the phases is in the February 2016 meeting packet on page 16 <https://boulderlibrary.org/wp-content/uploads/2016/02/02-10-2016-LC-packet.pdf> .

Current List of Phases for the Library Master Plan Update project

- Phase 1. Community needs assessment and financing review/analysis
- Phase 2. Values and outcomes
- Phase 3. Future library
- Phase 4. Community check in

Community Needs Assessment

A Request for Proposal for a community needs assessment was issued through Rocky Mountain Bidnet (RMB) <http://www.rockymountainbidsystem.com/default.asp> on Tuesday, Feb. 23, 2016. Proposals are due Monday, March 14, 2016. The posting was emailed to over 900 vendors nationwide, registered with RMB that identified with the commodity areas of the services requested. During the first week of the posting, two additional vendors that may not have been registered contacted the library requesting information about the posting. The posting was also sent to an organization of library consultants. The selection schedule is as follows:

Community Needs Assessment Consultant Selection Schedule - 2016

Requests for Proposals issued	Feb. 23
Deadline for project-related questions	March 7
Deadline for proposal submission	March 14
Short list interviews (if required)	March 23
Final selection of consultant	March 28
Negotiation and finalization of consultant services agreement	March 28–April 1
Tentative project start date	April 13

A schedule for phase 1 of the project will be finalized shortly after the project start date.

Staff Technical Advisory Group

The staff Technical Advisory Group (TAG) will hold their first meeting during the second week in March. The team is comprised of the following city and library staff members. The purpose of the team is to provide oversight of the project, act as ombudspersons for the project, and assist with the coordination of community and staff input activities. Members were selected based upon their area of expertise and to provide

a broad representation of library operations. The group is a mix of senior staff members, as well as new staff members, in order to include a variety of perspectives and provide an opportunity for new staff members to gain experience with working on a major planning project. The members of the group are:

Staff Technical Advisory Group Members

David Farnan, library and arts director
Jennifer Phares, deputy library director
Aimee Schumm, e-services manager
Eileen McCluskey, principal librarian
Antonia Gaona, public services manager
Hillary Dodge, meadows branch manager
Laura Hankins, collection development manager
Janet Hollingsworth, creative technologist
Erica Seagraves, youth services manager
Devin Billingsley, senior budget analyst
Casey Earp, assistant city manager I

Jennifer Bray, communication specialist III, and Matt Chasansky, manager of the office of arts and culture, will also serve as consultants to the staff group, as needed.

During the first meeting, the group will discuss the community needs assessment consultant selection process, details of the financial analysis which is tentatively planned to be conducted by city and library staff, management of the project's public website, and initial planning of the staff engagement topics (e.g. defining the library's core services, the future of library services at BPL, and further defining excellent customer service.).

Question for the Library Commission:

Do the commissioners have any questions or comments about this information?

Meeting Date: March 2, 2016

Date/Location	Agenda Items	Visitors
March 2 Canyon Meeting Room	<ol style="list-style-type: none"> 1. Master Plan Update 2. Update on Small Business Development Center (SBDC) partnership presentation 3. Armed security guard discussion 4. Discussion of the Library Collection 5. Discussion right to rest legislation and HRC camping ban recommendation 6. Finalize Library Commission Handbook 	SBDC – Sharon King Laura Hankins, BPL Collection Development Manager
March 17	Jennifer Egan author event	
April 4	Civic Area Open House @ The Riverside – 5:00-8:00 pm	
April 6 Canyon Meeting Room	<ol style="list-style-type: none"> 1. Swear in new commissioner 2. Elect new officers and BLF members 3. Take commission photo 4. Presentation: Data on Civic Area parking change implementation and Civic Area Plan implementation update 5. Budget update and review first round of ATB 6. Human Services Strategic Plan presentation and homeless update 7. Receive reports on Foundation grants 8. Master Plan Update 	Civic Area Plan Team, Molly Winter, Bill Cowern, Kathleen Bracke, Lisa Smith Todd Jorgensen, Lindsay Parsons and Wendy Schwartz (Human Services)
May 4 George Reynolds Branch	<ol style="list-style-type: none"> 1. Master Plan Update 2. Provide input on 2017 BPL Budget 3. Summer Reading Presentation 4. Begin discussion of Library Commission’s marketing presentation 5. Parks and Recreation discussion of spaces around BPL 	P&R Rep
June 1 Canyon Meeting Room	<ol style="list-style-type: none"> 1. Master Plan Update 2. Begin discussion of Community Forum priority (we might consider moving this up) 3. Thank you to departing commissioner Sutter 	
July 6 Canyon Meeting Room	<ol style="list-style-type: none"> 1. Master Plan Update 2. Swear in new commissioner 3. Take Commission photo 4. Budget Update 5. Approve Warner Charitable Trust Donation 6. Review Biannual Statistics 	

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

March 6-12	Teen Tech Week
March 16	Freedom of Information Day
April	School Library Month D.E.A.R. – Drop Everything and Read
April 10-16	National Library Week
April 12	National Library Workers' Day
April 13	National Bookmobile Day
April 23-30	Money Smart Week
April 24-30	Preservation Week
April 30	Children's Day/Book Day
May 1-7	Choose Privacy Week
May 2-3	National Library Legislative Day
May 21	National Readathon Day
June	GLBT Book Month

1. Finalize Library Commission Handbook

- See attached document

2. BLF Update (verbal)

3. Discussion of Civic Area program plan

4. Discussion of Implications for Library of Right to Rest Legislation and HRC recommendation to lift the camping ban

5. Update on Emails to Library Commission

Mike Manning – 2/11

Hello Commissioners,

I am contacting you because I have recently been informed that considerations are being made to disarm the security officers who are assigned to BPL Main branch. As a daily patron, private tutor and volunteer for the past 15 years, I have seen a great deal of positive changes at the main branch. Whereas in past years, I had witnessed frequent inappropriate and occasional dangerous and illegal patron behaviors at the library, I believe that the partnership that BPL has created with G4S and, most specifically, Officer Lorin Phillips' efforts have greatly improved the atmosphere of safety and security at the main branch.

In light of prior library circumstances and recent national and local acts of violence, I do not support the proposal of disarming properly trained and licensed security forces.

These individuals, who might act as first responders in the event of violent or otherwise threatening circumstances, require their sidearms in order to maintain security and thwart any malicious intent upon civilians in a public setting. In other words, let's not try to fix that which is not broken and keep BPL main moving in a forward direction in providing the Boulder community with safe and secure library facility.

Thank you,

Mike Manning

Mike - A belated thank you for your email about this important issue. As you may know, at the Library Commission's January meeting, the Commission voted unanimously to recommend to Library leadership that the Main Library move to unarmed security guards (or, at least, to security guards without guns - they could be armed in other ways). This is not ultimately our decision, but the decision of the Director of Library and Arts, though I imagine our recommendation will be influential. While I cannot speak for my colleagues on the Commission, my own rationale for doing so was based in information provided to us by staff that almost none of our other peer libraries, many of which have similar security issues, used armed security. This includes Denver Public Library. I also had to balance the potential deterrent effect that armed security might have on keeping difficult security situations from escalating against the worst case scenario that an armed security guard might use a firearm inappropriately, with tragic results - or, even worse, that someone else might seize and use that firearm in an altercation. My concerns about the latter hypothetical situations ultimately won out in my mind.

I do want to be clear that I recognize that the current security staff seem to have done an good job handling a sometimes difficult security situation with sensitivity and professionalism, and that this vote was in no way meant to reflect on the job they have been doing, the quality of their training, etc. We have a good sense of the challenging environment in which our security personnel work.

Having said all of that, I and other members of the Commission did come to recognize that we moved quickly on this recommendation. As a result, we decided to suspend this recommendation at our February meeting, and we have requested some additional information from Library staff on the issue. We will revisit the issue at our March meeting.

Our top priority is to create a safe and welcoming environment in the library for the members of the public and for staff as well.

Thanks very much for your feedback.

Best,

Paul Sutter
Chair, Library Commission

Paul,

Thanks for the time you took in responding to my correspondence. It is my understanding that DPL has installed metal detectors at their entrances. Do you

forsee this measure activated at BPL and, if so, how will metal detection be addressed in consideration that a growing number of patrons are carrying everything they own into the building each day?

Mike

Mike - That is not true. DPL does not have metal detectors as far as I know (something that BPL staff confirmed for us), and BPL has no plans to install them.

Thanks, Paul

Robert and Penny Carlisle – 2/9

We recently heard that the Library is considering having the Security Guard be unarmed while on duty at the Main Branch. We feel that this would be a serious mistake! Both of us are retired and have been using the Main Branch for over 10 years. During that time we have been harassed, threatened, and verbally assaulted by the undesirable elements who frequent the library. Their tactics of intimidation and threats keep a large number of patrons at bay, and one of the few deterrents against this behavior, especially indoors, is the presence of an armed Security Guard. While visiting the library we have personally witnessed fights and physical altercations that the Security Guard has had to break up. Numerous times the offending parties made verbal references to the weapon that the guard carries and ceased their behaviors. We can only imagine the escalation of the behavior if the Guard were not armed. It certainly is a deterrent!

With the current laws in Colorado concerning the carrying of weapons in public places, it would be foolish to think that an unarmed Guard might be the only protection between patrons and an armed group bent on trouble.

Thank You,

Robert and Penny Carlisle

Robert and Penny - A belated thank you for your email about this important issue. As you may know, at the Library Commission's January meeting, the Commission voted unanimously to recommend to Library leadership that the Main Library move to unarmed security guards (this is not ultimately our decision, though I imagine our recommendation will be influential). While I cannot speak for my colleagues on the Commission, my own rationale for doing so was based in information provided to us by staff that almost none of our other peer libraries, many of which have similar security issues, used armed security. I also had to balance the potential deterrent effect that armed security might have on keeping difficult security situations from escalating against the worst case scenario that an armed security guard might use a firearm inappropriately, with tragic results - or, even worse, that someone else might seize and use that firearm in an altercation. My concerns about the latter hypothetical situations ultimately won out.

I do want to be clear that I recognize that the current security staff seem to have done an excellent job handling a sometimes difficult security situation with sensitivity and professionalism, and that this vote was in no way meant to reflect on the job they have been doing, the quality of their training, etc. We have a good sense of the challenging environment in which our security personnel work.

Having said all of that, I and other members of the Commission have come to recognize that we moved quickly on this recommendation. As a result, we will be revisiting this

recommendation at our February meeting, with the possibility that we may reopen discussion and seek further information.

Our top priority is to create a safe and welcoming environment in the library for the members of the public and for staff as well.

Thanks very much for your feedback.

Best, Paul Sutter
Chair, Library Commission

* At the request of Commissioner Teter, I am including previous emails on the armed contract security guard issue:

Keely Smith – 2/3

I wanted to make sure my opinion was heard/recorded concerning the possibility of disarming our security guards. I understand having armed security in a library is not traditional, but I firmly believe it is a safety issue. Because of the amount of homeless/transient individuals in our library, especially in winter, arming our guards is common sense and makes me feel safer as a front-line staff person. We have frequent incidents involving potentially dangerous patrons and I think having an armed guard helps them enforce our policies more effectively than an unarmed guard would. Our guards are wonderful and help me feel more comfortable at work. Please do not disarm them. Thank you for your time.

Keely - Thanks very much for your message. As I think you know, at the Library Commission's January meeting, the Commission voted unanimously to recommend to Library leadership that the Main Library move to unarmed security guards (this is not ultimately our decision, though I imagine our recommendation will be influential). While I cannot speak for my colleagues on the Commission, my own rationale for doing so was based in information provided to us by staff that almost none of our other peer libraries, many of which have similar security issues, used armed security. I also had to balance the potential deterrent effect that armed security might have on keeping difficult security situations from escalating against the worst case scenario that an armed security guard might use a firearm inappropriately, with tragic results. My concerns about the latter hypothetical situation ultimately won out.

I do want to be clear that I recognize that the current security staff seem to have done an excellent job handling a sometimes difficult security situation with sensitivity and professionalism, and that this vote was in no way meant to reflect on the job they have been doing, the quality of their training, etc. I think our guards are wonderful too, and this was not meant to be a referendum on them personally.

Having said all of that, I and other members of the Commission have come to recognize that we moved quickly on this recommendation, and that we did not fully take into account staff perspectives on this important issue. As a result, we will be revisiting this

recommendation at our February meeting, with the possibility that we may reopen discussion and seek further information - including staff feedback.

Finally, I want to reiterate that our top priority is to create a safe and welcoming environment in the library for the members of the public and for staff as well.

Thanks very much for your feedback, and for the work you do.

Best,

Paul Sutter
Chair, Library Commission

Lorin Phillips – 1/13

- See attached letter

Date: January 13, 2016

To: Boulder Public Library Commission

After being informed of the eventual decision made by the Library Commission to go to un-armed Security Officers at the Boulder Public Library, I have given much thought to this decision.

My understanding is a complaint was registered approximately 3-4 weeks ago and the person complained about being un-comfortable in the Library with security officers being armed and indicated that most libraries have gone to un-armed security and requested that be researched.

This is the only complaint registered in the 7 years I have worked at the Library as an armed officer. If that one person feels uncomfortable here, that person is certainly welcome to visit any of the library branches as there is no security presence. In addition, I'm pretty sure that person would not feel comfortable with the police doing patrols in the Library as increased patrols have requested.

I understand that research was completed and the only libraries that still have armed security are the Boulder Public Library and the Martin Luther King Library in Aurora; as far as the greater Denver metro-plex. However, the library in Aurora is located in a very bad neighborhood. I don't know what questions were asked of these other libraries researched, but my understanding is metal detectors were installed as a reason for un-armed security. Metal detectors probably will not work at this Library as there are too many entrances (2 ½) and the library permits personal belongings of any size and number in the library.

The Boulder Public Library is engaged in aggressive expansion of their programming, which will draw a greater number of patrons from the community. The more patrons, the greater the increase potential for trouble. The Maker Space will increase visitation to the library and the risk potential will increase as well. The Cinema Program that will start this year will increase

visitation but will also increase the risk potential as library hours will not only be increased, but will be on the weekends until mid-night. The risk greatly increases on that alone, but, alcohol will also be served creating even more risk potential for trouble. G4S will not allow un-armed security where alcohol is being served.

I'm disappointed with the decision to go un-armed, but I am even more disappointed with the swift decision by the Library Commission based on one complaint and without even requesting input from Security, Front line Staff at the Library and of course the hundreds of patrons that frequent the Library daily. I feel this decision was hastily made by those who have little knowledge of Security risks and procedures. I am approached weekly by library patrons thanking me for being here and for what I do to make this place safe. The staff is always thanking Security for handling various behavioral situations. These are things that the Library Administration and the Library Commission are rarely aware of as they are not readily available to see what is really happening on the library floor.

I have been in the Private Security field for over 20 years and have worked the Boulder Public Library security for over 7 of those years. I have been attacked 3 times at this library, (the latest attack was in December 2015) even though armed. If security is to be un-armed, then the risk of attack to security and library staff increases greatly. If the Library Administration and the Library Commission disagree on this, just ask any Boulder Police Officer and likely they will say the same. The Boulder Police Department got together a few years ago and donated a bullet proof vest to the Library Security as they felt the risk of attack was very high and still do.

I understand the Library needs to be on top of what the Library industry and other libraries are doing and what the latest trends are. However, THIS library is the priority and has its own unique characteristics and that should be the focus. Two or three times each year a new group of transients, drug addicts and dealers, and alcoholics appear in Boulder. This increases risk and trouble has

happened throughout the year. It continues and will continue regardless of armed or un-armed security personnel.

Carrying of a firearm by security should be viewed as a deterrent and not as a weapon of use. The only time a firearm is drawn by security is during a life and death situation, other than that it is strictly a deterrent to escalating situations that occur. Without that deterrent, situations that would normally de-escalate at a certain point would continue to escalate, putting security and/or staff at great risk. Security personnel are on site to protect all persons on that site. The risk has not diminished at this library and if un-armed the risk is greatly increased.

It is my hope that the Library Commission and Administration consider this letter and the points I bring to its attention.

Thank you,



CPO Lorin Phillips

Custom Protection Security Officer

Boulder Public Library

Library Commission Handbook Table of Contents

Note: Items with hyperlinks are not included in the handbook, only the Table of Contents.

PART ONE: LEGAL BACKGROUND

- I. [Boulder City Charter on Advisory Commissions \(Article IX\) and Library Commission \(Sections 130, 132-136\)](#)
- II. Boulder Revised Code (BRC) 2-3-8 Library Commission ([link to website](#))
- III. By-Laws of the Boulder Public Library Commission
- IV. [Colorado Revised Statutes on open meetings](#)
- VII. [Colorado Library Law](#)
- VIII. [Colorado State Library resources](#)

PART TWO: LIBRARY INFORMATION

- I. **Commission**
 - A. [Library Commission webpage and contact list](#)
 - B. [City of Boulder Library Commission webpage](#)
 - C. [Commission meeting schedule](#)
 - D. Boulder Public Library Commissioners
 - E. [Most recent Library Commission priorities memo for City Council](#)
 - F. [Past meeting agendas and minutes](#) (hard copy of most recent included)
 - G. [City of Boulder Boards and Commissions rules and responsibilities](#)
 - H. [Library Commissioner Job Description and FAQ](#)
- II. **Principal documents**
 - A. [Most recent Library Master Plan](#) (website)
 - B. [Facilities Sustainability Study-March 2009](#) (website)
- III. **Library operations**
 - A. Overview of library operations
 - B. Budget and fund management
 1. [Library and Arts Budget](#) (Click on Annual Budget Vol. I. Search for Library and Arts department)
 2. Library department budget basics
 - C. [Rules and Policies](#)
- IV. **Communications**
 - A. Commissioner communication guidelines
 - B. Guiding principles for interaction among Council, Boards, Commissions, and City Staff
 - C. Overview of the Boulder Library Foundation (BLF)
- V. **Commission Meetings**

Comment [JMiles1]: Contents changed.

BOULDER PUBLIC LIBRARY COMMISSIONERS 1906-2016

First Commission

Miss Mary Rippon

Mrs. Fred White

Mrs. Adriana Hungerford

Mrs. W.H. Allison

Mrs. H.B. Rosenkrans

Mr. James Cowie

Mrs. Harry M. Pollard

Mrs. C. Henry Smith

Mr. Dan McAllister

Elizabeth L. Olsen

Mary K. Gamble

Mrs. Paul Friggens

Mr. H. B. Millard

Vina Knowles

Mr. Henry W. Callahan

Mrs. J. A. Davis

Elbert Greeman

Mr. Gilbert Callahan

Mr. J. F. Willard

Mrs. R. E. Arnett

Mrs. S. C. Barrett

Mrs. H. O. Dodge

Mrs. C. Henry Smith

Miss Maude McKenzie

Mrs. D. R. Jenkins

Mrs. E. W. Brett

Mrs. Martha Nafe

Mrs. Robert Sterling

Mrs. Gregory W. Cohn

Mr. Maxwell Burger

Mr. W. C. Duvall

Mrs. John D. Gillaspie

Mrs. E. H. Ellis

Ruben L. Olson

Mr. Audley McLure

Mr. Alfred E. Whitaker

Mr. George Clark

Rudolph Johnson

(1951)1956 Eugene H. Wilson 1960

(1954)1957 Mrs. Clyde Reedy 1961 (1956)

1958 Eugene Gullette 1962

1959 Mr. Stanley Hendrickson 1963

(1956)1960 Mrs. James Yeager 1964
1961 Eugene Wilson 1961
(Jan.) 1962 Ralph Underwager (Aug.) 1962
1962 Paul Friggens 1965
1962 Mrs. F. K. Bangs 1966
1963 Carl Ubbelohde 1965
1965 Dolores Kiser 1967
1964 James Buchanan 1968
1965 F. E. Luethi (March) 1966
1966 Mrs. Thomas Bilhorn 1969
1966 Paul Friggens 1968
1968 Eldred Wolzien 1970
1967 Lawrence Coolidge 1971
1968 Dolores Kiser 1972
1969 Alex H. Warner 1973
1970 Janet Roberts (Oct.) 1971
1972 Lawrence C. Brown 1974
1971 Eldred Wolzien 1975
1972 Bryan Morgan 1976
1973 Joanne Arnold (May) 1976
(Jun.) 1976 Harriet Crowe 1977
1974 Doris Hass 1978
1975 Dennis DuBe (Jul.) 1978
(Sept.) 1978 Alice McDonald 1979
1976 Kenneth Charlton 1980
1977 Michael Rayback 1981
1978 Harriet Crowe 1982
1979 Diane Ball 1983
1980 Alice McDonald 1984
1981 Bob Greenlee (Jul.) 1983
(Aug.) 1983 Ridi Van Zandt 1985
1982 J. K. Emery 1986
1983 Hardy Long Frank 1987
1984 Abraham Flexer 1988
1985 Francis Shoemaker 1989
1986 Janis Van Zante 1990
1987 Joseph Geiger (May) 1988
(Jun.) 1988 Duane Deyoe 1991
1988 Allen Sparkman 1992
1989 Jane Butcher 1993
1990 Charles Nilon (Jun.) 1991
(Jul.) 1991 Michael Schonbrun (Dec.) 1992
1993 Ann Cooper 1994
1991 Linda Damon 1995
1992 Arthur Bronstein 1996
1993 Neal McBurnett (June) 1995
(Aug.) 1995 Alex Goulder 1997
1994 Jeff Skala 1999

1995 Ann Cooper 2000
1996 Mariagnes Medrud 2001
1997 Shirley Deeter 2002
1998 Alex Goulder 2003
2000 Linda Loewenstein 2003
1999 Bruce Staff 2004
2001 Ann Aber 2006
2002 Lydia Tate 2007
2003 Catherine Sparkman 2005
2003 Stephen Topping 2010
2004 Steve Clason 2009
2005 Michael Keenan 2008
2006 Nadia Haddad 2011
2007 Sam Fuqua 2012
2008 Annette Mitchell 2013
2009 James Zigarelli 2010
2010 Celeste Landry 2014
2010 Anne Sawyer 2015
2011 Donna O'Brien 2016
2012 Anna Lull 2014
2012 Dan King 2013
2013 Paul Sutter 2017
2014 Alicia Gibb 2018
2014 Joni Teter 2019
2015 Tim O'Shea 2020

Overview of Library Operations

There are five divisions in the Library and Arts Department.

Administration

Administration is comprised of the office of the director, general administrative functions, such as project/contract management and long-range planning, budget and accounts payable, public information, volunteer services, and administrative support for the Library Commission.

Community Engagement and Enrichment

Community Engagement and Enrichment is focused on engaging the community through materials, programs, literacy, story times, and outreach. This division includes youth services, library materials and electronic resources (e.g. ebooks and informational databases) acquisition, library collection maintenance the Carnegie Library for Local History collection and services and the Boulder Reads adult literacy program.

eServices

eServices is comprised of administration and maintenance of library-specific IT systems and equipment, including the integrated library system, the patron computer reservation and print release system, computer technology support, the library website, the meeting room reservation system, and the cataloging of library materials and resources.

Office of Arts and Culture

The Office of Arts and Culture includes administration and oversight of the Canyon Gallery exhibits, cultural grants, creative sector programs, and public art. It also is responsible for administering support for the Dairy Center for the Arts and The Boulder Museum of Contemporary Art, as well as the Arts Commission.

Public Services

In addition to oversight of the Meadows, George Reynolds branch libraries and the NoBo Corner Library operations and programs, Public Services includes materials circulation services, interlibrary loan, maintenance of patron accounts, administration of the holds and Prospector system, the homebound delivery program, shelving, and maintenance of the automated materials handling system.

Library Department Budget Basics

Library Department Funding

The Library Department is funded from eight sources. Descriptions of each funding source are provided below:

General Fund – The General Fund is the library’s main funding source. All revenues and expenditures within the General Fund, of which the library’s budget is a portion, must be appropriated by City Council through the City of Boulder’s annual budget process. Modifications to the library’s budget may be made through twice-yearly Adjustment-to-Base (ATB) processes. Library Administration develops the annual budget as well as any mid-year adjustments. The mechanics of these processes are explained in a later section.

General Fund revenues that support citywide operating expenditures, including those of the library, are sourced from a combination of sales and use tax, property tax, and a variety of other taxes. A full description of the General Fund’s revenue sources can be found in the city’s annual budget, which is available on the web at: [Budget](#) . Operating revenues that the library independently generates - fines and fees, rental income, proceeds from the sales of used books, etc. - are deposited directly into the General Fund. Any unspent Library Department appropriations at the end of a given fiscal year fall to General Fund Balance and may be re-appropriated at the discretion of the City Council either through the following year’s budget process or through the ATB process.

Library Fund – The Library Fund is a pooled repository of revenues generated from three main sources: 1) the one-third property tax mill levy that is dedicated to the library; 2) gifts and contributions given to library; 3) the proceeds from the sale of library property or assets. Both the revenues and expenditures within the Library Fund are tracked separately as many of the revenue sources, especially gifts and donations, are designated for specific purposes such as collection acquisitions or capital improvement at various library locations. The property tax revenues are less restricted and are used to support ongoing library operations. Library Administration manages the outlay of monies from the Library Fund and must appropriate both the revenue and expenditures on an annual basis through the budget process.

Computer Replacement Fund (CRF) – The city’s Information Technology (IT) Department manages the CRF. The library makes an annual contribution to the CRF based upon IT’s cost projections for future replacement of computers as well as software upgrades, workstation technical support, hardware maintenance and network infrastructure maintenance. The contribution formulas are set by the city’s IT Department according to industry standards. The CRF is solely used to fund the replacement and servicing of workstations at the library, both employee workstations and patron workstations. Printers and other peripheral computing equipment are not funded in the CRF. These items may be funded in the Equipment Replacement Fund (below) depending upon acquisition price.

Contributions to the CRF are reflected in the library’s annual operating budget. Expenditures out of the library’s CRF balance are included in IT’s operating budget and managed according to replacement schedules determined by IT. Any unspent annual appropriations at the end of a given fiscal year fall to

CRF balance and must be re-appropriated either in the next year's budget process or through the ATB process.

Equipment Replacement Fund (ERF) – The city's Department of Public Works – Facilities Asset Management (FAM) Division manages the ERF. The library makes an annual contribution to the ERF based upon FAM's inflation-adjusted projections for future replacement of major equipment which are based upon industry standards. These contributions are included in the library's annual operating budget. Expenditures out of the ERF are reflected in FAM's operating budget. The funds within the ERF are used at the discretion of library staff, subject to ERF policies and procedures. Any unspent funds in a given year fall to ERF balance to be used to offset future year's contributions or alternative equipment purchases.

Equipment must meet the following criteria to be included on the ERF:

1. Tangible in nature and does not lose its identity if removed from original location
2. Have a useful life of more than one year
3. Have an original cost of at least \$5,000
 - The ERF cannot cover vehicles, buildings, building materials/machinery, fixtures, or land/land improvements.
 - Furnishings are not included in the ERF; they are funded out of the library's operating budget

Facility Renovation and Replacement Fund (FR&R Fund) - The city's Department of Public Works – Facilities Asset Management (FAM) Division manages the FR&R Fund. The library makes an annual contribution to the FR&R Fund based upon a combination of FAM's facility capital renovation and replacement projections as well as savings for future renovation projects envisioned by library staff. These contributions are reflected in the library's annual operating budget. The funds are used at the discretion of Library Administration subject to FR&R Fund policies. Expenditures out of the FR&R Fund are reflected in FAM's operating and capital budget. Any unspent funds fall to FR&R Fund balance to be programmed for future use.

The FR&R Fund is used specifically for major *maintenance, renovation, and replacement* of capital facilities and equipment and is defined according to the following criteria:

1. Maintenance: maintenance of existing building systems or components where the cost exceeds \$3,000 per repair
2. Renovation: replacement of 50% or more of a building system or component
3. Replacement: replacement of 100% of a building system or component

HVAC (heating, ventilation, and air conditioning) and fixtures are included in FR&R Capital Development Fund – The city's Department of Public Works – Facilities Asset Management (FAM) Division manages the Capital Development Fund. The Capital Development Fund is funded with past balances of Capital Development Excise Taxes as well as ongoing collection of Impact Fees. In 2010, the city shifted away from collecting Development Excise Taxes in favor of collecting Impact Fees. These fees are assessed on

commercial and private development projects and are to be used to fund capital expansion of municipal facilities necessary to support growing demand for city services. The recipient departments of Capital Development Excise Tax and Impact Fee funding are: Transportation, Parks and Recreation, Police, Fire, Human Services, and Boulder Public Library. Capital Development Funds are programmed and spent at the discretion of FAM in conjunction with staff within the recipient departments. The Capital Development Excise Taxes and Impact Fees collected on behalf of the library can only be spent on capital facility expansion and materials expansion.

Budget Development and Adjustment-to-Base Process

Sourcing money from any of the funds described above must occur according to a defined City of Boulder budget schedule. This schedule has two main components. The first component is the annual budget development process during which library staff works with city executive management to determine annual appropriations for the library. This process begins in March and concludes in October when the City Council approves the upcoming year's city budget. Appropriations approved in the annual city budget are available to be spent on January 1 of the following year.

The second component of the budget process is the Adjustment-to-Base (ATB) process. The ATB serves as an opportunity for the library to adjust its annual budget mid-year. Development of the first ATB begins in the March to April timeframe, and ends with City Council approval in either May or June. Library staff cannot spend against appropriations included in the first ATB until they receive council approval. The second ATB follows a similar pattern, beginning in the October to November timeframe, and ending with council approval usually in December. Budget adjustments included in ATBs come from three primary sources:

- Operating Carryover from Fund Balance - Unspent balances that fell to fund balance at the end of the previous fiscal year. These monies support specific projects or programs that span more than one fiscal year.
- Budget Supplemental from Fund Balance – Monies requested from fund balance to support new programs or projects that were not included in the annual budget. The library can only request to appropriate money from fund balance if money is available (in excess of reserve requirements).
- Additional Revenue - Unanticipated revenue that was not included in the annual budget. The ATB is an opportunity for the library to recognize this revenue and appropriate it for specific uses. If the department does not appropriate additional revenue, it falls to fund balance.

Budget Calendar

The calendar below lists important date ranges in the budget process and indicates when Library Commission involvement is needed (shaded).

Date	Deliverable/Event
March - April	Review library's first round of adjustments to the current year's base budget and solicit Library Commission input
April - May	First round of adjustments to the current year's base budget due for city manager's review.
May - June	First round of adjustments to the current year's base budget read before City Council (first reading)
May - June	Review next year's Recommended Library Budget and solicit commission input
May - June	First round of adjustments to the current year's base budget read before City Council (second reading)
June	Library and Arts Department director to provide next year's Recommended Library Budget for city manager review
July	Update Library Commission on outcome of first round of adjustments to the current year's base budget
August	Update Library Commission on the City Manager's (next year) Recommended City Budget
August	Recommended City Budget delivered to City Council
September	First City Council Study Session on Recommended City Budget
September	Second City Council Study Session on Recommended City Budget (if needed)
September	Review library second round of adjustments to the current year's base budget and solicit Library Commission input
October - November	Second round of adjustments to the current year's base budget due for city manager's review.
October	First reading of ordinances to approve Recommended City Budget with opportunity for public comment.
October	Second reading of ordinances to approve Recommended City Budget with opportunity for public comment.
November	Update on Approved City Budget (including Library Department Budget)
November - December	Second round of adjustments to the current year's base budget read before City Council (first reading)
November - December	Second round of adjustments to the current year's base budget read before City Council (second reading)
December	Update Library Commission on outcome of second round of the current year's adjustments to base budget

Boulder City of Boulder

Library Commission Communication Guidelines

Revised March 2, 2016

The City of Boulder maintains a set of “Rules and Responsibilities” for Board and Commissions. The following is the “Open Meetings Regulation”:

“The general provisions concerning boards and commissions are contained in Chapter 2-3 of the Boulder Revised Code of 1981, as amended. Paragraph 2-3-1(b)(5) requires that each board or commission: “Hold all meetings open to the public, after notice of the date, time, place, and subject matter of the meeting, and provide an opportunity for public comment at the meeting.” This requires, at a minimum, that boards and commissions provide 24 hour specific notice of each meeting by posting a copy of the meeting agenda in the lobby of the Municipal Building. The Citizen Assistance Office provides space for those notices. In addition, most boards and commissions give notice of meetings by publication of the agenda in the *Daily Camera*. Although publication is not required, it is highly recommended. In the past, boards and commissions held agenda meetings and other informal gatherings without giving the required notice. However, 1991 changes to State public meetings law, as well as the consistent interpretation of Chapter 2-3-1, require that if three or more members of a board or commission meet at any time and discuss public business, notice must be given of such meeting, and the meeting must be open to the public. If a chance meeting occurs, the members of the board or commission must refrain from discussing public business or convene in groups of less than three. One-on-one communication about public business between members of a board or commission is permitted at all times, and it is only when three or more members gather that a ‘meeting’ is constituted.”

In order to meet that regulation, the Library Commission developed the following communication guidelines:

All Commissioner Communications:

- Any two commissioners are allowed to discuss library or commission related topics.
- Even if a commissioner has discussed a topic with other commissioners, there is no limit on the conversation other than to avoid attempting to make a decision outside of a public meeting.
- A commissioner should avoid representing another commissioner’s opinion to other commissioners, staff, or the public.
- No votes or consensus should be gathered outside of a public meeting; the only exceptions are administrative decisions (i.e. deciding meeting day, time, place, etc.)
- Any or all commissioners are permitted to gather outside of scheduled meetings as long as commission business is not discussed.
- If a commission decision must be made in a timeframe not permitting discussion at a regular meeting, a special meeting must be scheduled allowing as much public notice as possible (minimum 24 hours).
- All commission business communications involving more than TWO commissioners or representing a commission opinion to the public are a part of the public record and can be requested by the public at any time.

Commissioner Email Communications:

- Any email sent to staff and/or one or more commissioners, regarding commission business (administrative business included) is subject to disclosure and considered public record.

- Any two commissioners may exchange email on any topic; messages containing (non-administrative) commission business shall not be forwarded to any other commissioner. [??][??]
- A commissioner may send informational emails to the entire commission; such messages should include a reminder not to “reply all.” ~~to the message.~~ If any commissioner wants to respond or discuss the contents of the email, the topic should be added to our next meeting agenda; “reply all” only to ask for this agenda request.

Examples of all-commission emails:

- 1) Informational topics to be discussed at our next meeting as "heads up"
- 2) Research or public communication to be shared with fellow commissioners, not as a part of an ongoing discussion
- 3) Questions being asked of staff

Questions to Library Staff: [See # 8 of “Guiding Principles”]

- Before sending a substantive request for information to library staff, a commissioner should discuss with and receive agreement from another commissioner to insure that this is a substantive commission request. The commission as a whole, the director, and the deputy director should then be copied on the request so that they all may be aware of the request.
- If/when staff responds via email or memo to questions from a commissioner, staff will try to answer the question as thoroughly as they can and will copy all commission members. Substantive informational emails should be added to the upcoming meeting’s Commission Memo if not already included in the Staff Memo.
- If commissioners have follow-up questions that would require more than 15 minutes of staff time to respond, these should be sent to the commission chair and/or vice chair for inclusion in the “Information Request” prior to the next commission meeting.

Speaking with the Public as a Commissioner:

- Ceommissioners should represent their ideas as personal (not as the commission) when expressing opinions, unless the commission has voted on that issue. [redundant?]
- For guidelines for communication with City Council, see “Guiding Principles”

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Overview of the Boulder Library Foundation

The Boulder Library Foundation (BLF) is an independent, non-profit volunteer organization that strategically invests in innovative programming and partnerships that enrich the Boulder Public Library and our community. The Foundation is a 501-c3 nonprofit organization led by a volunteer board of directors and supported by individual donors and community partners. The BLF was founded in 1974 by Doris Hass and a group of other concerned citizens. Now, as then, the Foundation enables members of the Boulder community to support their Library through tax-deductible gifts.

The Foundation's directors are chosen to represent diverse ethnic, economic, and professional backgrounds. Each year two members of the Library Commission are invited to serve on the BLF board.

The mission of the Boulder Library Foundation is to expand and enhance the Boulder Public Library's offerings by providing funding for concerts, films, literary programs and other special events, including children's and teens' activities, lectures, oral history and adult literacy projects.

The Boulder Library Foundation website is <http://boulderlibraryfoundation.org/about/>.

Facilities Sustainability Study update from studiotrope Design Consultants

The Main Library Renovation project scope required the architect to complete an update to the sections of the [2009 Facilities Sustainability Study](#) that specifically pertained to the Main Library. The purpose of the update (**Attachment A**) was to identify and prioritize any of the recommendations for the Main Library in the study that were not addressed in the renovation project, and any other deficiencies in the building design or systems that were discovered during the renovation for library staff to use in planning and developing budgets for maintaining the facility and future capital improvements.

Discontinuing notary service

The notary service offered at the Main Library was suspended in August 2015 due to a staff vacancy and to allow library administration time to assess its priority alongside the other programs and services offered by the library. It was determined that notary service was not sustainable and not closely aligned with the library's mission. Even with setting limits to the schedule for notary appointments which was implemented at the end of 2012, the sessions had become increasingly time-consuming, causing the two administration staff members who were licensed notaries not to be able to complete their core responsibilities within their regular schedule. Further, these staff members may have been held personally liable for problems with documents that were not related to official city business.

In February 2016, the notice of the suspension of the notary service was changed on the [library website](#) to inform patrons that the service has been discontinued and a link to a list of local notaries through [123 notaries](#) is posted there.

BLDG 61 Makerspace Grand Opening

We had a terrific grand opening to BLDG 61 on Feb. 18, 2016. Roughly a thousand guests filtered in and out of the makerspace, made books, ate pancakes, and watched some of the amazing new tools in action. This was truly a one-of-a kind event. People laughed, people cried. We received more than 100 volunteer applications from folks in the community who want to learn a craft or share their skills. Many of the classes we had scheduled were completely full before the night was over. I spoke to at least three City Council members, a host of committed library users, and quite a few people for whom the grand opening was the first time they were ever in the library. Everyone had a gleam of inspiration in their eye and the overall energy was palpable. Most of you were there, but I would also like to remark on the diversity of the crowd: all ages, diverse economic backgrounds, genders, race, and ethnicities. An event like this tells the story of the public library beautifully.

We all owe a huge debt of gratitude to the staff and volunteers who pulled this event together. Aimee Schumm, Adam Watts, and Janet Hollingsworth have spent the better part of the last two months and

have worked deep into many nights and on weekends to clean the space, paint, assemble machines, learn how to use them and most of all, have fun.

I also would like to remind you that this was a community-funded project. The Library Foundation gave their largest single investment ever - \$155K - to make this a reality and to ensure that consumable materials will be free for a year. This was a tremendous leap of faith for the foundation.