

Steering Committee Meeting
2:00 pm, May 22, 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), Mary Kratz (Lamb/YMCA), Alyssa Vargas-Lopez (Rawlings Experiential Learning), Ray Packard (Pueblo West), Robin Rice (Barkman), Shelby McCormack (Community Relations/Finance/HR), Michele Dagnillo (Tech Services), Frank Nash Jr. (Facilities), Sandy Hudock (Gidone/Lucero/Greenhorn), Alisha Cunzio (Rawlings Local History & Genealogy)

Preliminary Steering Discussion

- Limited Free Prints for Patrons (Ray P.)
 - Many libraries will allow patrons to print a certain number of pages for free (number of pages and how often varies). Is it possible for PCCLD to implement a similar policy for patrons?
 - Larger allowances could be set for those with ConnectEd cards so that students can easily print assignments.
 - Occasionally, staff will bypass payment if a patron does not have change or if there is some sort of error during printing.
 - Currently, Gidone has a take change/leave change pool that patrons can use if they do not have the change to print. Barkman also had this in place when they were operating.
 - During the COVID Curb-Side Pick-Up program PCCLD allowed for ten free printed pages per visit. It is uncertain when that program officially ended.
 - The necessity of curb-side pick-up made it easy to track which patrons were printing and how much they were printing. A different system may need to be put in place if this becomes permanent.
- System Scrubbing on Patron Computers (Alisha C.)
 - Patrons have reported that, when signing into the desktop computers after another patron has signed out, the previous patron's accounts will still be logged in.
 - This does not happen every time, but it has happened often enough to pose a potential security risk.
 - The previous patron's downloads are also typically available. This poses an extra security risk as patrons are often downloading things like pay stubs, banking details, and other highly sensitive information.
 - Similarly, when a patron changes the desktop settings during a session (i.e. font size, screen orientation, high contrast mode, etc.) the settings then need to be manually changed back.
 - The changes can be minor, but staff is often asked by patrons to switch things back to normal. Oftentimes IT needs to be called to fix things.
- Green Library Initiative Update (Sandy H.)
 - The first meeting (4/22/24) consisted of brainstorming ideas and discussing ways in which PCCLD has already incorporated green initiatives.
 - Additional recommendation: Adding ash trays to PCCLD grounds to encourage proper disposal of cigarette butts. (Alisha C.)

- Cigarette butts can currently be found on the ground/in plant beds and are a major pollutant.
 - Additionally, it has been noted that if someone smokes near the air intake valve outside of Rawlings then parts of the building will begin to smell like cigarette smoke.
- Rawlings used to have ashtrays around the perimeter, but there is memory of those being broken/damaged and it is uncertain whether they were removed for a specific reason.
 - Long-necked, sand-filled, plastic ashtrays would likely mitigate potential for damage and/or theft:
 - https://www.uline.com/Product/Detail/H-1103BL/Smokers-Receptacles/Uline-Plastic-Smokers-Receptacle-Black?pricode=WA9066&gadtype=pla&id=H-1103BL&gad_source=1&gclid=Cj0KCQjwpNuyBhCuARIsANJqL9MBqq5mDwpci1cfLqhEN6AZyIL2yM2BCNgsp20zIH_cxqbAEZ4FdOcaAoGsEALw_wcB
- Any new installations would need to adhere to local laws regarding safe smoking distances.
 - PCCLD Policy states individuals must be 20 feet away from a building entrance.
 - Pueblo Smoke-Free Air Ordinance states individuals must be 20 feet away from a building entrance:
 - <https://county.pueblo.org/public-health/smoke-free-air#:~:text=Smoking%20is%20prohibited%20in%20all,galleries%2C%20libraries%2C%20museums%2C%20sports>
 - The Colorado Clean Indoor Air Act states that individuals must be 25 feet away from a building entrance:
 - <https://www.tobaccofreeco.org/policy/smoke-free-communities/what-you-need-to-know-about-the-clean-indoor-air-act-expansion/>
- The EAP Program (Terri D.)
 - The EAP Program (profileeap.org) is free for all PCCLD employees and their household members.
 - Employees will need to register for an account using their employee email and the password **PCCLD** (all caps).
 - There are a number of resources available on the EAP Program website.
 - There are categories for Family & Relationships, Financial & Legal, Career & Professional, Home & Living, Health & Wellbeing, Education & Learning
 - There are also deals and discounts similar to AAA benefits (i.e. theme park tickets, sales information)
 - There is also Crisis Support for both employees in crisis and managers assisting employees in crisis manned 24/7.
 - For pre-planned counseling there is access to BetterHelp for online counseling and 3 in-person therapists located in Pueblo.
 - NOTE: This item was originally scheduled to come up after the Executive Director joined the Committee at 2:30 pm, however since all agenda items had been addressed Terri decided to present the information early.

Follow-Up With Executive Director (2:30 pm)

- Limited Free Prints for Patrons
 - Points discussed in the preliminary discussion were brought up once again.
 - Sherri mentioned she is a member of a list-serve with other library directors where they discuss policy and ask each other questions. Some libraries offer up to 100 free pages of printing.
 - Ray stated that PCCLD is the first library district they have been to that does not offer any kind of free printing.
 - The current printing charges cover the general cost of supplies and are meant to provide the most convenient and accessible prices for patrons.

- Sherri also noted that finance has the ability to see how often the bypass key is used to print and that some locations tend to use it more than others.
 - Several Committee members clarified that their branches do not have staff printers, so they need to bypass the patron computers in order to print materials.
- Sherri will look further into the possibility of offering free printing and will follow-up with her findings at a future meeting.
- System Scrubbing on Patron Computers
 - Points discussed in the preliminary discussion were brought up once again.
 - Sherri agreed that, ideally, the computers should be scrubbed of all information (user information, downloads, system settings, etc.) after each session.
 - Robin added that the Chromebooks are power washed when returned to the kiosks, meaning all previous information is wiped. The same thing is not happening with the desktops, but there should be a way to implement something similar.
- Additional Recommendation: Outdoor Ashtrays
 - Points discussed in the preliminary discussion were brought up once again.
 - It is uncertain when and/or why the ashtrays were removed.
 - They may have been uninstalled during the renovation and their reinstallation was overlooked.
 - Currently, individuals may be discarding their cigarette butts by throwing them in the general use trash cans or by throwing them in bushes/foilage. Both are potential fire hazards.
 - Sherri requested that Committee members from the branches check the perimeter to see whether the branches are also lacking in ashtrays.
- April Meeting Follow-Ups
 - Hanging/Decorating in Rawlings Teen Area
 - Sherri met with Kristi Roque, Nick Potter, Amy Nelson, and Rachel Salazar to find a solution that would allow for teen patrons to decorate their space while still aligning with the interior design vision. A solution will be coming in the form of modular panels (similar to those being utilized in the museum space) that teens can use to display their art.
 - Complaints Over a Lack of Computers
 - Jill Klevin got a quote on the cost to convert one of the Chromebook vending machines to work on Windows-based laptops.
 - Approximate cost of conversion: \$6,000
 - Approximate cost to stock the machine with Windows-based laptops: \$11,000
 - While the cost is still rather high, Sherri stated she would like to be able to convert at least one kiosk sooner rather than later—we just need to figure out where/how to include that in the budget.
 - Alyssa V. asked a follow-up question about the Tech Lab at Rawlings.
 - Sherri indicated that Nick Potter may be coming to the next Steering Committee meeting to discuss a potential grant in conjunction with CSUP to provide digital navigators.
 - Concerns About Dangerous Adults in Youth/Sex Offenders in the Library
 - Sherri looked extensively into the issue after the last meeting to see what the library's responsibilities are and how we should move forward.
 - PCCLD's legal representative contacted the Colorado Bureau of Investigations and the Pueblo County District Attorney's Office, both of whom confirmed that PCCLD does not have a legal obligation to contact law enforcement over suspected parole violations.
 - That said, if a patron is suspected to be a dangerous/unsafe individual then staff should try to closely monitor that patron's actions and behaviors, especially around minors.
 - It is important to remember two things:
 - 1. PCCLD takes safety in the library very seriously.
 - 2. PCCLD believes that individuals have a right to utilize the library and its resources.

- On occasion, the issues of safety and access can conflict with one another. It is staff responsibility to use their discretion to determine when one is impeding on the other. Please consult the Manager or PIC on duty.
- During this conversation Sherri passed around a handout with information on how staff should respond to future situations of a similar nature. Below is a verbatim transcript of that handout:
 - Safety and Security - PCCLD sees library safety and security as a priority. We want people of all ages to be safe while they are visiting the library. Providing access to library materials and services is our mission which is in line with First Amendment rights and rights to intellectual freedom.
 - Patron Visit - There may be times when a patron visits the library who is recognized as a registered sex offender. Colorado law does not require PCCLD to automatically report registered sex offenders who come to the library. Similarly, court orders for these offenders are different and the offender bears the responsibility of following those orders. The PIC therefore does not need to take any action so long as the offender is not causing issues or violating library rules.
 - Proximity to Children - If staff are concerned about the offender's proximity to children, the PIC is advised to work with staff to ensure that they monitor the patron to maintain a safe and welcoming environment for all. Access to library services is a right we extend to all visitors. No additional action should be taken unless the offender violates the library's Code of Conduct.
 - Further Actions - If there is a Code of Conduct violation, the PIC should act accordingly to address the infraction as we would with any other patron. At the time, the PIC may call law enforcement if additional support is needed. If law enforcement is called, the PIC should inform dispatch that the patron is suspected to be a registered sex offender. It will then be the responsibility of law enforcement to take appropriate action.
- A follow-up question was asked about how staff should respond if a patron were to offend on library property.
 - In the event of a sexual/violent offense on property, staff should suspend the patron, report the behavior to the police, and consult with the Manager of Security, Associate Director of Public Services and/or the Executive Director to determine next steps depending on the severity of the offense.
- **This does NOT mean that PCCLD does not prioritize the safety of children.** We prioritize safety and caution while upholding the rights of patrons.
- Green Library Practices Subcommittee
 - Recently, a survey was sent out via the portal asking staff about the types of green practices they'd like to see implemented within the district.
 - Sandy reported that almost all respondents wanted to see recycling return.
 - Sherri is planning to organize another meeting where the subcommittee can further discuss the survey results and brainstorm other potential programs. After this future meeting she will then send out a report district-wide.
- Phone System Switch
 - PCCLD recently switched from using an Avaya phone system to a Zoom-based phone system. IT is aware of several issues that have arisen as we finalize the conversion and is working to correct them.
 - Several members of Steering Committee shared the issues their departments are still facing with the phone system:
 - Call center calls are being routed to all Experiential Learning phones. Sharon Rice, manager of Experiential Learning, is receiving a large volume of voicemails from these calls.

- Phones in the administration wing of Rawling's are facing a general service issue.
 - When trying to call the 201 extension or the Pueblo West (664) desk there is a voicemail response that says "There is no one here to answer your call. Goodbye." before the call disconnects.
 - This particular issue might have been resolved as of yesterday (5/21) when Thomas Defrates spoke to the previous phone company who had yet to relinquish some of the numbers.
 - There have been a handful of incidents where a call connects but the line is garbled/hard to make out.
 - Issues relating to temporary numbers versus permanent numbers should have been resolved as of 5/21. Check your Zoom account to verify which number is being used.
- Internet Filtering
 - Due to the complexity of the phone system switch we will be delaying the implementation of internet filters until July 1. This will allow IT time to solve any remaining issues with the phone system and prepare for any potential issues that will arise once filtering is implemented.
- Cultural Enhancement
 - The Cultural Committee met for its second scheduled workshop with Moss Adams on 5/10.
 - On 5/23 at 10:00 am the Cultural Committee will meet again virtually to discuss next steps and finalize plans.
- Renovation Updates
 - Barkman—Construction has been going well and the grand reopening is tentatively planned for early September, with a soft opening planned for late August.
 - Lucero—The design plans for the Lucero renovation are being finalized and the branch is scheduled to close in August.
 - The last piece PCCLD is waiting on are the city permits for water/pipe drainage.
 - The El Centro Del Quinto Sol Community Center is set to be the Lucero temporary location during the renovation.
 - We are currently trying to establish a memorandum of understanding (MOU) between PCCLD and the Pueblo City Government to finalize the agreement.
 - Amy Nelson will take IT and Facilities staff to El Centro to plan out what Lucero staff will need while operating there.
 - Additional fundraising for the Barkman and Lucero renovations are scheduled for mid-July.
- HR Updates
 - To remain in compliance with the Fair Labor Standards Act, non-exempt employees are not allowed to do volunteer work for the library. This will ensure that non-exempt employees are not performing labor that should be compensated with pay.
 - This only applies to unpaid, volunteer labor – flexing time to be at certain events does not count.
 - This will only apply to non-exempt employees. Exempt employees are still free to volunteer their time.
 - Working Outside the Scope of Your Job – When performing job duties employees should ensure that no more than 10% of their time is spent on tasks that are outside the scope of their job description.
 - Many employees will seek out tasks above the parameters of their job description as a form of job enrichment. While the library encourages such enrichment, it is important that employees limit the amount of time spent on these tasks to ensure that employees are protected and boundaries are maintained.
 - Many employees have "Other Duties as Assigned" in their job description. If you have any questions about whether a task being assigned falls into this category or whether it would be considered above the scope of your job description you should consult your manager, Terri Daly, Kim Austin, or Amy Nelson.

- This will be added to policy guidelines. Managers should be aware of this already, but given the number of new staff members it is important to reiterate to everyone.
- June Steering Committee Meeting
 - The library will be closed on June 19th in honor of Juneteenth, meaning the June Steering meeting will need to be changed.
 - The Steering Committee requests a break during the month of June since Summer Reading will occupy a majority of staff time.
 - Sherri will monitor the agenda for any urgent matters, but otherwise the June meeting will be vacated.
 - The next Steering Committee meeting will be on July 17.

Meeting Adjourned