



Steering Committee Meeting Notes

November 15th 2023

Brett Kelly A – Rawlings Library

Steering Committee Members Present:

Ray Packard, Sandy Hudock, Anthony Rendon, Mary Kratz, Lee Vigil, David Hayden, Alyssa Vargas-Lopez, Alisha Cunzio, Jennifer Scroggins, Debbie Payne, Sherri Baca, Al Perea

2:00 pm – Call meeting to order

- ***Concerns with community relations promotion and communication with staff*** - It was brought up to the committee that there is a lack of transparency and consistency when it comes to program marketing throughout the library district. This data is based on patron feedback, informal staff surveys, program outcome data and anecdotal information from a variety of sources. To summarize the main points of the dialogue are “ *patrons have stated they feel as though they do not know what is going on within the district due to a lack of social media posting, a lack of advanced notice, and no easily accessible information on the website. Marketing materials and social media posts are often lacking due to missing or incorrect information, visually distracting layouts and inconsistent posting/boosting. In addition, there is a lack of equity between how branch programs are marketed. Cross-promotion of branch events does not happen consistently which causes inter-branch collaboration and*

communication to suffer. This directly negatively affects that workplace culture initiative of the strategic plan Library best practices and procedures are often overlooked by community relations, leading to misunderstandings and miscommunications between staff.” Furthermore, Potential Solutions mentioned are merely recommendations that might help both staff and community relations address some of the points raised. “Provide branding and marketing guidelines to staff to allow them to create their own promotional materials if they are so inclined. Staff can then send these materials for approval to the necessary parties. This will lighten the workload for community relations and ensure that all information on the flyers is correct. Make it a standard policy for promotional materials to be sent to the individuals who put in help desk tickets so that any issues can be spotted and addressed before they go out to print. Also, make it a standard to send a digital copy to those who put out tickets so they may easily print out more materials/post on social media for further promotion. Assign a staff member at each branch to be a community relations liaison who is properly trained in our branding guidelines so they can manage the bulk of promotional material and social media posts. This will lighten the workload for community relations while also empowering the branches to have more control over promotions on their programs. Add a section to the website-landing page that features upcoming events. Most of our patrons get information online and many have a hard time finding the schedule of events on the website, so this provides an easy solution. Create a uniform tagging document with a list of all tags and their descriptions and disseminate among staff this will cut down on redundant tags in Communico and on the website and will act as a reference document for all employees. Provide staff with a resource explaining community relations policies and practices along with a list of names, job titles and areas of focus so there is a better understanding of who works in community relations and what jobs they do.”

- **Discuss implementing recycling, even if it is just for staff -** Concerns about recycling throughout the district was suggested by committee members. There are departments within the district about an abundance of excess paper. It was suggested by other committee

members that there is a recycle center located at 1595 Stockyard Rd, in the Blend area of eastern Pueblo County and that staff could manage recycling as a department on their own. It was mentioned about a past recycle program at PCCLD which was managed through Waste Management. The program was a single-stream recycling which refers to a system in which all paper fibers, plastics, metals, and other containers are mixed in a collection instead of being sorted by the depositor into separate commodities and handled separately throughout the collection process. District wide staff areas (offices, cubicles, work stations, etc.) were given containers for trash and a container for recyclable items. Custodial staff were trained on emptying recycle items and trash items in the outside-designated containers. Waste management would pick up the recyclable items, weigh the materials, and provide data on how many pounds of materials were not disposed of and how much reduced amount of waste not sent to landfills and incinerators. The reports mentioned by recycling it conserved natural resources such as timber, water and minerals, prevents pollution and reduces greenhouse gases by reducing the need to mine and process new raw materials. The program @ PCCLD was discontinued. The overall sense from some of the committee members and Sherri was that it would be good to go green.

- ***Parking / speed bumps / work order tickets*** – Security voiced concerns about parking mainly with the caterers. Apparently, the caterers are parking their vehicles in the front roundabout and unloaded their entrees and supplies onto carts and entering the Rawlings Library through the front doors. The vehicles are blocking patron walks, patron bike racks, and other vehicles from utilizing the roundabout in the manner that it was intended. It was suggested that caterers could utilize the southwest parking lot off on Union Ave, or possibly using the back dock near the mailroom or the double doors leading into the lower level near the outside transformers.

In addition, it was mentioned that the installation of speed bumps be installed in the main parking lot of the Rawlings Library to deter

drivers from entering library parking lots at a higher rate of speed that is being witnessed.

Furthermore, expand the list of staff on who can submit work tickets to the facilities department besides the security supervisor and the manager of experiential learning. There was an incident where cleanup service was needed and the supervisors were not available to submit a work ticket. Facilities staff indicated to call the facilities PIC phone, in this situation, which would be a much quicker response than submitting a work ticket. Facilities staff is available from 7:00 AM to 9:00 PM Monday thru Thursday and available from 7:30 AM to 6:00 PM on Saturday (Day Porter until 6:00 PM); and Sunday from 12:00 Noon to 5:00 PM. *Phone # for Facilities PIC (719)-240-1546; Day Porter – (719)-240-0033.*

- ***Being stuck in an elevator – What do we do? What can we expect if we are stuck in the elevator? (This would include Rawlings staff elevators, Rawlings Car # 1 or # 2 and the Staff Elevator; Also, the single elevator located at the Lamb Branch Library)***

First do not panic, there is an “alarm” button, which is just a ringing bell, located in the elevator cars, which can be pressed, and possibly alert someone nearby in the library to get help or you can utilize the elevator car telephone. The phone call connects to our elevator vendor (Schindler’s Elevator) dispatch center. The call is identified on where the call is coming from the dispatcher will ask if you are all right. The dispatcher has a list of phone numbers provided for PCCLD, which is usually the facilities staff. The dispatcher will contact facilities staff members on this list about the situation. In addition, the dispatcher can contact the elevator service technician who is on call at that time. There is an available elevator technician available 24/7 365 days a year if further service is required beyond resetting the elevator controls. Furthermore, as a preventative measure work tickets are automatically generated and issued to facilities staff members to conduct a “test” of the phone line in these elevator cars to make sure there is connecting telephone service.

