



## Call to Order / Welcome – Lynn Lawson, President

Public Comments - *The public is invited to provide comment at the beginning of each regular meeting. Any person or group wishing to speak is requested to sign in prior to the meeting indicating the issue they are addressing. The time for comments is limited to 3 minutes. The Board will listen but may not comment and no action will be taken during the time period. However, the full Board may give direction to staff following a presentation.*

## Consent Agenda

*The President / presiding Officer will remove any Consent Agenda item upon request by any Board Member. Items removed upon request will be considered separately by the Board immediately following action on the remaining Consent Agenda.*

1. Board of Trustees meeting Minutes: March 20, 2023
2. Income & Expense Year-to-date Report: March 2023
3. Study Session April 6: Collections Report

## Strategic Discussion & Reports

- Gov't Affairs Committee – Lawson & Weston
- Finance Committee – Johnson & Hemphill
- Policy Committee - Krueger & Dewey
- Library Report – Director Perrault
- Facilities Task Force - Krueger & Hemphill
- Strategic Planning Task Force
- Library Friends & Foundation Report

## Action Items

- Policy Committee - Krueger & Dewey
  - Safe Child Policy
  - Code of Conduct with Youth

## Upcoming Meetings of the Board of Trustees

1. Study Session: May 4, 2023, 6:30p (Wasson Room)
2. Regular Meeting: May 15, 2023, 6:30p (Wasson Room)

## Other Events

- Staff Development Day Closure: April 20, 2023.
- Stakeholder visit to Eagle Rock School, May 26, 2023
- Library Friends & Foundation Fundraiser: 8:30am-10am, May 5, 2023 (Library)

## Adjourn

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### LIBRARY MISSION STATEMENT:

To bring people, ideas and opportunities together  
for the enrichment of our community

**Estes Valley Public Library District**  
**BOARD OF TRUSTEES MEETING MINUTES**

Monday, March 20, 2023 at 6:30pm  
Estes Valley Library / Wasson Room

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**Call to Order / Welcome** – Lynn Lawson called the meeting to order at 6:31 pm. The following were present:

**TRUSTEES:** Lynn Lawson, President; Kay Weston, Vice-President; John Krueger, Secretary; Pete Johnson, Treasurer; Anne Dewey; Beth Ellis; David Hemphill

**FRIENDS & FOUNDATION LIAISON:** None

**STAFF:** Brad Maggetti; Claudine Perrault; Cindy Seckman; Joanna Stensland

Public Comments: None

**Consent Agenda**

1. Board of Trustees Meeting Minutes: February 20, 2023; March 2, 2023
2. Income & Expense Year-to-date Report: February 2023

**Hemphill moved to approve the March 20 Consent Agenda. Weston seconded the motion. Ayes all (23-07)**

**Strategic Discussion & Reports**

- Gov't Affairs Committee – Lawson & Weston  
There was some follow-up discussion on the November 2022 Regular Board Meeting minutes. A clarification was made to show that there was an overall commitment from the Friends & Foundation for expenses in 2022, a budget item of 330k. A portion of this amount went to cover Sarah's salary and related expenses. A portion was also used during 2022 to pay for programs & other expenses of the Library. The remainder, about \$115,000, is still earmarked for the Library, but is being held currently by the Friends & Foundation until the Library requests it.  
Board Action: Discussion on the remaining portion of the Friends & Foundation commitment will be added as an agenda item for the next meeting of the Library's and Friends & Foundation's Directors and Presidents.
- Finance Committee – Johnson & Hemphill
  - Johnson reported that revenue is ahead of expenditure. Colorado Trust yield increased to 4.77. Accountant Seckman finished Month 13. There was an error with the accounting of employee benefits but this has been corrected. The field work for the audit is complete and the auditor will present to the Board in May. STAFF ACTION: Staff will review all insurance programs to make sure the Library is well protected.
- Policy Committee - Krueger & Dewey  
No report. The Committee plans to have policies to approve at the next meeting.
- Facilities Task Force – Hemphill & Krueger
  - Annual Facilities Audit & forecast  
Perrault updated the Board on the items from the 2020 Facilities Audit. STAFF ACTION: Staff will add a status column to future audit reports to indicate whether an item is complete or deferred. It was suggested that there may be some urgency around fire caulking. STAFF ACTION: Staff will research and confirm what the grades represent.

Board Action: The Facilities Task Force will review the Facilities Audit Report line items and will take into account inflation when looking at budget. Fire caulking will be prioritized.

- Strategic Planning Task Force - Weston & Ellis
  - Project scope & progress report  
Ellis reported on the Friday 10th Strategic Planning task force session. Using the Community Needs Assessment and analysis from staff, the task force came up with a draft of four goals. Ellis explained the next steps in the process. The process should be complete by late August for budgeting purposes.
- Director's Report - Director Perrault
  - Annual review of Library MOUs, IGAs and Contracts  
Perrault thanked Cindy Seckman & Joanna Stensland for their work on gathering the contracts and MOUs. It was noted that most of the contracts are approved by the budget. Board approval is needed for contracts over \$10,000. STAFF ACTION: Perrault will find out more about the Wildfire Condo deposits and where the payment was coming from.

Perrault thanked the Board for inviting Kirby Hazelton, Communications Specialist, to present at the last meeting. Kathleen Kase will present on Collections at the April Study Session. Board Action: Trustees were invited to send their questions about Collections to Claudine prior to March 31. STAFF ACTION: Admin Specialist Stensland will ask for the Collections report to be sent out a few days before March 31st to give trustees time to review it.

- Friends & Foundation - Director Walsh  
No report.

#### Action Items

- Gov't Affairs Committee – Lawson & Weston  
No action items.
- Finance Committee
  - Approve Audio Visual Presentation System Upgrade Proposal from Wasson and Hondius Rooms by Ford AV for \$86,344. Presented by Brad Maggetti, Technical Services Supervisor **Krueger made a motion, seconded by Johnson, to approve the audio visual presentation system upgrade to Wasson & Hondius Rooms by Ford AV for \$86,344.** Brad Maggetti explained the need for an upgrade to the AV system. The goal is to have something that meets all the needs of the Program & Outreach Team and is also user friendly for the public. Ford AV stood out for various reasons and they can finish as early as the end of May. The life span of the equipment is about 10 years. The Fireside Theater is not included in the scope of the project. The process for increasing the budget was discussed. Board Action: The Finance Committee will discuss setting aside funds for future replacement and incorporating replacement funds into the Financial Management Policy. **Ayes all (23-08)** The trustees thanked Maggetti for this work on the project. STAFF ACTION: Coordinating with the Friends & Foundation, staff will get the word out to the public about the new meeting room AV system.

#### Upcoming Meetings of the Board of Trustees

- Study Session: Annual Collections Report, April 6, 2023, 6:30p (Wasson)
- Regular Meeting: April 17, 2023, 6:30p (Wasson)

**Other Events**

- Library stakeholder tour of Eagle Rock School: Friday, May 26, 2023. Logistics TBD  
Trustees were asked to hold open the date to visit Eagle Rock School.

**Adjourn**

Lawson adjourned the meeting at 7:50 pm.

Minutes prepared by Joanna Stensland

Respectfully submitted,  
John Krueger, Board Secretary

**[attachments]**

**ESTES VALLEY PUBLIC LIBRARY DISTRICT  
BOARD OF TRUSTEES**  
Resolutions from March 20, 2023

(23-07) Hemphill moved to approve the March 20 Consent Agenda. Weston seconded the motion. **Ayes all.**

(23-08) Krueger moved and Johnson seconded a motion to approve the audio visual presentation system upgrade to Wasson & Hondius Rooms by Ford AV for \$86,344. **Ayes all.**

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**Lynn Lawson, President**  
Estes Valley Public Library District  
Board of Trustees

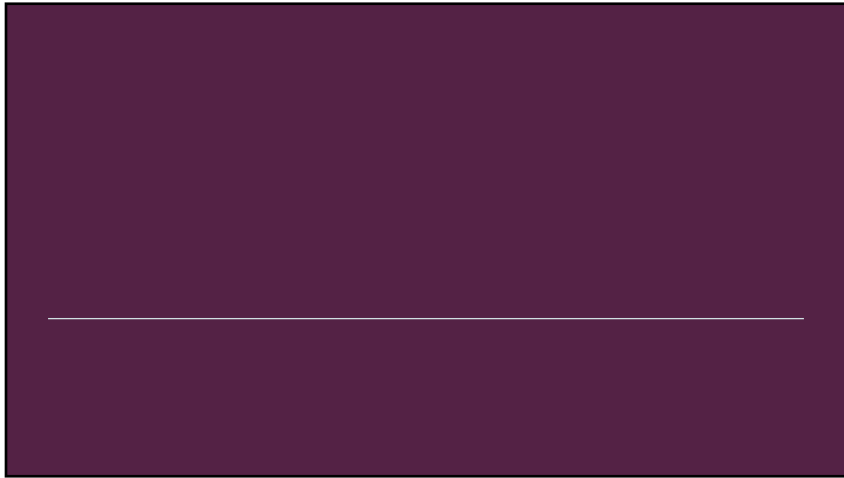
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**John Krueger, Secretary**  
Estes Valley Public Library District  
Board of Trustees

# ESTES VALLEY LIBRARY - BOARD OF TRUSTEES - 2023 INCOME & EXPENSE REPORT

*As of 3/31/2023 25% of Year Elapsed*

| <b>GENERAL FUND</b>                                      |                              |                    |                    |
|--|------------------------------|--------------------|--------------------|
| <b>OPERATING REVENUE</b>                                 |                              |                    |                    |
| REVENUE  | BUDGET                       | YTD 2023           | % BUDGET           |
| TAXES  | \$2,106,526                  | \$969,290          | 46%                |
| INTERGOVERNMENTAL REVENUE                                | \$0                          | \$0                | 0%                 |
| FEES AND INTEREST  | \$124,686                    | \$39,322           | 32%                |
| DONATIONS/OTHER REVENUE                                  | \$373,653                    | \$33,116           | 9%                 |
| <b>TOTAL REVENUE</b>                                     | <b>\$2,604,865</b>           | <b>\$1,041,728</b> | <b>40%</b>         |
| <b>OPERATING EXPENDITURES</b>                            |                              |                    |                    |
| <b>SERVICES</b>  |                              |                    |                    |
| SERVICES   | BUDGET                       | YTD 2023           | % BUDGET           |
| PATRON SERVICES  | \$317,103                    | \$65,034           | 21%                |
| PROGRAM & OUTREACH                                       | \$624,728                    | \$117,020          | 19%                |
| TECHNICAL SERVICES                                       | \$644,122                    | \$185,158          | 29%                |
| <b>SERVICE</b>   | <b>\$1,585,953</b>           | <b>\$367,212</b>   | <b>23%</b>         |
| <b>SUPPORT</b>   |                              |                    |                    |
| SUPPORT  | BUDGET                       | YTD 2023           | % BUDGET           |
| ADMINISTRATION   | \$773,373                    | \$194,388          | 25%                |
| BUILDING   | \$190,295                    | \$64,644           | 34%                |
| CAPITAL  | \$15,370                     | \$0                | 0%                 |
| <b>SUPPORT</b>   | <b>\$979,038</b>             | <b>\$259,033</b>   | <b>26%</b>         |
| <b>TOTAL EXPENDITURES</b>                                | <b>\$2,564,991</b>           | <b>\$626,245</b>   | <b>24%</b>         |
| <b>EXCESS - REVENUE OVER EXPENSE</b>                     | <b>\$39,874</b>              | <b>\$415,484</b>   |                    |
| <b>CAPITAL RESERVE FUND</b>                              |                              |                    |                    |
| <b>BEGINNING RESERVE BALANCE</b>                         |                              |                    |                    |
| REVENUE  | BUDGET                       | YTD 2023           | % BUDGET           |
| FEES AND INTEREST  | \$4,600                      | \$1,756            | 38%                |
| <b>TOTAL FUND BALANCE &amp; REVENUE</b>                  | <b>\$237,600</b>             | <b>\$240,987</b>   | <b>101%</b>        |
| <b>EXPENDITURES</b>                                      |                              |                    |                    |
| EXPENDITURES   | BUDGET                       | YTD 2023           | % BUDGET           |
| SINGLE ROOF & FLAT ROOF REPLACEMENT                      | \$114,000                    | \$0                | 0%                 |
| PAINT & SEAL EXTERIOR WOOD SIDING                        | \$16,000                     | \$0                | 0%                 |
| ARCHITECT  | \$50,000                     | \$0                | 0%                 |
| AV MEETING ROOM PROJECT                                  | \$40,000                     | \$0                | 0%                 |
| <b>TOTAL EXPENDITURES</b>                                | <b>\$220,000</b>             | <b>\$0</b>         | <b>0%</b>          |
| <b>EXCESS - REVENUE OVER EXPENSE</b>                     | <b>\$17,600</b>              | <b>\$240,987</b>   | <b>1369%</b>       |
| <b>TOTAL FUND(S) BALANCE</b>                             |                              |                    |                    |
|  | OPERATING ACCOUNT            |                    | \$380,022          |
|  | SHORT-TERM OPERATING RESERVE |                    | \$648,714          |
|  | LONG-TERM OPERATING RESERVE  |                    | \$2,433,762        |
|  | CAPITAL REPLACEMENT RESERVE  |                    | \$235,930          |
| <b>TOTAL GENERAL FUND + CAPITAL RESERVE FUND BALANCE</b> |                              |                    | <b>\$3,698,428</b> |



News from the Collection:



## Vendor Issues

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TS Team Operating Plan:

## Collection Takeaways

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## Trends & Investments

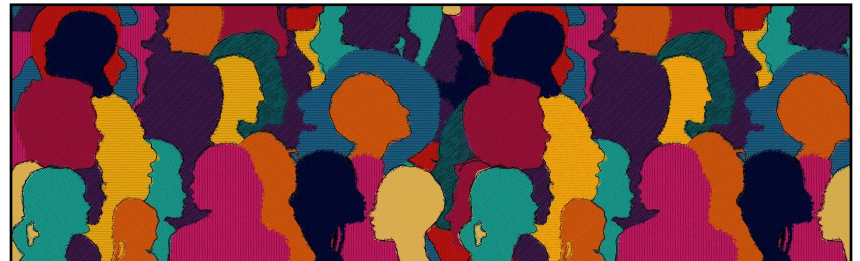
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## Research & Learn

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## Library of Things

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# ESTES VALLEY LIBRARY

## Monthly Administration Report April 2023

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### Financials - Seckman

**March 2023 YTD Budget Report:** With 25% of the year complete, total revenue is at 39.92%, County revenue is 47.32% and Specific Ownership is at 26.96%. Total expenditures are at 24.42% (total Operating at 24.56%).

ColoTrust PLUS Account Daily Yield is up to **5.0116%** on March 31st from 4.7751% on February 28th.

With the completion of Month 13, the **2022 surplus** in the amount of **\$230,592** was transferred to Long Term Reserves on Tuesday, March 14th.

The field work of the **2022 audit** is complete and a draft of the audit was received on Friday, March 10th. The Management's Discussion and Analysis (MDA) is in for final review. Uli Keeley, Managing Partner of Prospective Business Solutions LLC, is confirmed to present the audit results to the Board at the May 15th Board Meeting.

A review of all **insurance policies** will begin once the audit is complete. Due diligence will be complete in time for the 2024 budget process.

During the March Board meeting, the Technical Services Supervisor presented the results of a request for proposal for **audio visual system upgrades**. This project (as approved by the Board) will be more than was budgeted for in the 2023 Capital Reserve Budget. As a result, a Supplemental Budget and Appropriation will be required by the Colorado Department of Local Affairs (DOLA). The requirements under CRS 29-1-109 (as outlined here) are that we must publish our intent to amend the budget, conduct a hearing, then adopt the budget amendment by formal action (a resolution). This must occur before spending in excess of our original appropriation, which is \$190,000 for the Capital Reserve Budget. We are still in the **final contract stages** for this project, as well as the roof repair project, so as of mid April no funds have yet been expended from the Capital Reserve Budget.

The contract with **GreenPoint** for the roof repair is now **final** and signed by both parties.

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## Communications - Hazelton

I continue to share the Communications & Marketing Strategic Plan with staff. Over the past few weeks, I've been able to present to Supervisors Maggetti and Limmiatis and the full Patron Services team; I look forward to time with Technical Services and Programs & Outreach by the end of the month. Conveniently, the entire Admin team has been able to sit in on various presentations so they are all up to speed.

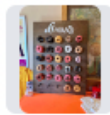
You may remember that one tactic in the plan is to create more real-time content so the community can have a more organic experience of what's happening *right now* (vs. only seeing a curated, polished post before or after an event or program). For example, on Saturday, April 1, I posted several photos and videos of the Estes Grows Readers kickoff event on our Instagram Stories. We had about 70 folks watch and/or engage with those, which is a positive number based on our followers (534). As we continue to post Stories and eventually Reels, our ranking will improve and the algorithm will display our content "higher," so I expect the number of viewers will increase. All in all, good data as we start to execute these tactics! (I'll add that I also posted photos to our feed, and those had even better engagement! We reached 1,143 people and 374 of those engaged with the post by liking, commenting, clicking to enlarge the photos, etc.)

### Top post

[See all](#)

Last 28 days

Boost this post to reach up to 377 more people with every \$14 you spend.



Happy April! It's officially Month of the Young Child AND Estes Grows Reader month! We celebrated this morning wit...

Published by Kirby Hazelton · April 1 at 11:29 AM · 🌐

Post Impressions

1,301

Post reach

1,143

Post Engagement

374

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## HR - Stensland

Last month, my report mentioned an article from Employers Council on Staff Retention. HR sent staff a survey to gauge the value of the Library's benefits in retention. When the results came in (from a total of 17 respondents) we found that *Staff Culture* was considered the most valuable benefit and the most important factor to staff retention. Here is a [list](#) of Library benefits and the importance given to them by staff in their continued employment at the Library. The HR Team also received helpful comments and suggestions from staff for future consideration.

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## **Patron Services - Wisneski**

The first quarter of 2023 saw Patron Services serve seven House Calls patrons, making 35 visits and delivering 184 items. Our numbers are nearing pre pandemic levels.

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## **Technical Services - Maggetti**

We verified and submitted the public library annual report survey to the state ahead of the deadline. Kathleen delivered her annual collections report to the board study session:

### **Collections Report Summary**

Spending was down in both the adult and youth budgets in 2022 due to a ransomware attack at Baker and Taylor (B&T). B&T is our primary vendor where we received 99% of our books. As B&T was getting back on line we were asked to have our spending completed for 2022 by Halloween. To accommodate this we pivoted towards digital collections because those orders are instantaneous knowing that meeting the bottom line in our spending is important. We are looking at adding another vendor who can provide shelf ready materials as backup.

We are not anticipating any issues in spending the budget at this time. I checked in with my rep at B&T last fall during the planning of the 2023 budget to see what she could share about the cost of books and processing going up. She said she didn't anticipate prices going up but I can say that the price of books is definitely going up, processing has stayed the same for now.

In 2022, we fulfilled 427 "we'll get it for you" requests and 3897 ILL requests. The ILLs that are being circulated amongst our patrons do not show in our library catalog. Getting our patrons to realize we will add books that they request to the collection has been a constant struggle! I often see the same names come through the "we'll get it for you" emails.

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## **Director's Report - Perrault**

No report.

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## **Library Friends & Foundation - Walsh**

Grants were submitted for Cliffhanger improvements to Sunrise Rotary, Village Thrift and the Community Foundation.

An email campaign on April 4, Library Giving Day ,was sent to over 850 donors encouraging them to renew their membership.

Our next special event is on May 5 at 8:30am to encourage Rotary Duck Adoptions and educate our donors on our Summer Reading Program.

Please join us on April 16 at Cliffhanger for our \$1 sale to celebrate National Librarian Day.



# 1st Quarter Strategic Report 2023

Staff will report quarterly on progress towards activities and measures.

## Consolidation and Planning Year

### Key Targets

1. [Community Needs Assessment](#) (CNA) recommendations:
  - Offer programs at times more conducive to participation by target audiences.
  - Offer programs targeting adults.
  - Streamline website navigation and event registration.
  - Find ways to educate the community on all the library offers.
  - Explore options for overcoming the challenges related to access.
2. [Star Libraries Metrics](#) (8 measures correlate to all others *Per Capita*): Physical Circulation; Circulation of e-Materials; Library Visits; Program Attendance; Public Internet Computer Users; Wifi Sessions ; Database Use; Library Website Visits

## 1. Grow Internally to Succeed Externally

**PRIMARY OBJECTIVE: We provide laser-focus on evaluation of service effectiveness.**

Objective Lead: Technical Services (TS) Supervisor

Activities:

- **PRIMARY ACTIVITY:** Supervisors will assess the 2022 Community Needs Assessment (CNA) results, then working collaboratively with their team, adapt services accordingly.
- TS Supervisor will explore LJ Star Library metrics for strategic plan inclusion.

- The Library Director, with a task force of library stakeholders, will create the 2024-2028 Strategic Plan.

### Performance Measures:

1. By Q3 '23, all CNA recommendations are incorporated into all team practices.
2. By Q4 '23, all LJ Star Library metrics are incorporated into Library's multi-year Strategic Plan.
3. By Q4 '23, new Strategic Plan in place, staff ready to fulfill beginning Q1 2024.

### Progress Q1

1. TS is using custom computer code to integrate Sirsi data with the Town's parking contractor: the goal is to offer the free "local's parking pass" for qualifying patrons at the same time they are getting a library card. TS, with the Communications Specialist, is also implementing a complete website overhaul: we've created a "wireframe" prototype and our first launch milestone is set for June 30 for an updated [estesvalleylibrary.org](http://estesvalleylibrary.org); improved integration with the Sirsi catalog and event calendar to follow.
2. Star Library metrics formed the backbone starting point for the recent multi-year strategic plan retreat. PLAR (Public Library Annual Report) state survey was submitted on time including a fresh take on our data procedures, with lots of help from veteran survey respondents.
3. The Strategic Plan Task Force met March 10, and staff reviewed the draft goals on March 23. This project is on target for budgeting in the fall and implementation Q1 '24.

### **OBJECTIVE B: We continuously improve marketing and outreach efforts.**

#### Objective Lead: Communications Specialist

#### Activities:

- Communications Specialist will implement a new, comprehensive Communications Strategic Plan, integrating external communication channels (including earned, owned, and paid media), and staff orientation on Plan.
- Communications Specialist will lead campaigns to promote programs and services and identify which promotional methods and frequency deliver highest return (program registrations, door count, collections and other take rate).

### Performance Measures:

1. By Q2, the New Communications Strategic Plan is incorporated into staff practices.



2. Quarterly reports reflect how program attendees heard about programs as well as if our advertising is reaching new audiences.

### **Progress Q1**

1. Communications Specialist Hazelton presented the Communications & Marketing Strategic Plan to Supervisors Maggetti and Limmiatis and the full Patron Services team. Admin has also seen the presentation (by joining the Board Study Session and the Patron Services staff meeting). Technical Services and Programs & Outreach will receive the plan by the end of April. We are on track to implement strategy and tactics by the end of Q2.
2. Hazelton continues to gather data from our digital sources (website, social media channels, newsletter service, etc.) to better inform how patrons are receiving our communications – and if they are converting. As additional data is collected, a separate Communications report will be produced monthly and/or quarterly.

According to Adult Program surveys in Q1, Library email, Library website, and newspaper articles are consistently the top three resources for how attendees learned about programs.

### **OBJECTIVE C: We conduct development programs to strengthen staff, trustees, Friends & Foundation, and volunteers.**

#### *Objective Lead: Administrative Specialist*

#### *Activities:*

- Staff Development Committee (SDC) will plan, organize and evaluate training for staff, based on our Topics of Staff Development and Strategic Priorities.
- HR Team will create a new employee video onboarding system.
- HR Team will implement various staff retention strategies.
- Administrative Specialist will evaluate volunteer onboarding and enrichment.
- Emergency Management Group (EMG) will review the Library's emergency plan and train staff in emergency preparedness.
- TS Supervisor will create staff workflow systems in the new project management software, and will train staff in their use.

#### *Performance Measures:*

1. Each quarter, 75% of staff say that professional development was helpful to their role as a Library team member.

2. By Q3, Video Onboarding system in place for new hires.
3. By Q4, library retained a greater number of staff than averaged the past 3 years.
4. By Q4, 75% of volunteers surveyed say they feel part of the Library team and satisfied with their role.
5. By Q3, 75% of staff report they feel prepared to handle an emergency situation.
6. By Q2, Tactical Team have received training on Monday.com and reviewed the project management dashboard as part of every tactical meeting.

### **Progress Q1**

1. In response to a survey, 93.3% of staff stated that professional development in the 1st Quarter was helpful to their role as a Library team member.
2. We have completed the first draft of a video onboarding system.
3. No report
4. No report
5. No report. Staff will go through emergency training on Staff Development Day in April.
6. All of the Tactical Team have been trained in Monday.com. Monday.com is used at every tactical meeting to manage tasks and projects, and by all library teams for day-to-day tasks and projects.

### **OBJECTIVE D: We plan for physical capacity building.**

Objective Lead: Operations Specialist

#### Activities:

- Operations Specialist will work with Contractors to refurbish or replace the library's roof with a 20 year coating.
- Admin and Technical Services will update the Emergency Plan to include staff procedures, drills, basic training and minimal services plan.
- Library building 10-year renovation plan will be completed, including RFP for Architect/interior specialist, timeline, priorities and funding (district reserves, F&F, grants).

### Performance Measures:

1. Library remained open during roof repair, with no adverse patron effects, and the roof is rated to last another 20 years.
2. By Q2 '23, the Emergency/minimal services plan is complete and accessible to all staff.
3. By Q3, results of interior plan in place for 2024 budget & funding plan.

### Progress Q1

1. No report.
2. The Emergency plan has been updated with new photos of emergency shutoffs, updated 2nd floor systems, and a streamlined digital table of contents.
3. No report.

### **OBJECTIVE E: We plan for technical capacity building.**

#### Objective Lead: Technical Services Supervisor

#### Activities:

- Technical Services Team will create an annual calendar of reports for the director, including acquisitions, ILS, and scheduled equipment replacement.
- Technical Services Team will upgrade the library's presentation systems, bringing modern wireless streaming and ease of use for personal devices in all meeting spaces, starting with an RFP.
- Administrative Team staff will migrate to paperless record management / process automation.

### Performance Measures:

1. By Q3 a recurring TS reporting calendar is in place, to implement by Q1 2024.
2. By Q4 staff report that presentation equipment met or exceeded expectations for meeting room use (staff as presenters, and verbatims from public use).
3. By Q1 2024, Paperless systems and workflow in place.

### Progress Q1

1. No report.
2. Ford AV was selected as the vendor for our new presentation equipment at the March 20 board meeting. We are working with the Accounting team and P&O to arrange contracts and finalize a work schedule.

**OBJECTIVE F: We plan for an annual budget and longer-term financial health.**

Objective Lead: Accountant

Activities:

- Accounting team will implement paperless invoicing options and train all relevant staff.

Performance Measures:

1. By Q2, all staff trained in paperless invoicing processes; paperless invoicing the norm for all staff by Q3.

Progress Q1

1. Paperless invoicing for Accounts Payable went live on 01/01/2023. All staff are exclusively using this system to submit and approve invoices.
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## 2. Deliver Materials on a Personalized Basis

**OBJECTIVE A: We deliver customized access to physical & digital collections**

Objective Lead: Technical Services Supervisor

Activities:

- Technical Services team will coordinate with the Programs & Outreach team to promote circulating materials associated with their programs, and use displays to connect materials with services offered.
- Technical Services team staff will physically inventory the collection and update catalog records in the ILS, assessing the collection to better reflect our community and patron interests.
- Technical Services team will reassess staff and public-facing interfaces including ILS, event calendar software, and catalog, collectively referred to as “the website” to improve patron experience and overall search success.

Performance Measures:

1. By the end of Q4, Patrons checked out 15% more materials than 2022 from the collection, increasing circulation.

2. By the end of Q4, the entire collection is inventoried and reflected accurately in the catalog.
3. By the end of Q4, website visits increase 10% and both staff and patrons report a more streamlined, enjoyable experience with “the website.”

### **Progress Q1**

1. Total circulation in Q1 2022: 31,721 physical, 8,025 digital: **39,746 total**  
Total circulation Q1 2023: 28,537 physical, 9,455 digital: **37,992 total**  
**4% decrease**
  2. Inventory project is currently ahead of schedule, already **60% complete**.
  3. No report on website experience Q1. Website visits (sessions): Q1 2022: **28,580**  
Q1 2023: **30,671, 7% increase**.
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## **3. Enable a Greater Sense of Community**

**OBJECTIVE A: We bring readers together in shared literary experiences.**

Objective Lead: Program & Outreach Supervisor

Activities:

- The Program & Outreach team will coordinate and host literary events.

Performance Measures:

1. By end of Q4, Literary event attendance will increase 10% over 2022.

### **Progress Q1**

1. In 2022, 65 literary events were hosted with an attendance of 740. In Q1 2023, 34 literary programs were hosted with an attendance of 915. We have met and exceeded our goal of 814.

**OBJECTIVE B: We build civic engagement skills that enable community members to participate effectively in issues of public concern.**

## Objective Lead: Program & Outreach Supervisor

### Activities:

- Adult Services Librarian will host monthly Living Room Conversations, Conflict Resolution Month events, and other Deliberative Engagement events.

### Performance Measures:

1. By the end of Q4, two-thirds of survey respondents express that the program helped build civic engagement skills that will enable them to participate productively in community dialogue and problem solving.

### Progress Q1

1. Living Room Conversations in January and February were not held due to extenuating circumstances. In March 2023, Aging & Ageism was offered with an attendance of 9. The Citizen's Information Academy was also hosted in February and March in conjunction with the Town of Estes Park with an average attendance of 18. 12 of 12 survey respondents confirmed the programs helped them build civic engagement skills that will enable them to participate productively in community dialogue and problem solving.

## **OBJECTIVE C: We partner in celebrations of civic life & village events (outreach)**

## Objective Lead: Program & Outreach Supervisor

### Activities:

- All P&O team staff will participate in key outreach events in town (eg: Halloween, Dia de los Muertos, Community Resource Fair, National Philanthropy Day, etc).
- Each P&O team staff member will create target market specific PowerPoint to provide presentations as a part of the Library's Outreach services.

### Performance Measures:

1. By the end of Q4, P&O staff will participate in 6 of the identified civic events on the Tactical Trail Map.
2. By the end of Q4, P&O staff will act as guest presenters - offsite, onsite or by Zoom - at 6 community groups as part of the Library's Outreach services.

### Progress Q1

1. In March, Program & Outreach Services Supervisor Limmiatis participated on behalf of the Library at How to Prepare for Everything organized by Larimer County Office of Emergency Management.
  2. In Q1 2023, the P&O staff acted as guest presenters at 3 community groups:
    - a. Teen Librarian Vegas presented to 6th Grade at the School District.
    - b. Program & Outreach Services Supervisor Limmiatis presented to P.E.O. (Philanthropic Educational Organization) Chapter AV on Library services, and the Makerspace
    - c. Adult Services Librarian White presented to Friends & Foundation on Library Lover's Day.
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## 4. Enable Lifelong Learning

**OBJECTIVE A: We enable participants of all ages to find fulfillment in curiosity and leisure, and to prepare for critical life choices.**

Objective Lead: Program & Outreach Supervisor

Activities:

- Tech Arts Librarian will provide Database-specific programs to benefit target audiences.

Performance Measures:

1. At least once a Quarter, the Tech Arts Librarian will present one or more database-specific programs.

Progress Q1

1. Six programs were offered in Q1 to encourage patrons to use Ancestry.com to complete their family tree and a heritage scrapbook. 28 participants of all ages participated in these programs.
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## 5. Focus on Early Literacy

**OBJECTIVE A: We develop young minds so that they are prepared to read, write and listen in Kindergarten (ages 0-5).**

Objective Lead: Program & Outreach Supervisor

Activities:

- Children's Librarian will encourage circulation of library materials at programs targeting age 0-5.
- Children's Librarian will use outreach and the Library's promotional platforms, to actively promote programs targeting ages 0-5 to new and underserved audiences.

Performance Measures:

1. By the end of Q4, circulation of children's materials will increase by 10%.
2. By the end of Q4, participation at programs targeting ages 0-5 will increase by 10%.

Progress Q1

1. At the end of 2022, children's materials circulation was 41,475. By the end of Q1 2023, children's materials circulation was 10,000. At the current rate, we will need to increase our efforts to reach our goal of 45,623.
2. At the end of 2022, 386 onsite and off site programs targeting ages 0-5 received 7,203 participants. By the end of Q1 2023, 117 programs targeting ages 0-5 received 2,005 participants. At the current rate, we are on track to reach and exceed our target goal of 7,923.

**OBJECTIVE B: We develop young minds so that they become year-round readers (ages 6-18).**

Objective Lead: Program & Outreach Supervisor

Activities:

- Youth/Teen Librarian will offer abundant tween/teen promotional outreach materials throughout the community, including a minimum of 3 school visits each to the elementary, middle, high, and Eagle Rock schools.

Performance Measure:

1. By the end of Q4, 20% more patrons ages 6-18 have circulated at least one item.



## **Progress Q1**

1. Youth Services Librarian Vegas presented to 6th Grade, visited the Librarian and teachers at Eagle Rock, visited the Middle School to hand out books over lunch, hosted Author Christina Soontornvat at the High School and also visited the High School a second time over lunch to hand out books. At the end of 2022, 198 patrons aged 6-18 circulated at least one item and by the end of Q1 2023, 92 patrons aged 6-18 circulated at least one item. At the current rate, we are on track to reach and exceed our goal of 238.

# Estes Valley Library

## Safe Child Policy

A safe environment is imperative for all people to reach their fullest potential. The Estes Valley Library (Library) is committed to being a safe place, where children and youth are recognized as respected individuals.

The youth areas of the Library are designed to serve the needs of age-appropriate users. Adults unaccompanied by a minor in a designated youth area will be asked to use other areas of the Library.

### **Unattended Child**

Parents and guardians are responsible for the supervision, including safety and behavior, of their children at all times in the Library. The Library respects the privacy of all patrons and will intervene only when a child is believed to be at risk, disturbing other patrons, or is endangering themselves.

Children may use the Library unattended, at the discretion of a responsible adult. However, if the adult feels it is unsafe for the child to leave the building without adult supervision, the child should not be left at the Library unattended. The Library staff cannot provide childcare or assume parental responsibility for children's safety.

Children, like all Library users, are expected to behave in a manner that respects the Library property and that is appropriate to the use and function of the Library. If a child behaves in a disruptive manner, the child may be asked to correct their behavior. Library staff may, at their discretion, contact a parent, guardian, caregiver or police officer, or direct that the child leave the Library.

When an unattended child has not been picked up at the close of Library business, the child has a health emergency, or other similar circumstances, the staff will assist the child in contacting an appropriate adult. In the event that no one can be contacted within 30 minutes, the Library staff may call the Estes Park Police Department and place the child in their protective custody.

### **Child Abuse Prevention**

To contribute to a safe environment for children and youth, and in the pursuit to protect them from abuse, the Library has established a staff Code of Conduct with Youth and commensurate procedures.

The Code, contained within the Employee Handbook, is an acknowledgement of the Colorado *Child Sexual Abuse Accountability Act*. The Code requires employees to follow mandatory reporting guidelines, should they witness a life-threatening situation or suspected child abuse. Code procedures specify appropriate and inappropriate behavior for Library staff, volunteers and others involved with youth programs or activities, and are part of regular staff and volunteer training.

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**Please refer to the Patron and Management policy sets for more information.**

The Estes Valley Library **Safe Child Policy** was adopted and approved by the Estes Valley Public Library District Board of Trustees on February 21, 2006, revised on June 15, 2009, February 19, 2013 and June 20, 2016, reviewed on June 20, 2019, revised on May 16, 2022 and April 17, 2023.

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**Lynn Lawson, President**

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**John Krueger, Secretary**

## Code of Conduct with Youth (Employee Handbook addendum)

The Library is committed to creating a safe environment for everyone, especially for children and youth. Employees are expected to treat minors with kindness and respect at all times regardless of behavior, culture, sex, sexual orientation, race, and religion. The Library adheres to the *Colorado Child Sexual Abuse Accountability Act*. As such, employees should refrain from any action that could be construed as abuse. These include:

- Inappropriate touch or conversation with sexual undertones
- Inappropriate jokes
- Sharing intimate details about the employee's personal life
- Verbally humiliating, degrading, or threatening
- Shaming, manipulating, hazing or any kind of cruelty
- Hitting, striking, spanking, shaking or slapping
- Any written or virtual communication which includes any of the above.

[Reporting procedures](#) are to be in accordance with Colorado law. Any staff member or volunteer observing suspected harm to a minor in the Library or at a Library sponsored program is required to report it immediately, or as soon as possible, to the Library Director.

The Library will be responsible for periodically making staff and volunteers aware of the Colorado Child Sexual Abuse Accountability Act and its ramifications.