

February 21, 2024

2:00 PM - 4:00 PM

Steering Committee Meeting Minutes

- I. Attendance
 - A. Jennifer Scroggins, Alisha Cunzio, Mary Kratz, Shelby McCormack, Frank Nash, Maria Kropf, Terri Daly, Josh Vicknair, Robin Rice, Ray Packard, Alyssa Vargas-Lopez, Michele Dagnillo
- II. Old Agenda Items Recap
 - A. Programming Budget/Discretionary Spending
 - 1. Staff had requested that a flexible discretion fund be created for end of year spending.
 - a) No email communication had been sent out to address this.
- III. Welcome New Members
 - A. This month we welcomed Shelby McCormack and Maria Kropf to the Steering Committee.
- IV. Bible Study Advertising at Pueblo West
 - A. Issue:
 - 1. At Pueblo West, a bible study group often uses the meeting rooms. Without permission, they used a library owned white board to help promote their meeting. The first time, the white board was not being used, but the following time it was already being used for other programming like intended. Following this instance, the bible study group was told that they were not allowed to use the whiteboard anymore since it was purchased for internal use. The group became upset and asked where in the policy it said that they were unable to promote with signage. The group also asked about promotional content on the television slide show, and it was explained to them that the slide show was only used for internal programs and events.
 - B. Resolutions:
 - 1. 30502 Bulletin Board Guidelines state that if signage is posted without permission, it will be discarded. Policy also states that outside organizations must receive approval from Community Relations or the branch manager.
 - 2. For marketing questions, give them Nick Potter's card.
 - 3. Treat every group equally regardless of content and refer back to the study room policy. When reserving the room, they are only accessing the room. They can put signage up in the room within policy, but outside of the room is a separate space.
 - C. Other Conversations/Questions Related to the Topic:
 - 1. What do other branch bible studies do to promote? Do they ask?
 - a) They don't ask to promote
 - 2. Jehovah's Witnesses stand outside of the door. What is the policy around this?

- a) Anyone promoting or petitioning must be a certain distance away from the building for ADA compliance to avoid blocking the door. They should move to a public sidewalk.
- b) Our policies state no panhandling or soliciting.

D. Item was agreed upon to bring to Sherri to get clarity.

V. Programming Budget/Discretionary Spending

A. Issue:

1. Staff have requested to create a discretionary spending fund for emergency expenses and to extend the eRequester deadline to allow for Black Friday and Cyber Monday spending. The idea for discretionary spending is that funds could be built into the yearly budget for manager only access on the p-card. Currently, the only purchases that can be made after the eRequester deadline are for non-storable foods. This money would be for last minute necessary supplies for programming. The spending cutoff affects many programmers and sometimes staff purchase needed items with their own funds. Last meeting, Sherri said she would discuss with Finance.
 - a) Deals are sought after because expectations for programming are increasing and programming budgets are decreasing (due to inflation).
2. Finance's perspective on the deadline is that this date is set to minimize the number of eRequester notices. When ordered, things must arrive before the end of the fiscal year, or the items will roll over to the next year's budget. Only over the counter purchases can be made. P-card expenses are easier since the billing isn't received until the next month.

B. Resolutions:

1. Facilities have access to funds for emergency situations for building issues. When they need funds, they let Finance know and process it on their p-card.
2. A set amount could be built into the budget to prevent overspending.
3. Rather than extend the deadline, could an exception for emergency supplies be made by the CFO?
 - a) Will the CFO have time to approve all emergency expenditures at the end of the year?
 - (1) Answer: Ashley responds rather quickly to her email and phone.
 - b) What would the process look like? Many programmers don't know the process and only know about spending protocol before the deadline.

C. Other Conversations/Questions Related to the Topic:

1. How do people currently budget for December programming?
 - a) Departments receive a large set amount of money for the year, spending varies throughout the year. Numbers are looked at in advance and programs are often planned 2-3 months ahead of

time. Items for December may not always come in time or supplies run out before the event.

D. Item was agreed upon to bring to Sherri to get clarity.

VI. Walk Around the Block Questions Update

A. Issue:

1. Can the questions be updated? The questions currently being asked have been the same questions staff have answered for years. Additionally, some questions don't always apply to everyone, some questions are geared towards public facing staff. The recommendation is that anything new will suffice. It would be beneficial to staff if questions were specific to each department and applied to current goals.
2. The questions currently being answered were selected by an annual performance committee several years ago. They were selected at the time to reflect annual reviews.

B. Resolution:

1. Terri said she would look into this.

VII. Meeting Rooms - For Profit Events

A. Issue:

1. Patrons looking to book meeting rooms at Pueblo West have stated that they have been able to host for-profit events within the Rawlings meeting rooms. After talking with Rawlings Meeting Room Coordinators, they confirmed that they allowed that specific group to use the rooms. The Pueblo West Meeting Room Coordinator is trying to follow policy, but lack of consistency creates conflict.
2. What is classified as a paid service? Tutors are paid, yet can use study rooms for sessions. Business meetings and interviews can be held in them, too. Are those instances considered as "running a business?"

B. Resolutions:

1. We prevent people from making a profit in our free spaces by limiting how often a group can reserve a room.
2. Groups are okay if they are only using the space and not selling products or services on site
3. Shelby provided an example of a group who was unable to use the Ryals room. This group wanted the public to pay in product in order to participate. They were denied access to the space since they were restricting access to the public for a public event.

C. Item was agreed upon to bring to Sherri to get clarity.

VIII. Enter Sherri Baca and Amy Nelson

A. Amy will be Sherri's proxy when Sherri is not available.

IX. Internet Filtering Updates - Amy

A. Training and Preparation:

1. Training is being developed for all staff in preparation for the new internet filtration system. Leadership and the board are working together to create policy. Training modules and policy will be making its way into staff hands

in the near future. In March we will see more concentrated training where Amy will be attending staff meetings, modules will be added to Niche Academy, and supervisors will be asked to check in with staff one on one.

2. Signage will be going up in computer stations and a dedicated webpage will be created to prepare the public.
3. In April, a pilot program will begin at one of the branches and at Rawlings library. This will allow us to learn the system and refine our practices before our hard launch.
4. This training is different from the Cyber Security training.

B. Reasoning:

1. Changes are being made to remain compliant with CIPA in order to continue to receive funding (this will be 80%+ of \$544,000 in the 2024-25 E-rate funding year). The filter will prevent youth access to obscene, pornographic, or harmful sites.
2. The funding comes from the E-Rate program which provides us with broadband access and internal equipment. This is a special program for libraries and schools to keep kids safe. We have benefited from E-Rate for over 20 years.
3. Other public libraries have similar policies according to Amy and Sherri. They are mostly made up of small libraries in need of funding or those that choose to pursue E-rate funding.

C. Turning off the Filter and Providing Access:

1. Staff will not be able to allow sites to be automatically accessible with the filter. Senior librarians and staff will have access to add sites. Amy will be tracking what sites are often bounced, and will make decisions about access.
2. The filter will either be on or off. There are no layers of access. If an adult asks for the filter to be turned off, staff will do it. You will have to turn off the filter every time. For our regulars, remind them that they will have to check in every time.
3. If patrons are viewing inappropriate sites, continue to act as we do now and refer back to the policy.
4. Staff computers will not be filtered, but devices connected to the wifi will be.

D. Children:

1. CIPA considers adults as anyone who is 17 or older. When you are questioning if someone is old enough or not, check an ID or look at their account in KOHA. The parent consent form will only have to be done once. After submitting the form, staff will have access to mark it in KOHA in a drop down feature. Children must log into the computer with their library card. We will not be requiring any documentation to confirm a child's legal guardian. Just like when we do library cards, we only require an ID.

2. Staff should note access on all accounts attributed to that person, to include ConnectEd accounts.
 3. For teens trying to access LGBTQ+ or informational sexual health sites, we are empowered to continue to help them get their informational needs. This may look like researching our databases rather than a quick google search.
 4. We will not make decisions for parents or stand in their way.
- E. Next Steps:
1. Amy is working on an FAQ guide to help answer any questions our patrons may have. She is also working with Community Relations to create a webpage with information, the permission form, and section for feedback. Constructive feedback from staff will have a dedicated google form.
 2. If we are not ready for this transition in April, more training will be conducted to ensure staff readiness and comfort.
- X. RECAP - Bible Study Advertising at Pueblo West
- A. Please refer back to section IV for issue details and conversation points.
 - B. Further discussion points:
 1. The Rawlings policy states that patrons can use an 8x11.5 sheet of paper to put directly outside of the door of meeting rooms. This policy point is not in the branch meeting room policy. Aside from the door sign, the public is only allowed to use public bulletin boards. This was put into policy to prevent large pull up banners in the halls. These often create barriers and go against fire code regulations.
 2. Could branch meeting room policies include this same language as Rawlings?
 - C. Resolution/Action
 1. Sherri will follow up with Amy on meeting room policies
- XI. RECAP - Programming Budget/Discretionary Spending
- A. Please refer back to section V for issue details and conversation points.
 - B. Resolution/Action
 1. Leadership will start planning for the 2025 budget starting in July. At this time, Sherri will follow up.
- XII. RECAP - Walk Around the Block Questions Update
- A. Please refer back to section VI for issue details and conversation points.
 - B. Further discussion points:
 1. This conversation was previously brought up by Jill to Sherri.
 2. It has been a long time since these questions were looked at and updated.
 - C. Resolution/Action
 1. Sherri and Terri will take a look at the questions.
- XIII. RECAP - Meeting Rooms - For Profit Events
- A. Please refer back to section VII for issue details and conversation points.
 - B. Further discussion points:

1. Amy developed a policy that states what is allowed and what isn't allowed.
2. We are a tax exempt entity which means we are similar to a charitable entity. As a result, we are exempt from some taxes and do not allow people to make a profit from our services.
3. Some cases are allowed, such as authors who are here for literary endeavors like book talks. We allow them to sell their books because it is not likely that they will get rich from selling them at a single event. We do not allow them to set up shop and do it on multiple occasions.
4. Other shades of gray include someone doing one on one tutoring versus charging for an entire class, the class would not be permitted.
5. Medicare supplement groups often use the library for their sessions. They are not allowed to sell on site, but can provide information.
6. People are responsible for their own sales tax.

C. Resolution/Action

1. For instances like this, Sherri recommends that any questions regarding policy are directed to Amy. If Amy is unsure, then Amy and Sherri will discuss further.

XIV. Cyber Security Training - Terri

- A. Everyone must complete this training. It is required for our insurance. This year, cyber insurance increased by 121%.

XV. Sexual Harassment Training - Terri

- A. Everyone should be taking one training every year. Training may be different year by year.
- B. Further discussion points:
 1. Ryan Dowd provides training that everyone has access to about how to best handle patrons, what to say, what should and shouldn't be tolerated, and how to report.
 2. Currently, our policy is only workplace related and does not include patrons, but language can be found in our laws.
 3. Could we receive training on addressing inappropriate behavior from patrons or setting good boundaries? Female staff often have their time taken by patrons who just want to talk and don't need help with services. When on the desk alone, it makes it extremely difficult for them to end these interactions with patrons.

C. Resolution/Action

1. Uncomfortable interactions with patrons should be documented in the communication log.
2. Know when to walk away and be blunt with patrons.
3. The 1st and 2nd floors have a doorbell that rings in the office space. The 3rd floor should put in a ticket to have one installed.

XVI. Feedback for Staff Perk

- A. Books Again Memberships for Staff

1. Those who have memberships have access to even larger discounts at the Books Again bookstore. Memberships cost about \$20 annually.

B. Resolution/Action

1. Please reach out to all teams to gauge interest in this perk.

XVII. Green Initiative

A. Sherri will be creating a subcommittee anchored in the Steering Committee to address recycling in the district. Meetings will start in March and can be held on zoom.

B. The ALA added sustainability as a core value recently, so we are on par with them, if not ahead.

C. Resolution/Action

1. Those on the Steering Committee who are interested should talk with their managers. If approved by management, then they should send an email to Sherri.

XVIII. Culture Project

A. The culture assessment is a line on the annual plan for 2024 and is assigned to Sherri. We will be assessing institutional culture to understand how it has evolved so we can refresh it. The last time culture was worked on was in 2013/2014. This will be a multiyear project.

B. The culture committee is made up of managers, directors, and staff. This committee will become more active as time goes on.

C. The library has hired a consultant, Moss Adams, who is well versed in library and government organizations. In the next few weeks, they will be conducting anonymous surveys and interviews where staff can speak candidly about issues. They will also be looking at documents, policies, and jobs.

D. Through this process, the WizAward and Starlight Award will be updated. Nesbitt has been tweaked recently, and may still change.