

Steering Committee Meeting Minutes

2:00 pm, April 17, 2024

Bret Kelly A—Rawlings Library

Meeting Lead: Frank Nash Jr.

Meeting Recorder: Alisha Cunzio

Minutes

Attendance: Sherri Baca (Executive Director), Terri Daly (Director of HR), Maria Kropf (Finance), Mary Kratz (Lamb/YMCA), Ray Packard (Pueblo West), Robin Rice (Barkman), Michele Dagnillo (Tech Services), Josh Vicknair (IT), Tina Martinez-Gonzalez (Rawlings Experiential Learning, subbing in for Alyssa Vargas-Lopez), Shelby McCormack (Community Relations/Finance/HR), Frank Nash Jr. (Facilities), Jennifer Scroggins (Rawlings User Services), Sandy Hudock (Gidone/Lucero/Greenhorn), Alisha Cunzio (Rawlings Local History & Genealogy)

Preliminary Steering Discussion

- Hanging/Decorating in the Rawlings Teen Area (Brought by Jen Scroggins)
 - The Rawlings Teen Librarian (Ciara) has received complaints from teens that the Teen Area is too “sterile” and asked why their art was no longer being displayed on wall spaces. Ciara informed them that this was as a result of the enforcement of our wall hanging/poster policy, but mentioned she would ask that this issue be brought up.
 - Ciara further evaluated the teen area using the Young Adult Library Services Association (YALSA) Public Library Evaluation Tool and found that the Rawlings Teen Area was falling short.
 - YALSA Public Library Evaluation Tool:
<https://www.ala.org/yalsa/guidelines/yacompetencies/evaltool>
 - There were multiple suggestions from members of Steering including:
 - Having a cork-board where teens were free to display things, similar to what they have at Pueblo West.
 - Collaborative art project that is displayed in the area, similar to the art piece posted in the Teen area at Lucero.
 - Using mobile pro-boards/whiteboards/etc to circumvent the need for posting on the wall
 - Recommending sending display ideas with images and links to materials to department managers so that they can send the information up the chain of command.
 - It was decided that this topic would be brought up again once Sherri joined the meeting.
- Concerns About Dangerous Adults in Youth (Brought by Alisha Cunzio)
 - On Saturday, April 6th a Family Event was being held in the Rawlings Youth Area. Staff in the Youth Area recognized a man who was in attendance as a convicted child molester and were concerned about his presence. Both PIC and Security were notified and kept updated on the situation. Since this patron was not violating policy he was left alone, but closely monitored by staff until he left. This incident did bring up old concerns about unaccompanied adults in Youth areas.
 - This could be a potential legal and/or public relations issue, as there is a concern about patrons learning about this policy and no longer feeling as though the library is a safe space for their children.
 - Notable items, as discussed by the Steering Committee when this topic came up

- By law, sex offenders cannot be barred from accessing public libraries: <https://www.reuters.com/article/idUSTRE80K05T/>
 - Library staff do not have the authority to enforce any potential parole violations, and attempting to do so could violate privacy and access laws: <https://www.michigan.gov/libraryofmichigan/libraries/admin/librarylaw/policy/a-sex-offender-is-in-the-library-what-should-we-do>
 - Current PCCLD policy does not include any language that would prevent an individual from accessing any public spaces in the library.
 - Further issues exacerbating the problem:
 - Many of the solo adults in the Youth area are there to either use a desktop computer or a study room.
 - Computers because Youth happens to have more patron-dedicated desktop computers than any other department at Rawlings.
 - Study rooms because there has been an increase in study room usage, so the family rooms are often used as a backup.
 - Unfortunately, some predators are aware of the laws restricting libraries from acting and will take advantage of that.
 - Suggested solutions and counter arguments:
 - It was mentioned that other libraries have a policy wherein no adults may loiter in Youth/Children/Teen areas unless they are accompanying a minor.
 - This would not be entirely feasible, as educators, parents, guardians, etc may want to look through materials in the Youth area and we do not want to restrict their access.
 - It was suggested that we develop questions similar to those we use to determine whether a dog in the library is a service animal to determine why someone may be in the Youth area without a minor.
 - This may insult and/or annoy individuals who are in the Youth area for perfectly legitimate reasons.
 - A system similar to curb-side pickup was suggested so that staff could more easily enforce a potential policy change while still providing materials from Youth to adults.
 - This again runs into the issue of restricting access for those who may want to use the Youth area for perfectly legitimate reasons.
 - The upcoming filters could be used to dissuade adult patrons from loitering in the Youth area using the computers as an excuse.
 - Unfortunately, the filters would not be the most effective way to do this, and that is not really what they are for.
 - It was decided that this topic would be brought up again once Sherri joined the meeting.
- Complaints Over a Lack of Computers (Brought by Alisha Cunzio)
 - There have been regular complaints by patrons over the lack of desktop computers. This is often paired with an aversion to using the Chromebooks available at the kiosks.
 - The overall lack of computers is pushing adults into Youth and Teen areas (at Rawlings) which adds to the issues brought up in the previously discussed item.
 - Issues with Chromebooks
 - It was generally agreed that the issue is primarily with the Chromebooks, as they do not have the full functionality of a computer.
 - For example, Chromebooks do not have cameras and do not have the capability to conduct Zoom/video conference calls. This negatively affects patrons who wish to use a study room to conduct interviews.
 - Another example brought up was the fact that Chromebooks do not have the Microsoft Office Suite, which many patrons still use to edit/create documents.
 - Patrons without gmail accounts or patrons who do not know their login credentials for the gmail accounts are unable to even log into one of the Chromebooks.
 - Many older patrons have expressed a vehement aversion to using the Chromebooks due to their restricted functions.

- Josh Vicknair informed Steering that IT has plans to replace all the current desktops in the district with new desktop computers, for both patrons and staff, and that IT was open to more feedback on the technology situation throughout the district.
 - Josh emphasized that branch/department managers should approach IT with requests sooner rather than later, especially if they are in a branch that is expected to undergo a renovation in the near future.
- It was decided that this topic would be brought up again once Sherri joined the meeting.
- Results of Moss Adams Cultural Survey (Brought Michele Dagnillo)
 - Michele was asked to see if Steering would be discussing the results of the Moss Adams Cultural Survey and then disseminating the information to their respective branches/departments.
 - Terri indicated that she was still waiting on the data from Moss Adams, but that once she received the results she would be emailing said results across the district so that staff could go over it.
 - It was decided that this topic would be brought up again once Sherri joined the meeting.
- OPAC System Questions (Brought Ray Packard)
 - Ray mentioned that patrons had complained about the issue of the OPAC computers restricting access to the Libby and Hoopla databases. Patrons can check items out, but they are unable to browse the catalogs.
 - Due to the OPAC computers being abused in the past IT has had to restrict their functionality to being tied to our catalog and internal databases. With Libby and Hoopla having their own individual apps they are not counted as being part of this system.
 - Josh confirmed that a ticket was put in and that IT spoke to the staff member who received the complaint and explained the situation.
 - Further discussion with Jill Kleven and Danielle Cowles might lead to some solutions.
 - It was decided that this topic would not be brought up again once Sherri joined the meeting.

Follow-Up with Executive Director

- Discuss May Meeting Date
 - Steering Committee meetings occur during the third Wednesday of each month, however Sherri will be at the annual retreat for Colorado Library Directors in Grand Junction on May 15th, so we will be moving the May Steering Committee meeting to May 22nd.
 - **Steering Committee will now meet on May 22, 2024 at 2:00 pm.**
- Hanging/Decorating in Rawlings Teen Area
 - Points mentioned in the preliminary discussion were brought up once again. This included the suggestions that were provided by other Steering members.
 - Sherri understood the need for more decoration/personal touches within the Teen Area and emphasized that there would need to be certain protocols in place to prevent cluttering the wall spaces.
 - PCCLD has spent a lot of money on feedback and suggestions by interior designers, so it is important to consider how best to live within our library spaces while also upholding those visions.
 - That said, a Teen Area that is avoided by teens is not a good look and it is important that teenage patrons feel heard and also feel comfortable in the spaces geared towards them.
 - One major issue is the lack of available wall space in the Rawlings Teen Area in general.
 - Before, pillar space was being used, however with the installation of the plexiglass poster displays we are moving away from posting things on the pillars.
 - More mobile/modular displays were recommended to provide the display space needed while also staying within the aesthetic of the building.

- It was recommended that Ciara should gather some more information from the teen patrons and present the results to her manager, who can then discuss possible solutions with admin.
- Concerns About Dangerous Adults in Youth
 - Points mentioned in the preliminary discussion were brought up once again.
 - Sherri mentioned that this issue had been brought to the Board of Trustees in the past as well.
 - At the time, it was decided that adult entry into Youth areas would not be restricted for a number of reasons, most of which tied back to not restricting access for adults who did have legitimate reasons to browse the collection (such as developmental disabilities or being a parent/guardian/educator).
 - Sherri confirmed she would look into the issue further to see what kinds of compromises could be made to maximize safety and minimize restrictions. Questions were raised about staff responsibilities and best practices should this happen again before a solution is found.
 - Sherri stated that the staff response in this situation (watch the patron and inform both PIC and security) was the correct response. Since the program was listed as a Family program there wasn't much that could be done to make him leave, so diligence and keeping everyone aware of the situation was the best course of action.
 - Sherri also emphasized that the Code of Conduct prevails. If patrons break the Code of Conduct, regardless of who they are, they should be warned and/or asked to leave. Sherri will follow-up with library legal counsel regarding this issue and will bring information back to the Steering Committee and library staff as a whole.
- Complaints Over a Lack of Computers
 - Points mentioned in the preliminary discussion were brought up once again.
 - Upon further discussion it was clarified that the issue was not necessarily one of laptops vs desktops, but rather Chromebooks vs Windows-based computers.
 - There has been significant negative feedback from patrons and staff regarding the Chromebooks.
 - There are currently no plans to add more patron desktops within the district, however the Chromebooks will eventually be replaced with Windows-based laptops.
 - There are currently plans being made to replace all Chromebooks with Windows-based laptops in the future, but the details are still minimal.
 - Currently, there is a maintenance plan in place with the company that provided PCCLD with the laptop kiosks. The next refresh contract is set to take place in January 2026.
 - All current laptop kiosks will need to be reformatted to work with Windows-based laptops during this switch-over. However, this will take considerable time and money.
 - Sherri indicated that she would look into getting one of the kiosks reformatted sooner rather than later to potentially mitigate the issue of computer usage in the Youth area.
 - Until then, it is recommended that staff at Rawlings Library not direct lone adults to the Youth area if they are in need of a computer.
- Results of Moss Adams Cultural Survey
 - Points mentioned in the preliminary discussion were brought up once again. Some major takeaways from the survey were discussed.
 - Over 80% of PCCLD staff feels aligned with our Mission Statement and Vision - this is excellent!
 - A major topic of the surveys was an issue with district-wide communication.
 - In general, satisfaction and communication within branches/departments is at a good level.
 - Issues generally come from the current cascade-method of communication, which can lead to a telephone game-like effect.

- This includes the dissemination of information from various meetings/committees to those who were not in attendance.
 - It was generally agreed that making meeting agendas and minutes easily accessible would help counter some of the issue regarding information dissemination.
 - When people do not have the right knowledge this can automatically lead to assuming the most negative scenario, so communication will be a major focus area for the library district going forward.
 - Another significant topic was a reported tendency toward being conflict avoidant.
 - According to the survey responses, a majority of staff members throughout the district self categorized as conflict avoidant. This can often lead to a build up of resentment and frustration.
 - Ray recommended implementing conflict resolution classes or similar methods to help build a culture of healthy conflict resolution.
 - During the Cultural Committee workshop members were broken into groups to brainstorm ideas on how to improve the problem points.
 - The issue of recognition vs accountability was raised, emphasizing how morale is affected when there are not proper systems in place to both recognize effort and hold people accountable for their actions/behaviors.
 - Moss Adams will take the results of the survey and workshop and draft an implementation plan, which they will then present to Sherri, library leaders and the Culture Committee, who will then discuss and finalize the implementation plan before sending it out to staff.
- 2023 Pay Performance Outcomes (Brought by Terri Daly)
 - Terri presented the outcomes for the 2023 Pay Performance increases throughout the district. She has/will be visiting department/branch staff meetings to share this information as well.
 - The slides with the information from this presentation are available here:
 - Some points of clarification raised during Steering included:
 - Cost of living (COL) expenses are not currently factored into pay raise calculations, however it is often estimated to float between 2 - 3%. Mary mentioned that, before the district switched to a merit-based system, we used to receive both a step increase as well as a COL increase. Terri said she would look into that further.
 - Minimum wage laws do not necessarily affect these pay increases, as PCCLD is working to move everyone in the district to above minimum wage.
 - There were questions about those at the top of their pay brackets not necessarily needing to do well on their performance reviews to receive pay increases. This is not necessarily true, as there has been a tenure performance bump put in place as needed to ease wage compression and if you are given high marks for performance this year you are in the running for a higher wage increase the following year.
 - The market studies conducted are not based on the professional tiers staff are divided into. Instead, each individual job title is looked at to determine the standard for that position in regions with similar costs and conditions to Pueblo and that market wage information is used to place various jobs into the compensation ranges.
- Green Initiative Subcommittee (Brought by Sherri Baca)
 - **The Green Library Initiatives subcommittee will meet Monday, April 22 at 2:00 pm in Sherri's office.**

Meeting Adjourned