

VIRTUAL MEETING (ZOOM)

Call in: 1-253-215-8782 or 1-312-626-6799 or 1-669-900-6833 or 1-346-248-7799

Meeting ID: 867 7654 8192

Passcode: 569086

**REGULAR MEETING OF THE BOARD OF TRUSTEES**

I. CALL TO ORDER

II. PLEDGE OF ALLEGIANCE

III. EXECUTIVE SESSION

- A. The Board will enter into Executive session to conference with the Pikes Peak Library District's attorney for purposes of receiving legal advice as authorized by C.R.S. § 24-6-402(4)(b) *Thirty minutes*

IV. PUBLIC COMMENT (*3 Minute Time Limit per Person*)

V. REPORTS

- A. Friends of the Pikes Peak Library District Report (Rita Jordan) *Five minutes* (p. 2)  
B. Pikes Peak Library District Foundation Report (Lance James) *Five minutes* (p. 3)  
C. Financial Report: August 2023 (Randy Green) *Ten minutes* (p. 4)  
D. Public Services Report (Tammy Sayles) *Five minutes* (p. 12)  
E. Support Services Reports: Communications Report, Facilities Report, Human Resources Report, Information Technology Report (p. 24)  
F. Chief Librarian's Report (Teona Shainidze-Krebs) *Five minutes*  
G. Board Reports  
    1. Governance Committee *Five minutes*  
    2. Internal Affairs Committee *Five minutes*  
    3. Liaison comments  
    4. Trustee comments

VI. PRESENTATION

- A. Summer Adventure (Christa Funke, Becca Phillipsen) *Fifteen minutes* (p. 39)  
B. Use of The Hall (Tammy Sayles) *Five minutes*

VII. BUSINESS ITEMS

- A. Consent Items DECISION 23-9-1  
*Consent items shall be acted upon as a whole unless a specific item is called for discussion. Any item called for discussion shall be acted upon separately as "New Business".*  
    1. Minutes of the August 16, 2023 Board of Trustees meeting (p. 53)  
    2. Minutes of the September 8, 2023 Board of Trustees Retreat (p. 55)  
B. DISCUSSION: Summary of the Board Retreat (Scott Taylor)  
C. DECISION 23-9-2: Equal Employment Opportunity policy (Heather Laslie) (p. 56)  
D. DECISION 23-9-3: Resolution opposing Proposition HH (Aaron Salt) (p. 59)

VIII. ADJOURNMENT

*A reception for Board applicants will follow the meeting.*

*Per requirements of the Colorado Open Meetings Law (C.R.S. § 24-6-402(2)(b)), there will be no discussion of public business or formal action taken at the reception that follows the meeting.*

The full packet of materials for this meeting of the Pikes Peak Library District Board of Trustees is available at <https://pppld.org/board-trustees>

## Friends of the Pikes Peak Library District SEPTEMBER 2023 Report

The focus of the Board in August was preparation for Latina Voices on 30 September. Additionally, we held our full-board, all day retreat on 26 August, led by Lauren Hug. A primary goal of the day was to achieve greater efficiency and effectiveness in our meetings and programs.

Sales for August (Gross)		
	Amazon	\$1,708
	eBay	\$3,780
	Web storefront	\$320
	East Bookstore	\$3,837
	Library 21C	\$1,973
	Penrose	\$443
TOTAL SALES		\$12,061

Our current regular volunteer count is 43 for District Friends; volunteer hours for August totaled 649.

Fall Book Sale: Donations are coming in regularly; we now have just over 600 boxes of books, media, etc. on hand. Recruiting for volunteers is well underway with about two-thirds of shifts assigned so far. Posters will be up and bookmarks ready for distribution by Sept. 13.

We are anticipating having plenty of donations for the sale (judging by the quickly decreasing lack of storage space!), so we will be cutting off further donations at East Library between 10/1 and 10/20.

Rita Jordan, President  
Friends of the Pikes Peak Library District



## REPORT

Received Night at the Library fundraiser corporate sponsorships from Comcast, Moody Insurance, and Urban Egg

Received 118 gifts totaling \$8,299 in support of the Fall direct mail and digital campaigns during August 2023

Received \$1,595 quarterly distribution from 181 households through King Soopers Community Rewards program

Received \$1,000 grant from Joseph Henry Edmondson Foundation in support of Night at the Library and a \$1,000 grant for general operating support

Submitted Firehouse Subs Public Safety Campaign Foundation grant application in support of AED equipment replacement

Met with three PPLD foundation board member candidates

Held PPLD Foundation donor appreciation event at Penrose Library for more than 100 donors

Held PPLD Foundation Development Committee meetings

Attended El Paso County Community Development Block Grant recipient orientation session

Attended Friends of PPLD monthly board meeting



August 31, 2023  
Monthly Financial Report

Board of Trustees Meeting  
September 20, 2023



**Monthly Financial Report - PPLD (as a whole)**  
**As of August 31, 2023**

	<u>Revised</u> <u>Annual</u> <u>Budget</u>	Year to Date Activity as of August 31, 2023		
		<u>Budget</u>	<u>Actual</u>	<u>Variance</u>
<b><u>REVENUES</u></b>				
Property Taxes (1)	33,821,549	33,445,058	33,329,870	(115,189)
Specific ownership taxes	3,500,000	2,333,333	2,362,072	28,739
<b>Total Taxes</b>	<b>37,321,549</b>	<b>35,778,391</b>	<b>35,691,942</b>	<b>(86,450)</b>
Intergovernmental - E-Rate	503,506	0	0	0
Intergovernmental - AEFLA	84,002	63,002	57,189	(5,812)
Intergovernmental - State Grant	171,706	171,706	171,706	0
Intergovernmental - RHG	57,912	38,608	36,357	(2,251)
Intergovernmental - IECLE	95,005	71,254	63,043	(8,211)
Intergovernmental - Capital Restricted	35,798	0	0	0
Intergovernmental - CVRF	0	0	0	0
Fines and fees	67,500	45,000	62,636	17,636
Interest income	38,250	25,500	838,356	812,856
Donations/fundraising	230,000	172,500	551,365	378,865
Employee contributions	612,143	408,095	320,901	(87,195)
Other Operating- Copy sales	45,225	30,150	21,184	(8,966)
Other Operating - Parking lot collections	10,050	6,700	9,521	2,821
Other Operating- Miscellaneous	4,523	3,015	60,374	57,359
<b>Total Operating Revenue</b>	<b>1,955,620</b>	<b>1,035,530</b>	<b>2,192,631</b>	<b>1,157,101</b>
<b>Total Revenue</b>	<b>39,277,169</b>	<b>36,813,921</b>	<b>37,884,573</b>	<b>1,070,652</b>
<b><u>EXPENDITURES</u></b>				
Personnel Expense	24,873,854	16,433,798	14,962,877	1,470,921
Operating Expense	14,360,312	9,855,853	7,853,080	2,002,773
Capital Outlay	4,656,376	2,052,308	1,391,208	661,100
<b>Total Expenditures</b>	<b>43,890,542</b>	<b>28,341,959</b>	<b>24,207,165</b>	<b>4,134,794</b>
<b>Net Impact to Fund Balance</b>	<b>(4,613,373)</b>	<b>8,471,962</b>	<b>13,677,408</b>	<b>5,205,446</b>
Unrestricted Beginning Fund Balance (2)	15,355,346	15,355,346	11,177,041	(4,178,305)
<b>Ending Fund Balance (Projected)</b>	<b>10,741,973</b>	<b>23,827,308</b>	<b>24,854,449</b>	<b>1,027,141</b>

(1) Includes Interest on Taxes and Payment in Lieu of Taxes

(2) 2023 Budgeted Unrestricted Fund Balance (Net Position), based on 2022 Projection, & Actual Unrestricted Fund Balance



**Monthly Financial Report - GENERAL FUND**

As of August 31, 2023

		<b>Year to Date Activity as of August 31, 2023</b>			
		<u>Revised Annual Budget</u>	<u>Budget</u>	<u>Actual</u>	<u>Variance</u>
<b><u>REVENUES</u></b>					
Property Taxes	30,792,356	30,449,585	30,331,216	(118,369)	
Specific ownership taxes	3,500,000	2,333,333	2,362,072	28,739	
<b>Total Taxes</b>	<b>34,292,356</b>	<b>32,782,918</b>	<b>32,693,289</b>	<b>(89,630)</b>	
Intergovernmental	912,131	344,569	328,295	(16,275)	
Donations/fundraising	230,000	172,500	551,365	378,865	
Fines and fees	67,500	45,000	62,636	17,636	
Other Operating	98,048	65,365	898,656	833,290	
<b>Total Operating Revenue</b>	<b>1,307,679</b>	<b>627,434</b>	<b>1,840,952</b>	<b>1,213,517</b>	
<b>Total Revenue</b>	<b>35,600,035</b>	<b>33,410,353</b>	<b>34,534,240</b>	<b>1,123,887</b>	
<b><u>EXPENDITURES</u></b>					
Library Services	11,668,129	7,709,704	6,776,103	933,601	
West Region	3,494,194	2,285,468	2,124,296	161,172	
Southeast Region	3,555,497	2,341,663	2,013,231	328,432	
North Region	3,239,909	2,119,190	1,927,879	191,311	
<b>Total Public Services Expenditures</b>	<b>21,957,729</b>	<b>14,456,025</b>	<b>12,841,509</b>	<b>1,614,516</b>	
Support Services	12,891,505	8,912,675	7,277,265	1,635,410	
Intergovernmental	206,577	137,851	240,213	(102,362)	
Designated Funds	369,375	246,250	310,253	(64,003)	
<b>Total Operating Expenditures</b>	<b>13,467,457</b>	<b>9,296,776</b>	<b>7,827,731</b>	<b>1,469,045</b>	
<b>Total Expenditures</b>	<b>35,425,186</b>	<b>23,752,801</b>	<b>20,669,240</b>	<b>3,083,561</b>	
<b>Net Impact to Fund Balance</b>	<b>174,849</b>	<b>9,657,552</b>	<b>13,865,001</b>	<b>4,207,449</b>	
Unrestricted Beginning Fund Balance *	10,151,900	10,151,900	10,652,749	500,849	
<b>Ending Fund Balance (Projected)</b>	<b>10,326,749</b>	<b>19,809,452</b>	<b>24,517,750</b>	<b>4,708,298</b>	



Monthly Financial Report - GENERAL FUND EXPENDITURE DETAIL (1 of 2)

As of August 31, 2023

	<u>Revised Annual Budget</u>	<u>Year to Date Activity as of August 31, 2023</u>		
		<u>Budget</u>	<u>Actual</u>	<u>Variance</u>
<b>General Fund</b>				
Public Services	136,287	89,202	85,625	3,577
Adult Services	753,964	494,019	450,888	43,131
Family and Children Services	837,383	549,387	524,549	24,838
Regional History and Genealogy	718,306	470,403	440,238	30,165
Creative Services	551,372	361,474	282,588	78,886
Knights of Columbus Hall	74,464	48,701	47,965	736
Young Adult Services	491,333	322,091	302,954	19,137
Adult Education	558,369	366,104	265,453	100,651
Collection Management	7,357,789	4,884,572	4,266,722	617,851
Equity, Diversity and Inclusion	188,862	123,751	109,121	14,629
<b>LIBRARY SERVICES SUMMARY</b>	<b>11,668,129</b>	<b>7,709,704</b>	<b>6,776,103</b>	<b>933,601</b>
West Region - Administration	273,546	179,059	177,330	1,730
Penrose Library	1,409,045	921,491	879,011	42,480
Cheyenne Mountain Library	513,050	335,543	303,769	31,774
Old Colorado City Library	468,926	306,660	290,412	16,248
Manitou Springs Library	315,784	206,549	197,545	9,004
Ute Pass Library	34,690	22,719	316	22,403
Mobile Library Services	479,154	313,445	275,912	37,533
<b>WEST REGION SUMMARY</b>	<b>3,494,194</b>	<b>2,285,468</b>	<b>2,124,296</b>	<b>161,172</b>
Southeast Region - Administration	354,182	247,818	246,348	1,470
East Library	1,718,241	1,123,801	970,243	153,558
Fountain Library	460,551	301,237	225,369	75,868
Ruth Holley Library	456,329	298,455	259,472	38,983
Sand Creek Library	566,195	370,352	311,798	58,554
<b>SOUTHEAST REGION SUMMARY</b>	<b>3,555,497</b>	<b>2,341,663</b>	<b>2,013,231</b>	<b>328,432</b>
North Region Administration	127,325	83,508	34,534	48,974
Library 21c	1,536,653	1,005,077	884,571	120,507
High Prairie Library	406,491	265,834	262,938	2,896
Calhan Library	74,487	48,720	43,282	5,438
Monument Library	579,122	378,721	369,657	9,064
Palmer Lake Library	500	333	(12)	345
Rockrimmon Library	515,330	336,998	332,910	4,087
<b>NORTH REGION SUMMARY</b>	<b>3,239,909</b>	<b>2,119,190</b>	<b>1,927,879</b>	<b>191,311</b>
<b>LIBRARY SERVICES SUMMARY</b>	<b>10,289,600</b>	<b>6,746,320</b>	<b>6,065,406</b>	<b>680,915</b>
<b>PUBLIC SERVICES SUMMARY</b>	<b>21,957,729</b>	<b>14,456,025</b>	<b>12,841,509</b>	<b>1,614,516</b>



**Monthly Financial Report - GENERAL FUND EXPENDITURE DETAIL (2 of 2)**

**As of August 31, 2023**

		<b>Year to Date Activity as of August 31, 2023</b>		
	<b><u>Revised Annual Budget</u></b>	<b><u>Budget</u></b>	<b><u>Actual</u></b>	<b><u>Variance</u></b>
<b><u>General Fund</u></b>				
Administration	310,639	203,772	172,141	31,631
Human Relations Office	829,754	713,176	444,250	268,925
Finance Office	1,429,198	1,169,483	1,107,009	62,475
Facilities	4,610,966	3,062,538	2,397,474	665,064
Security	1,294,694	847,385	782,857	64,528
Communications Office	1,336,666	879,923	734,755	145,168
Information Technology Office	2,725,135	1,802,543	1,428,297	374,246
Development Office	354,452	233,855	210,482	23,374
<b>SUPPORT SERVICES</b>	<b>12,891,505</b>	<b>8,912,675</b>	<b>7,277,265</b>	<b>1,635,410</b>
Interdepartmental	206,577	137,851	240,213	(102,362)
<b>GENERAL FUND - UNDESIGNATED</b>	<b>13,098,082</b>	<b>9,050,526</b>	<b>7,517,478</b>	<b>1,533,048</b>
Designated Funds	369,375	246,250	310,253	(64,003)
<b>Total Designated</b>	<b>369,375</b>	<b>246,250</b>	<b>310,253</b>	<b>(64,003)</b>
<b>TOTAL GENERAL FUND</b>	<b>35,425,186</b>	<b>23,752,801</b>	<b>20,669,240</b>	<b>3,083,561</b>





**Monthly Financial Report - CAPITAL PROJECTS FUND (CIP)**

As of August 31, 2023

	<u>Revised Annual Budget</u>	<u>Year to Date Activity as of August 31, 2023</u>		
		<u>Budget</u>	<u>Actual</u>	<u>Variance</u>
<b><u>REVENUES</u></b>				
Designated Funds - Capital	(35,798)	0	0	0
<b>Total Revenue</b>	<b>(35,798)</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>EXPENDITURES</u></b>				
Capital Fund- Facilities	2,104,219	1,002,109	842,702	159,407
Capital Fund-Communication	71,329	30,570	6,395	24,175
Capital Fund- IT	2,338,880	974,533	532,862	441,671
Capital Fund- Video Studio	50,407	10,081	0	10,081
Capital Fund- Creative Services	55,744	11,149	0	11,149
<b>Total Expenditures</b>	<b>4,620,578</b>	<b>2,028,442</b>	<b>1,381,960</b>	<b>646,483</b>
<b>Net Impact to Fund Balance</b>	<b>(4,656,376)</b>	<b>(2,028,442)</b>	<b>(1,381,960)</b>	<b>646,483</b>
Beginning Fund Balance*	5,103,754	5,103,754	4,415,250	(688,504)
<b>Ending Fund Balance (Projected)</b>	<b>447,378</b>	<b>3,075,312</b>	<b>3,033,290</b>	<b>(42,021)</b>



Monthly Financial Report - SELF-INSURANCE FUND (SIF)  
As of August 31, 2023

		Year to Date Activity as of August 31, 2023			
		<u>Revised Annual Budget</u>	<u>Budget</u>	<u>Actual</u>	<u>Variance</u>
<b>REVENUES</b>					
Property Taxes		3,029,193	2,995,473	2,998,653	3,180
Employee contributions		612,143	408,095	320,901	(87,195)
Other Revenue		0	0	530	530
<b>Total Revenue</b>		<b>3,641,336</b>	<b>3,403,568</b>	<b>3,320,084</b>	<b>(83,485)</b>
<b>EXPENDITURES</b>					
Personnel Expense		3,298,098	2,310,573	1,930,151	380,423
Operating Expense		290,000	250,142	225,815	24,327
<b>Total Expenditures</b>		<b>3,588,098</b>	<b>2,560,716</b>	<b>2,155,966</b>	<b>404,750</b>
<b>Net Impact to Fund Balance</b>		<b>53,238</b>	<b>842,853</b>	<b>1,164,118</b>	<b>321,265</b>
Beginning Net Assets*		99,692	99,692	823,639	723,947
<b>Ending Fund Balance (Projected)</b>		<b>152,930</b>	<b>942,545</b>	<b>1,987,757</b>	<b>1,045,212</b>



2023 Budget  
Budget Reconciliation

		General Fund	Capital Fund	Self-Insurance Fund	TOTAL BUDGET
<b>REVENUE:</b>					
December 7, 2022	2023 OAB Budget Ratification	\$35,600,035	\$35,798	\$3,641,336	\$39,277,169
<b>TOTAL REVENUE</b>		<b>\$35,600,035</b>	<b>\$35,798</b>	<b>\$3,641,336</b>	<b>\$39,277,169</b>
<b>EXPENDITURES:</b>					
December 7, 2022	2023 OAB Budget Ratification	\$35,667,371	\$1,000,000	\$3,588,098	\$40,255,469
January 18, 2023	2023 OAB Budget Adjustment #1	(\$242,185)			(\$242,185)
February 15, 2023	2023 OAB Budget Adjustment #2		\$3,620,578		\$3,620,578
<b>TOTAL EXPENDITURES</b>		<b>\$35,425,186</b>	<b>\$4,620,578</b>	<b>\$3,588,098</b>	<b>\$43,633,862</b>
Net Change in Fund Balance		\$174,849	(\$4,584,780)	\$53,238	(\$4,356,693)
<i>Projected</i> Beginning Fund Balance		\$4,651,900	\$5,103,754	\$99,692	\$9,855,346
<i>Projected</i> Ending Fund Balance		<b>\$4,826,749</b>	<b>\$518,974</b>	<b>\$152,930</b>	<b>\$5,498,653</b>

## Public Services Report August 2023

### **Compliments**

Allison Presley at High Prairie received compliments on Toddler Time: “Thank you so much. It’s always so much fun. Thank you for putting so much thought into it. It shows [that you love it]” and “Thank you! You always do such a great job.” and “Thank you. You’re amazing. I don’t know if you hear the moms talking out there, but they say such nice things about Toddler Time, too.”

### **Southeast Region**

#### **Access**

Library 21c worked with IT to obtain and install new gaming PCs in the building. They also worked with Communications to develop a survey to gain patron feedback on the new gaming computers. Boxes for surveys were set up in both the teen area and the gaming room, which provides all-ages use on certain days and times. The surveys will ensure that the computers are working as expected and games meet patrons’ interests.

The Storywalk at East Library in George Fellows Park extends library services beyond our walls and into the community. Our current selection is *Señorita Mariposa*, by Ben Gummingsheimer. This is a bilingual story that explores the annual migration of Monarch butterflies through states like Colorado in September and October. While both English and Spanish are in the printed text, the focus language changes based on the butterflies’ current geographic location. Families have been visibly engaged in the story, often practicing a second language.

Melody Philbrick has resumed Lightning Lessons for a Fountain Homeschool Co-Op. These lessons happen once to twice a month and introduce resources to homeschool parents.

#### **Accountability**

After a busy summer, staff began tidying Library 21c’s collection. Shelving inaccuracies cause problems for patrons trying to locate materials and volunteers pulling the holds list. Staff used the RFID wand to inventory items, determining what was missing or out of place. This task helps staff account for items in the collection, improve shelving accuracy, and item availability.

Training was provided to High Prairie and Calhan staff on how to reconcile items not found in the catalog with lost items on patron accounts. This reconciliation clears bills that may block a patron’s account and ensures continued circulation of previously lost items.

#### **Communications**

Johana Pacheco from Sand Creek attended the Family Open House at Turman Elementary. She engaged with the Spanish-speaking families. She was able to talk to them about PPLD and dismiss any misconceptions they had about our services.

Tani Bifano visited Calhan School during the teacher workday. She spent 2 ½ hours meeting with most of the teachers from Preschool through High School, offering chocolate and information on how the library can support them and their students this coming year. Everyone was very appreciative of the information, and several stated they would be calling on us as the year progresses.

Shannon McDonald attended the Fountain-Fort Carson School District 8 Welcome Back

Breakfast. She was able to share with teachers and admins about what the library can offer.

### **Community Connections**

Monument staff attended a Tri-Lakes Care Backpack Bash this last weekend. They interacted with 250+ attendees and issued seven new library cards.

Fountain staff attend Fountain Middle School's back to school night and spoke to more than 150 people about Homework help.

Grant Winger, Executive Director for Fresh Start Center, picked up ninety-five pounds of donated food from High Prairie Library. Grant said that people from the Falcon community have told him that the library is a very convenient drop off location for them, and several have asked him for specific needs, so they can donate accordingly.

High Prairie began to arrange the autumn teen programs hosted at Banning Lewis Ranch. Monthly large group programs were planned for September through November.

Mary Gapko attended an outreach for the Fort Carson Military Spouses Club and talked about library resources for back to school.

### **Physical and Virtual Spaces**

Palmer Lake's parking was resurfaced the week of August 14th and Monument's parking is set to get resurfaced around September 7th.

East had an upgrade to their Wi-Fi this past month. PPLD Wi-Fi was boosted in the community room, adult media area, children's staff office, and Young Adult Services office. Additionally, the Comcast Lift Zone launched and added more Wi-Fi to the main area of the first floor and boosted the computer lab on our second floor.

### **Staff**

Library 21c's August Staff Meeting included breakfast sponsored by the Friends of the Library and staff-requested training opportunities. Staff submitted their training requests and the top three training suggestions with the widest reach were selected. The training topics were using and troubleshooting meeting room audiovisual technology, tips and tricks of multifunction devices, and reminders of working with materials returns.

Calhan Library Supervisor Liz Phillips attended the final CALLI session and was given a graduation certificate for the program. CALLI participants presented final individual displays on what they had learned throughout the year and next steps in applying what they have learned.

Sand Creek assisted Fountain with their five-week Family Place Playgroup. This allowed staff to collaborate and learn from one another so they can improve the patron's experience and the logistics of planning and running this program.

### **West Region**

#### **Access**

A special needs teacher at Vanguard school who was searching for resources she could use to share with her students was assisted by Cheyenne Mountain staff, Hannah Zwallen, who was able to tell the teacher about the Educator Card. She thought it was amazing and went to the

library that afternoon to get her card. Now, her students with special needs have improved access to Library resources.

### **Accountability**

Penrose Library Manager Tiffany Paisley met with Michael Brantner, Tammy Sayles, and Gold Hill Division Crime Prevention Officer, Wesley Wilkerson to discuss ideas for creating a safe environment for patrons and staff at the Penrose Library. Paisley also met with members of the City Housing and Vitality Department (Steve Posey and Crystal Karr), Teona Shainidze-Krebs, Michael Brantner, Kayla Rockhold, and Tammy Sayles to discuss library resources and opportunities for collaboration.

Ruth Holley Library, Cheyenne Mountain Library, and Penrose Library, in conjunction with the Foundation and PPLD IT, collaborated with Comcast to promote digital equity by enhancing Wi-Fi services within the branch with the launch of Lift Zone.

Taryn Malila met with Joanna Nelsen Rendon (Young Adult Services), Mikaela Fortune (Young Adult Services) and Betty McDonald (Family & Children Services) to discuss Manitou and Ute Pass's relationship with D14 and how we can best serve the school district.

### **Communications**

David Rasmussen was pleased that upon inquiring with them, PPLD's Regional History & Genealogy Department created a WWII display for Old Colorado City Library's antique display case. The display features the Mohl family and PPLD's archives from this family. Not only is this display an excellent team effort with Regional History & Genealogy, but it also highlights the national exhibit opening next month at East Library.

### **Community Connections**

The Mobile Library Staff participated in several community events this month including Discount Day at the US Olympic & Paralympic Museum, Schriever Space Force Base Back to School Bash, Cheyenne Mountain State Park Adventure Day, Back to School Event Peyton Elementary, the Black Forest Parade and the Grace Community Church Touch a Truck. During these events we showcased PPLD's resources with 1,411 patrons and created 17 new library accounts!

Krystal Arnold and Bradley Butzin, the dedicated Summer Adventure representatives, skillfully guided the Ruth Holley Team through the Summer Adventure program, achieving an impressive milestone of 507 registrants by the end of the season. Notably, this represents a remarkable 141% surge in registrations compared to the figures from 2022, marking the most substantial increase across the entire Pikes Peak Library District. This outstanding achievement directly aligns with our strategic plan by ensuring a continuous and impactful presence within our community.

In preparation for this October's OCC Stroll-a-Story, Sarah Hoelting connected with the 14 businesses that participated last year and brought on two additional locations to the annual community partnership. Stroll-a-Story is an opportunity for the Old Colorado City Library to collaborate with Old Colorado City businesses. Library staff and business owners are both

excited to offer this upcoming month-long passive program for the third year in a row throughout Old Colorado City.

Celia Egghart attended Back to School Night at Manitou Springs Elementary School on August 17th. Celia talked to about 30 people about resources at the library and handed out stickers, bookmarks, and recommended reading lists by grade level and interest.

### **Staff**

Ulli Cookson held staff training for circulation policies and procedures with each staff member at Cheyenne Mountain Library. Ulli went over the proper procedures for utilizing the Claims Returned option in Workflows and provided useful examples to help illustrate how staff can use this option, and how to find more information about how it is used on patron cards, as well as its limitations and features available in Workflows.

### **Adult Education**

**Accountability:** Orientations are complete with 46 ABE students and 58 ELS students. Registration for the Fall Fit class is open. Classes will run from 10/9 to 11/10.

**Community Connections:** Citizenship classes are starting on September 18<sup>th</sup>. Registration for the first class will begin on 8/28. Additional classes are forthcoming.

### **Adult Services**

#### **Access**

Deb Hamilton finished reviewing and updating all of the Law and Legal Resources LibGuides. She also completed a project of thoroughly weeding the law collection at Penrose Library. Penrose Library has also provided additional shelving next to the Law Collection so space allocation for these resources can be expanded. Deb has shifted the collection as much as possible to make the entire collection easier for patrons to use.

#### **Accountability**

Staff who respond to inmate mail worked as a team to develop mail reference procedures. In August, the new inmate mail reference procedures went into effect. New guidelines were created for patrons and best practices for staff. In August PPLD received a total of 91 letters that were reviewed, 70 were answered, and 21 did not meet the criteria for response. Six requested legal information.

#### **Communications**

Melissa Mitchell finalized many program details for exhibit related programming including a program about the 1936 Olympics. The United States Olympic and Paralympic Museum will bring some artifacts to show. PPLD has established some programming and complimentary tour options thanks to an ongoing partnership with the USOPM.

#### **Community Connections.**

Deb Hamilton serves on the Court Care board and helped at a recent Court Care fundraiser. They held a 5K at Monument Valley Park and had 163 people sign up for the race. Their goal was 150 signups. All proceeds will go to Court Care programming. This was her first fundraiser as a Court Care Board Member.

Adult Services supported Palmer Lake Library in their 2<sup>nd</sup> year of providing a Concert Series. These concerts were held Friday evenings from 6pm - 7pm at the Palmer Lake Village Green.

and Gazebo right next to the library, attendance at the first two concerts has tripled from the previous year. The first concert held on August 11 featured the bluegrass music of Tenderfoot Bluegrass; attendance was 127. The second concert on August 18 featured the Celtic music of Skean Dubh, attendance was 261. Due to inclement weather, the concert for August 25 was rescheduled to September 1.



### **Physical and Virtual Spaces**

The Americans and the Holocaust exhibit is coming to East Library in September, so in preparation, East Library closed on August 15th for a massive training. Attendees of the training included all East staff, about 20 staff docents, 7 volunteer docents, and all of the Adult Services staff. The training consisted of general Holocaust knowledge, security training, and exhibit tour training. Outcomes were that attendees gained better general knowledge of the Holocaust, a better understanding of how to help patrons during the exhibit, an update on security procedures, and preparation for the coming tours.

### **Staff**

Katie Edson attended a three-day virtual Nonprofit Marketing Summit.

Adult Services and Young Adult Services collaborated to complete the annual All Pikes Peak Writes program, in which writers in the community submit items they have written, and the library has a staff group judge the writing and provide feedback. Heidi Buljung worked with 18 staff-judges from throughout PPLD to review the 57 entries (ages 25+) for All Pikes Peak Writes. Larissa Powers (Young Adult Services) worked with 12 staff to judge 40 stories submitted by youth ages 12-24. Winners of the competition will also have their stories published later this fall.

### **Collection Management**

#### **Access**

August numbers

- 8,225 items and 1,062 magazines were received and processed for the



#### Collection

- Over 1,700 new titles were cataloged
- 345,829 physical items were checked out from the libraries
- 250,100 eBooks, eAudios, and eMagazines were checked out from OverDrive/Libby
- The Interlibrary Loan (ILL) team received 2,984 requests (borrowing materials from and lending materials to other library systems)

The popularity of the new movie *Oppenheimer* resulted in increased use of related titles. The top circulating title in Kanopy was *Manhattan (Season 1)*, a tv series about Los Alamos and the development of the atomic bomb. One of the top checkouts in Hoopla was *Oppenheimer: The Real Story*.

Marie Duplantis-Webb completed the annual renewal process for magazines, newspapers, and serials, involving over 400 titles and over 1,000 subscriptions for all libraries in the district.

#### Accountability

Krista Meier reviewed a new report from OverDrive called a "Hold Intelligence Report" which recommends titles and formats to libraries to help them lower their eBook and eAudio holds as much as possible.

The Integrated Library System (ILS) Team completed several projects to clean up ILS data and began other clean-up projects. Maintaining the large database is a continual task. They also worked with PPLD's online catalog vendor to upgrade the current system to the latest version.

#### Communications

ILL staff answered 180 patron and staff questions in August. Acquisitions staff answered 19 patron questions.

#### Community Connections

Lisa Thomas, Tania Hajjar, Amanda Marez-Frutchey, Colleen Medling, Marissa Jimenez Guiot, and Bridget Bruch assisted with PPLD outreach at Comic Con.

Marie Duplantis-Webb facilitated donations of juvenile and teen books for the Mt. Carmel Patriot Day event.

The children's book/Playaway kits are no longer offered by the vendor. The format is being removed from the Collection and items in good condition are being donated to various community groups.

Jenny Pierce met with representatives from a local organization who sought assistance considering changes to the organization's library.

#### Physical and Virtual Spaces

Greg Roes fixed problems with the automated materials handling systems at the East Library and Library 21c. He also consulted with staff considering shelving reconfigurations at three libraries.

#### Staff



Shawn (Chun Siang) Ho was welcomed to Collection Management on August 1<sup>st</sup> and has been quickly assimilating information. He came to Collection Management from Regional History & Genealogy.

Tania Hajjar attended the webinar *State of the Movie Industry*, hosted by audiovisual vendor Midwest Tape.

Drew Hart, Amanda Marez-Frutchey, and Marissa Jimenez Guiot met with Bryan Matthews to learn how to create LibGuides.

Collection Management staff assisted Library 21c Public Service staff with shelving materials.

## **Creative Services**

### **Access**

Ben Dahlby and Sarah Holland completed the revision of the Spanish language version of the Laser Badging Video based on feedback from Spanish speaking staff. The video is now ready for release to the public.

### **Accountability**

Sarah Holland and Becca Cruz put together statistical information on the 3D printers' usage and repairs to share with District creative staff at their quarterly meeting. Studio staff started collecting more detailed information about studio sessions to have data on specific equipment usage and patron interests.

### **Communications**

Sarah Holland led the efforts to have cosplay makerspace examples at Comic Con to draw people in and learn more about how they could utilize the creative spaces at PPLD.

### **Community Connections**

Jennifer Eltringham worked with the Meet a Master Maker volunteer to add project-based sessions to her existing consulting sessions. This volunteer comes to Make at Sand Creek every week and helps patrons with questions they have, particularly with the laser cutter.

Scott Crum has received interest from various individuals in the community for training on the ServSafe Food Manager Certificate testing. He has been able to let individuals know that a class will be held later in the fall after the next Food Industry Training cohort.

### **Staff**

Nawal Shahril was accepted into the fall cohort of the PPLD Leadership Certificate Program. She also completed CPI training. Scott Crum completed First Aid/CPR training.

## **Diversity, Equity, and Inclusion Service**

### **Accountability:**

Yvette Dow Rose attended training on Understanding Intellectual Freedom and Censorship, with continued education in multicultural understanding.

Yvette Dow Rose attended the following trainings for the week of August 25<sup>th</sup>, Mini-Conference on “Banned Books and Censorship”, Espanol for Library Folx: A Primer for people working in libraries that serve Spanish-speaking audiences”.

**Communications:**

Shirley Martinez, ELD BAC Co-Chair, attended the 2023 Milton E. Proby Cultural Induction Ceremony for Ray Aguilera at Penrose house with El Pomar. Mr. Aguilera was selected out of seven outstanding Hispanic community applicants.

**Community Connections:**

The EDI Department attended the Colorado Springs Stake Church of Jesus Christ of Latter-Day Saints Disability Resource Fair Outreach, which supports providing information to the disability's community on August 19, 2023

**Physical and Virtual Spaces:**

EDI and IT met with the planning team for COS IDEA group to discuss equipment and set up of Library 21c for the community disability event that will be held on October 3<sup>rd</sup>.

**Staff:**

EDI and Mobile Libraries started work on the Mt. Carmel Service Center Norris Penrose Kidz4Sports event. Discussion surrounded the handouts and cards that will be issued and set up.

**Family and Children’s Services**

**Access:**

FCS is collaborating with the Space Foundation Education Program to plan district wide Homeschool Science programs for Block 1 (2024). This collaboration would provide free access for homeschoolers to top-notch educational programming from the Space Foundation and increase awareness of organizations in the community that support and offer resources to homeschool families.

**Accountability:**

FCS, YAS, and AS submitted PPLD’s 2023 Summer Adventure Report to the State Library. Communications created this infographic:



**Communications:**

FCS and YAS have a new [Educator Resources @ PPLD](#) flyer that highlights many of our Educators' tools, such as the Educator Card, classroom sets, Tumblebooks, and more!

**Community Connections:**

District-wide staff visited 14 schools in August by attending many Back-to-School events. Staff spoke to 1,136 parents, teachers, and students. There are 16 additional school requests for Lightning Lessons and other school visits in the upcoming months.

PPLD's Homeschool Committee (Joy Fleishhacker, Gayle Meredith and Carol Scheer from Family and Children's Service, Jami Dykema from East Library, Kendra Burr from Monument Library, Allison Presley from High Prairie Library, and Brady Nickerson from Library 21c), hosted the annual Homeschool Game Day at East Library on August 25, 2023. Homeschool families (totaling 188 people) gathered in George Fellows Park to enjoy outdoor games, explore science and art activities, and chat and build connections. PPLD staff also provided information about homeschool programs and resources. Patrons truly enjoyed the event, and several parents asked when the next Homeschool Game Day would take place!



**Physical and Virtual Spaces:**

Monument Library offered the last Summer Adventure concert, featuring Steve Weeks, at Limbach Park on August 4. [Over 100 patrons attended the kids concert.](#)

**Staff:**

Christa Funke gave her final presentation about what she had learned from the Colorado Association of Libraries Leadership Institute (CALLI) and how she plans to use that knowledge. She is now officially a CALLI graduate!



**Young Adult Services**

**Communications**

Britt Bloom and Becca Philipsen continue to monitor the teen Instagram. The account’s reach for August was 2,484 accounts and 156 followers engaged with the content. We only posted reels and stories this month, and the most popular reel promoted the readers’ advisory resources at the “Find a Good Book” section of our website:

<https://www.instagram.com/reel/CwQxgXto6uj/?igshid=MzRIODBiNWFIZA%3D%3D>

**Community Connections**

Mikaela Fortune attended the steering committee meeting for the El Paso County Youth Suicide Prevention Workgroup. She was reinstated as chair of the Resources subcommittee.

### **Physical and Virtual Spaces**

To connect PPLD resources to Colorado education standards, Mikaela Fortune and Danielle Seltenright have completed a project to add many topics requested by educators to the [Homework Help Guide](#).

To promote Beanstack use year-round, the Back-to-School challenge was made available to patrons. At the end of August, 185 readers signed up, with 22 of those falling into the 12 – 18 age group.

### **Staff**

Danielle Seltenright and Britt Bloom Danielle attended the *School Library Journal* Teen Live free conference that connects school and public library staff with emerging and popular teen titles.

## PPLD KPIs (Key Performance Indicators)

	August 2023	August 2022	% Change	YTD 2023	YTD 2022	% Change
<b>Door Count</b>	162,618	160,423	1.37%	1,252,180	1,117,053	12.10%
<b>Circulation (physical materials)</b>	206,406	220,782	-6.51%	1,589,118	1,642,447	-3.25%
<b>Reference Questions</b>	8,423	6,407	31.47%	66,545	61,697	7.86%
<b>Meeting Room/Study Room</b>	2,492	1,929	29.19%	17,960	12,596	42.58%
<b>Computer Usage</b>	22,701	20,093	12.98%	147,811	141,582	4.40%
<b>Number of Programs</b>	330	359	-8.08%	3,276	3,125	4.83%
<b>Program Attendance</b>	8,235	7,366	11.80%	89,419	79,757	12.11%
<b>eResources (OverDrive/Libby, Hoopla, Kanopy)</b>	257,069	238,474	7.80%	2,008,807	1,838,576	9.26%
<b>Culture Pass</b>	328	160	105.00%	2,221	1,277	73.92%

# Communications Department: Report for September 2023

## NEWS COVERAGE

### Total features and mentions:

- **August 2023:** 90 hits  
**Year-to-date:** 1,089
- **Average per month:** 136

### Highlighted coverage:

- PPLD's new Lift Zones in partnership with Comcast were discussed locally and nationally in three [newscasts by KOAA](#) and two [KRDO newscasts](#), as well as 15 articles including [AP News](#), [KOAA](#), [KRDO](#), [Fox28](#) (based in Florida), [CRWE World](#) (based in Las Vegas), [The Ridgeway Record](#) (based in Pennsylvania), [The Borger News-Herald](#) (based in Texas), [Fox 34](#) (based in Tennessee), [News Channel Nebraska](#), and others.



- We were guests on FOX 21's morning show *Loving Living Local* to talk about Library Card Sign-up Month (The segment was split into two videos when retrieved by Cision. [Part 1](#), and [Part 2](#)).
- [Colorado Springs Mom Collective](#) mentioned our Education Resource Center and Pikes Peak Culture Pass in an article listing eight free activities for young boys.
- In an article about computer literacy classes, [The Gazette](#) mentions PPLD's digital equity plans as a bullet under grant recipients for the Colorado Springs Digital Equity Grant.
- PPLD at Colorado Springs Comic Con was mentioned in four [Fox21 newscasts](#).
- [The Gazette](#) published an editorial about the Americans and the Holocaust exhibit, which was shared by [one news aggregate](#).
- PPLD comes in at number 18 on [a Zippia list](#) about the best companies to work for in Colorado Springs.
- [The Gazette](#) shared a story about All Pikes Peak Reads and the Holocaust exhibit, which was also this month's Library Limelight Column in The Tribune.



- A few smaller but interesting mentions include:
  - [Colorado Restless Native blog](#) credits PPLD for some of the photos it shared in a post.
  - [KRDO](#) posted our press release of August announcements and activities to their website, which was shared by [one news aggregator](#).
  - PPLD is mentioned as the meeting location for a development meeting in four [KRDO](#) newscasts, [an online KRDO article](#), a [Gazette article](#), and others, and [ColoradoSprings.gov](#) lists the Library as a meeting place for an upcoming Town Hall.
  - Proximity to a Library location is listed as a perk in [this property listing](#) and three others.
  - In a [blog post about Tesla in Colorado](#), PPLD is mentioned as having investigated and determined the likely location of the “Experimental Station.”
  - PPLD is mentioned in a [KOAA newscast](#) about Pueblo Library District’s summer reading program.

*\*NOTE: The total figure above includes all tracked and/or known TV, print, online, and/or radio coverage by news outlet, including on-air mentions, print event listings, and stories that ran on multiple newscasts. It excludes online event listings not tracked by our monitoring service, in addition to unconfirmed radio features due to tracking limitations.*

## DIGITAL MARKETING

### Newsletter statistics (August):

- **Number of email addresses targeted:** 130,672 (an increase of 2,302 emails)
- **Number of newsletters opened by recipients:** 60,914 (49% of recipients opened the newsletter)
- **Number of link clicks:** 4,913 (an 8% click rate)

### PPLD.org website statistics (August):

- **Most popular web pages**, besides the home page: [ppld.org/kids](#)
  - **August totals:**
    - 368,955 total pageviews
    - 205,480 sessions
    - 131,603 total users (new and existing users going to ppld.org)
    - 121,237 new users (users coming to ppld.org for the first time)

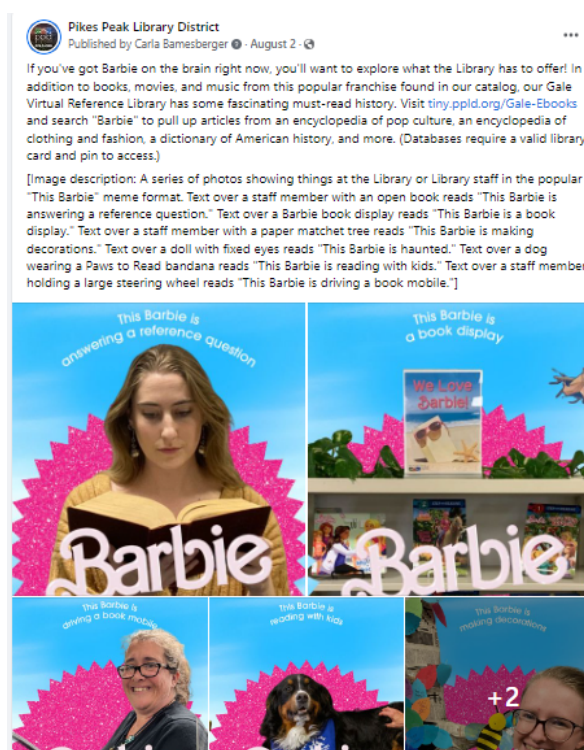
### District-wide social media statistics (August):

- **Facebook:**
  - **15,903 total followers** (main account – increase of 76 new followers)
    - **14,568 page likes** (increase of 49 likes)
  - **33,451 total followers** (for all other accounts combined; an increase of 261 new followers)
    - **31,278 page likes**
  - **Main Account**
    - **68,430 post reach** – (the number of times users saw our content)
    - **2,159 post engagement** – (the number of times users interacted with our content through reactions, comments, clicks, reposts, etc.)
    - **96 posts**
  - **All other PPLD accounts combined**
    - **64,748 post reach** – (the number of times users saw our content)
    - **6,232 post engagements** – (the number of times users interacted with our content through reactions comments, clicks, reposts, etc.)

- A [post that originated from Sand Creek Library's Facebook page](#) about the Rapid Reads shelf had the **highest Facebook reach** in August at **7,424 accounts reached**. This post also received 75 engagements.



- The post with the **highest Facebook engagement** as well as the **highest Instagram engagement** in August was [a playful post using the trending "This Barbie" meme](#) highlighting some Library staff and objects (photos were sent by social media liaisons around the District). On Facebook, the post had **172 engagements** and achieved the second highest reach with 6,037. On Instagram it had **99 engagements** and reached 831 accounts.



- **Instagram:**
  - **3,713 total followers** (main account – 42 new followers)
  - **605 total followers** (PPLD Teens)
  - **7,338 total reach** – (the number of times our content was shown on Instagram)  
Most of the reach this month was from followers who do not follow our page = 5,830 of the total reach
  - **1,164 total engagement** – (the number of times people interacted with our content by liking, commenting, clicking, or swiping, etc.)
  - **90 posts / reels and 82 stories** (stories are content that appear at the top of the user's feed but disappear in 24 hours.)
- We had the **highest Instagram reach** on the below post featuring photos from Pikes Peak Library District at Comic Con, which had **1,034 reach** in August over a very short period. It was posted on Aug. 26. This photo, which was posted Aug. 26, received **91 engagements**.

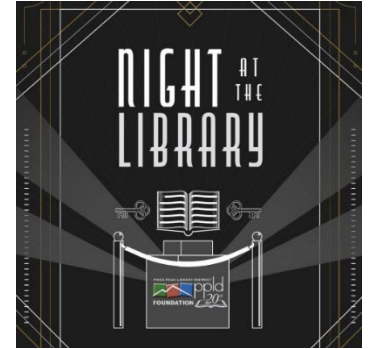


- **Twitter:**
  - **5,209 total followers**
  - **8,891 impressions** – (the number of times our content was shown to people on Twitter)
  - **210 engagements** – (the number of times people interacted with our content by liking, commenting, clicking, or swiping, etc.) an 18% increase over July
  - **31 link clicks**
  - **86 tweets in August**
- **LinkedIn:**
  - **1,573 total followers** – (increase of 12 new followers)
  - **1,220 impressions** – (the number of times our content was shown to people on LinkedIn)
  - **49 engagements** – (the number of times people left a reaction, commented, shared, clicked on, or otherwise interacted with posts)
  - **10 posts in August**
- **YouTube:**
  - **7,675 subscribers**
  - **32,800 monthly views**
  - **5,939,808 lifetime views**
- **Online video views:** 3,700 on Vimeo

## OTHER MARKETING & PROMOTION

### News & announcements

- PPLD's partnership with [Comcast on the Lift Zones](#)
- [New parking kiosks](#) at Penrose Library
- Via the PPLD Newsletter, we announced the [Night at the Library](#) event. This event is being hosted at Library 21c on Sat., Oct. 21 in celebration of the PPLD Foundation's 20<sup>th</sup> Anniversary



### Promotional campaigns, programs, & other activities

- **Recognitions and celebrations (with Library programs, activities, and resources):**
  - [Fall Shivers Concert Series Event](#) The second of the 30<sup>th</sup> Anniversary Shivers Concert Series events took place at Packard Hall on the Colorado College Campus on Sun., Aug. 6.
- **Upcoming Promotions and Announcements**
  - [2023 Library Card Sign-up Month](#) (The month of September).
  - [All Pikes Peak Reads](#) presentation by *The Girls Who Stepped Out of Line* author Major General (Ret.) Mari Eder on Sat., Oct. 7 at Library 21c.
  - The fall [District Discovery](#) magazine released on Sept. 5.



- **Other Library programs and activities** can be found on [PPLD's event calendar](#).

### Partnerships & Outreach Update

- **Community outreach activities** (excluding school visits):
  - Total Events: 22
  - Total Reach: 40,529
  - Total Impressions: 9,013
  - Library Cards Issued: 78
  - Outreaches included:
    - Several Backpack Bashes and Back to School Nights
      - Hillside Backpack Bash with 1,200 attendees
      - Woodmen Valley Chapel – Monument Campus with 500 attendees
      - PPLD at Comic Con w/ Kids Con - The largest August outreach event, reaching more than 6,000 attendees over the three-day event

- Comic Con:**  
 PPLD staff hosted Kids Con at the three-day Colorado Springs Comic Con, one of its largest outreach events of the year **reaching 6,000 attendees** Aug. 25 - 27. Staff issued **33 new library cards** and warmly greeted families, taking and electronically delivering **more than 500 green screen photos**. Staff also highlighted PPLD offerings and connected kids with free children’s books, comic books, crafts, and special giveaways, making Comic Con a fun event for the whole family.

- Library Card Sign-up Month:**  
 Library Card Sign-up Month activities were finalized and set into motion the last week of August. The September promotion is in full swing. In addition to encouraging children to get their first library card, this year’s campaign uses a multi-pronged approach targeting specific audiences (small business entrepreneurs, families and young children, and aspiring young people) to highlight the variety of PPLD offerings.

The campaign, which includes a chance for new library cardholders to win a \$200 gift card from SCHEELS, includes TV, radio, and digital advertising to run throughout September. PPLD was also highlighted on the local Fox News affiliate’s *Loving Living Local* morning show. Other media were pitched, and interviews held in early September to support the campaign. These items will be reported in next month’s board report.

- New Culture Pass partner: Pikes Peak – America’s Mountain**  
 Beginning Tue., Sept. 19, library cardholders will be able to check out no-cost passes to Pikes Peak – America’s Mountain. Two passes to this cultural attraction will be available Tue. – Thu. during its non-peak season through 2024. The passes will grant access to the Pikes Peak Highway, and depending on the weather, patrons will be able to enjoy the Summit House and Visitors Center at the top or enjoy one of the many beautiful interpretive stops along the way. With the addition of Pikes Peak – America’s Mountain, the Culture Pass program offers PPLD patrons 12 cultural attractions spanning El Paso and Teller counties and Denver.

- Culture Pass Discount Days**  
 32 library patrons took advantage of half-price admission at the U.S. Olympic & Paralympic Museum during the final day of the Culture Pass Discount Days promotion.

Date	Culture Pass Partner	Number of Discounted Admissions	Overall Impact
June 14, 2023	Rock Ledge Ranch	83	30% of daily admissions
June 23, 2023	Colorado Springs Fine Arts Center	93	82% of daily admissions
June 30, 2023	Children’s Museum	Event Cancelled	
July 7, 2023	Money Museum	134	72% of daily admissions
July 10, 2023	U.S. Olympic & Paralympic Training Center	Information not available	
July 16, 2023	Space Foundation	66	100 visitors to MLS, issued 7 library cards
July 26, 2023	ProRodeo	18	8.5% of total daily admissions
August 4, 2023	U.S. Olympic & Paralympic Museum	32	7% of total daily admissions

- Culture Passes issued:**  
 328 in passes were issued in August, an increase of 205% over August 2022.
- Partnerships:**  
 PPLD has partnered with the League of Women Voters Pikes Peak Region to help build awareness about voting on National Voter Registration Day, Sept. 19, 2023. They will host voter registration tables at Ruth Holley, Sand Creek, and Penrose libraries.

- **Power Pass:**

Power Pass school districts will have new social media graphics to promote to teachers, parents, and students for the 2023 - 2024 school year. Bilingual graphics are available for Facebook and Instagram.

PIKES PEAK LIBRARY DISTRICT  
**POWERPASS**

**SPARK  
THEIR LEARNING!**  
Help them use PowerPass!

[ppld.org/powerpass](http://ppld.org/powerpass)

This graphic features a teacher in a red cardigan leaning over a desk to assist a young boy in a white shirt. The background is bright yellow with white lightning bolt icons around the boy's head, symbolizing an idea or learning. The text is in blue and black, and the URL is in white on a blue bar at the bottom.

PIKES PEAK LIBRARY DISTRICT  
**POWERPASS**

**¡ENCIENDE  
TU PODER!**  
Usa el PowerPass de estudiante  
para obtener ayuda con tu tarea.

[ppld.org/powerpass](http://ppld.org/powerpass)

This graphic shows three young women sitting together, looking at books and a tablet. The background is bright yellow with white lightning bolt icons around the middle student's head. The text is in blue and black, and the URL is in white on a blue bar at the bottom.

PIKES PEAK LIBRARY DISTRICT  
**POWERPASS**

**POWERPASS:  
YOUR POWER PLAY!**

[ppld.org/powerpass](http://ppld.org/powerpass)

This graphic depicts a young man in a yellow t-shirt sitting at a desk with a computer, looking thoughtfully at the screen. The background is bright yellow with white lightning bolt icons around his head. The text is in blue and black, and the URL is in white on a blue bar at the bottom.

## Facilities Department Report September 20, 2023

### Projects

**Penrose Parking Meters:** The new parking meter system was activated on August 14<sup>th</sup>. We have been dealing with some minor issues and working to resolve them. We are coordinating with Parking Enterprise to ensure when the system is down, they are not issuing citations.

**Library 21c Turf Conversion:** The Turf Conversion is flourishing and taking off. We have had some minor wash-out in some areas, but reseeding was quickly addressed, and we hope to get a little more growth before going into the winter.

**Facilities Master Plan:** The Facilities Master Plan is progressing. A number of meetings have been completed to map our way forward in the areas of stakeholder engagement and the Facilities Condition Assessment (FCA). At this time, we are in development of survey questions that is intended to be launched this fall as well as internal engagement meetings with the staff and board members. Public engagements are at this time considered for late January or February.

The District Facilities office has been providing information to the consultant in preparation of the FCA that includes access to CAD construction drawings, site plans, past inspections of roofs and other systems, energy audit, etc. The team is targeting mid-October for beginning on-site condition assessments that are anticipated to last through January.

**Chief Public Officer/Deputy Chief Librarian Office Expansion:** Construction of this office expansion has been completed.

**East Fire Department Remote Connection:** The remote Fire Department connection riser at East library was replaced due to corrosion damage. Upon completion, the system was pressure- and hydro-tested and found to exhibit further issues down the line. The CFMO and Facilities Project Manager met with the contractor and their sub, Frontier Fire, to discuss options. The contractor will be submitting cost estimates for line replacement to building as well as the option to re-route piping from underground to above for future maintenance and repair ease and cost effectiveness. UPDATE: After considering a number of options presented by the contractor, we will be moving forward with the line replacement at this time unless hydro-testing exhibits issues within the interior of the building.

**Additional Projects:** Planning for the second-floor staff area reorganization at Penrose is ongoing. Staff met with the designer on September 6<sup>th</sup> to discuss her initial plan. The architect will be revising the design and providing her opinion of costs for inclusion in the 2024 budget.

Award for re-caulking of the pre-cast stone panels at Penrose will occur this week. This project will work to ensure no water intrusion occurs going forward.

Additional deferred maintenance projects are currently planned throughout the district to be completed in-house.

### **Monthly Statistics**

In the month of August, 2023, the Facilities department completed a total of (203) routine visits to district library facilities. Routine visits are done weekly and allow Facilities Specialists and Supervisors to complete any pending work orders, inspect location for safety issues, address minor projects, restock building supplies, and meet with managers regarding any concerns or requests.

Also, in the month of August, 2023, Facilities staff completed a total of (205) demand work orders (work orders submitted by PPLD staff) accounting for (272.56 hours) of staff time and (191) preventive maintenance work orders (work orders scheduled for equipment, etc.) to account for (258.94 hours) of staff time. A total of (396) work orders. Facilities on-call personnel responded to (0) emergency after-hours calls in August, 2023. Emergency calls address issues that cannot wait until the next business day.

**Human Resources Report  
September 2023  
Heather Laslie, Chief HR & OD Officer**

**Statistics:**

- Volunteer

<b>August 2023</b>	<b>Total # of Volunteers</b>	<b>Total # of Hours</b>
Adult Volunteers	134	1890.75
Teens: Onsite	19	76
Teens: Online	3	7
Friends of the Library	**	729.75

- Recruitment

<b>Recruitment / Selection Activity</b>	<b>August 2023</b>
Jobs Posted	18
Newly Hired Employees	1
Promoted Employees	4
Transferred Employees	2
Separated Employees	5

- Staffing

<b>Staffing Stats</b>	<b>August 2023</b>
Total Permanent Employees	379
Total Active Positions	426

**HR Team Major Projects:**

- We continued to work on internal reorganization. Assisted with the development of new positions, reviewing changes to current positions, posting open positions and keeping information up to date in ERP.
- Successfully completed 2024 insurance benefits renewal for medical, vision and dental and presented renewal information to Benefits Team.

**HR Team Announcements:**

- A new Organizational Development Director (replacement for Cody once she moves on at the end of the year) has been selected! We will be sure to bring her to the January Board meeting after Cody departs for introduction.
- Eight staff members will participate in the fall Leadership Certificate Program from Sep. to Dec. 2023.
- HR representatives attended several ERP training sessions about upcoming changes to Employee Self Service (ESS) and had an opportunity to learn more about ERP and how we can improve functionality and efficiency in our processes





Library 21c volunteers Tom, Jane and Sandi...hard at work on patron holds.



Library 21c uses a bulletin board to celebrate volunteers!

## PPLD VOLUNTEERS



Superhero volunteers Lynda and Justina supported the PPLD booth at ComicCon by taking green screen photos with ComicCon attendees!



# Information Technology Board of Trustees Report August 2023

## Projector Upgrade District Wide

The new 4K UHD Optoma projectors have arrived, and they are currently being scheduled to be installed by Houlton Audio Video Applications. Not only are these projectors a huge upgrade in screen quality and brightness, but they also use laser technology and do not require bulb replacements, each of which cost around \$900 each to replace.

The replacement locations are as follows:

Penrose Columbine A  
Penrose Columbine B  
Penrose Aspen  
East Community Room  
21c Venue  
21c Createspace  
21c Kitchen  
Palmer Park  
Monument  
Ruth Holley  
Sand Creek  
Fountain  
Cheyenne Mountain  
Ute Pass (possible portable unit on a cart)  
High Prairie  
Old Colorado City  
Manitou Springs  
Rockrimmon

### 4K UHD high brightness laser projector

The ZK507 4K ultra HD laser projector is perfect for large venues, education, museums, houses of worship and anywhere a clean bright image is required.

Packed full of features this advanced laser projector comes with a huge 1.6x zoom and vertical lens shift making it easy to install. It also come with PureMotion frame-interpolation processing which eliminates motion blurring or image judder, a built in speaker, it's HDR compatible and has an extremely long-life laser reducing your total cost of ownership.

For ultimate control, the projector comes with RJ45 connection allowing you to monitor and control your network in multiple rooms.



More info on the Optoma ZK507-W here: <https://www.optomausa.com/product-details/zk507-w>

## Server Upgrade to Windows Server 2022

There were many older, legacy servers running on various versions of Windows Server OS, some of which are at end of life on support from Microsoft. The Infrastructure Team plans to standardize and has begun upgrading all virtual servers to the latest operating system version of Windows Server 2022.

## Mobile Library Services Connection

IT is working with Mobile Library Services to improve and enhance their communications while out in the field. Bus 702 does county work and uses a Cradlepoint router with dual SIM cards for redundancy. Their signal is excellent; however it uses a program called Kajeet for web traffic of which is used in many school systems. They have found that the web blocker is too locked down (they cannot access amazon.com, for example). PPLD is only under the requirement to follow SIPA for web traffic. More info on SIPA here: <https://sipa.colorado.gov/>

The plan is to keep the same hardware in Bus 702, replace the SIM cards with Verizon service as the main card and T-Mobile the backup, and then replicate this whole setup in Bus 705 at the same time so that both busses are running the same hardware and technology to maintain consistency for service, staff training documentation, and staff usage.



Firewall Throughput:  
940 Mbps



WAN Connectivity:  
4G Cat 11 or Cat 18, GbE



LAN Connectivity:  
Wi-Fi 5, GbE



Management:  
NetCloud

More information on the Cradlepoint IBR 1700 here:  
<https://cradlepoint.com/product/endpoints/ibr1700/>

## Wireless Upgrade to Cisco Meraki

Work has begun to upgrade the wireless systems from our old Aruba Airwave system to a new and modernized Cisco Meraki system across the district at all locations. This is an eRate funded project with part of the project being funded in 2023 and the rest in 2024.

While we await eRate funding for 2024 we are also doing wireless surveys at many of our branch locations and expanding service to those areas that have never had it before to create a more encompassing wireless system coverage for our staff and patrons. For example, East library now has expanded coverage on the floor in the Children's offices, the Community Room, and on the main floor.

Status for each branch:

East – coverage expanded in 2023, upgrade in 2024

Cheyenne Mountain – 90% complete, done in 2023

Penrose / The Hall/ RH&G – upgrading and expanding coverage September 2023

Rockrimmon – upgrading and expanding coverage in 2023

Palmer Park – upgrading and expanding coverage in 2023

Ruth Holley – upgrading and expanding coverage in 2023

21c – 2024

High Prairie - 2024

Old Colorado City - 2024

Ute Pass – 2024

Monument - 2024

Fountain – 2024

Calhan – done

Sand Creek – done

Manitou (MAC) – done

## Solarwinds Hybrid Cloud Observability

The backend of Solarwinds Hybrid Cloud is up and running and we are currently adding items to it for monitoring, setting up maps, importing blueprints and lab layouts, etc. This work continued in August, and we are getting closer to having this up and running to better improve our customer service for the staff and patrons of the district.

For more information on Solarwinds Hybrid Cloud Observability, please follow this link:

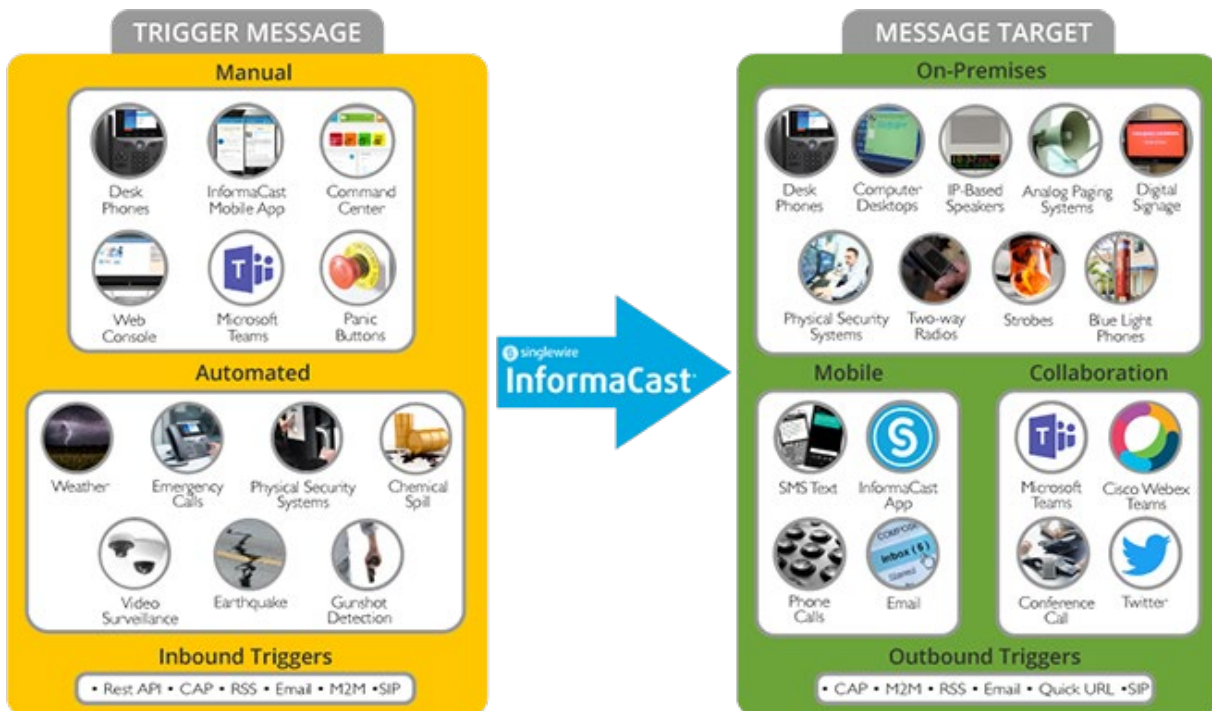
<https://www.solarwinds.com/hybrid-cloud-observability>



## InformaCast

InformaCast is a new mass notification system that will be deployed very soon across PPLD. It has the ability to instantly send one message out to multiple systems at once including:

- Staff PC screens
- Patron PC screens
- Email
- Cell phone call
- SMS / Text to cell phones
- Teams message
- Cisco desk phone call
- Cisco desk phone screens
- ADA enabled digital signage
- Overhead paging systems
- IP Speakers, etc



It also integrates with the new Security Operations Center software, Verkada. Not only will this be an essential tool for our Security team to get the message out quickly about any security incidents, but this can also be utilized by other departments to announce outages, upgrades, system down messages, and weather-related incidents and closures.

The Leadership Team had the opportunity to see a demo of InformaCast on August 28<sup>th</sup>. Mass notifications were sent to our cell phones via text and call, email, and a Teams message. We were also able to witness the notification show up on a computer screen and a Cisco phone screen. A demo will be presented to the Management Team in September.

For more information on InformaCast, please see their website:  
<https://www.singlewire.com/informacast/>

## Gaming PCs for Teens

The new trial run gaming PCs for Young Adult Services have been installed and are being utilized! We in IT eagerly await the results of the survey that Young Adult Services has put out for our young adult patrons to comment and share their opinion on the systems.

## 100 New Chromebooks

The 100 new Chromebooks are ready for deployment. They have all been engraved with the PPLD logo utilizing our makerspace at 21c. Meetings are ongoing on the Public Services side on how these will be checked out to patrons.



## IT Projects for 2023

Multi-factor Authentication for Staff and Board - complete

New TBS Server at Data 102 – complete

InformaCast mass notification system – in progress

Radios for Security – complete

Wireless upgrade for 2023 – in progress

Parking Kiosks at Penrose – in progress

Inventory all IT Capital assets through ERP platform – in progress

Endpoint Manager across all systems (remote computer imaging) - in progress

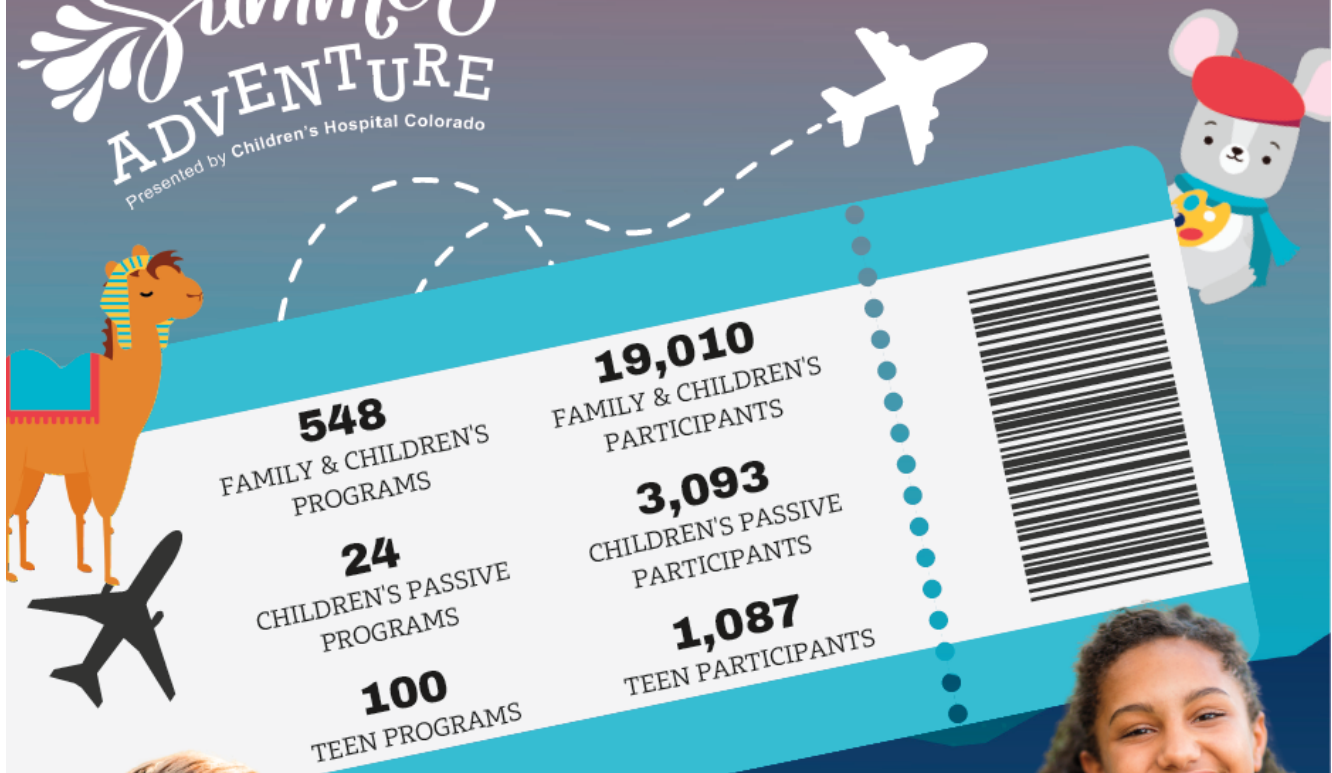
Cord cleanup – cable management at all locations – in progress

SmartSheet Project Management Tool rollout to track all IT Projects – SmartSheet is also being used by Finance, Facilities, Collection Management, Communications – in progress

Solarwinds Hybrid Cloud Monitoring – in progress


  
**Summer**
  
**ADVENTURE**
  
 Presented by Children's Hospital Colorado

**2023 BREAKDOWN**



**TOTAL COMPLETIONS**

**5,447**

**DAYS COMPLETED**

**220,132**


  
**TOTAL GAME PARTICIPATION**
  
**14,363**
  


**FUN FACT!**

*If all Summer Adventure participants stood side by side, the line would stretch from Cheyenne Mountain Zoo to Garden of the Gods!*



## 2023 Summer Adventure Presented by Children's Hospital Colorado



### Executive Summary:

Summer Adventure is Pikes Peak Library District's summer learning program designed to help kids and teen ages 0 – 18 build a healthy habit of reading, moving, or being creative to decrease summer slide and provide access to educational and recreational activities during the summer at no cost to families. This year, participation numbers were maintained even though the program time was shortened by 15 days.

Total Registrations 0-18: 14,363

Total Completions 0-18: 5,447

Total Number of Days Read, Moved, or Imagined: 220,132

Family and Children's Services Programs: 548

Participants: 19,010

Young Adult Services Programs: 100

Participants: 1087

Teen Volunteer Numbers:

June: 104 volunteers completed 359 hours of service

July: 60 volunteers completed 302 hours of service

Total Programs: 648

Total Participants: 20,097

Family and Children's Services Passive Programs: 24

Participants (approximate): 3093

### Patron Survey Results:

#### Caretaker/Parent:

93% reported their child maintained or increased their reading skills

89% reported their child is a more confident reader

87% reported their child reads more often

77% reported their child uses the library more often

#### Teen/Child:

92% learned something new from what they read or experienced

80% enjoy reading more

75% read more often

84% want to use the library more often



## 2023 Summer Adventure Presented by Children’s Hospital Colorado Report:

### Overview:

Summer Adventure is our summer learning program designed to help kids and teens ages 0 – 18 build a healthy habit of reading, moving, or being creative. Two prizes are given – one when registering and another when the program is completed. The registration prize for all ages is a book (12 – 18-year-olds also have a choice of a journal), and the completion prize for ages 0-3 is a bath toy, for ages 4-11 is a reading medal, and for ages 12-18 is another book or journal. To complete the challenge, participants must read, move, or be creative for 30 days between June 1 and July 31. Book prize options are available at all levels from board books to young adult titles. The book prize is important for several reasons:

- Having books at home encourages parents to participate in early literacy experiences, which help develop a child’s reading ability, comprehension, language skills, and focus.
- A child or teen growing up in a book-filled environment will have greater literacy, numeracy [math concepts], and technological problem-solving skills as adults.
- Having books easily available can help curb summer slide and support families unable to afford learning outside of the school year.
- A book-filled home nurtures a culture of reading for fun and talking about books, building skills and positive habits to create life-long readers and knowledge seekers.

I had several patrons express surprise and delight at being able to sign up infants, as well as older children, and to be able to count time for both the reader and the child being read to, particularly when I spoke with them about the benefits of reading to children at all ages. I also had several parents respond positively to Beanstack’s feature that allows them to log for all children.

To also provide educational and recreational outlets for kids and teens, there are also numerous programs and events throughout June and July at libraries and other locations around the District.

### Changes

We began planning for 2023 Summer Adventure in May of 2022 with grand aspirations to add adults to the program, rebrand as Summer Reading (with a new logo), and launch as an all-ages program, encouraging families to participate and read together. However, in the fall, it became apparent that due to inflation and budgetary concerns, we had to shift focus and priorities and decide what were the most important aspects of our summer reading program. We determined that we wanted to keep the program simple (for patrons and staff), accessible, and most importantly, continue to encourage literacy and build home libraries by offering a book as the registration prize for kids and teens. We also saw that one program for all ages with a variety of activities (read, move, create) was successful, so that was kept in 2023 to provide continuity for staff and patrons.

Part of keeping the program simple was not rebranding as Summer Reading but to continue building on the past five years of branding by retaining the name Summer Adventure. Communications simplified the logo, making it easier to read and more versatile for use. We shortened the program back to the traditional dates of June 1 – July 31, making it easier to remember the end date. This change was in response to staff feedback from last year

commenting that going into August was too much for staff preparing for back-to-school visits and fall programming.

As part of the budget constraints in 2023, we had to find areas to reduce. We identified that keeping books as the registration prize was important to both staff and patrons. To keep that part of the program, we removed the grand prize drawing and kick-off bags. While a few patrons missed the grand prizes, most were grateful we were still able to provide the program and were delighted to get the books as the registration prize. The absence of the kick-off bags made the first few days of registrations feel a little less chaotic for staff.

We also moved 12-year-olds to the “teen” part of the game, which gave them the option to get a second book as their completion prize or choose a journal. For the past two years, 12-year-olds were lumped in with the “children’s” part of the game for prizes and statistics. Moving them back to the teen count made more sense, as the teen volunteers can be as young as 12 and teen programming goes down to age 12. This also aligns with how the State Library counts 12-year-olds in the teen statistics for their summer reading report. They were always welcome to choose a book from the children’s selection if they didn’t see anything they liked on the teen cart.

We also strove to increase accessibility by working with Communications to translate many of the marketing materials into Spanish, including the entirety of all three Summer Adventure webpages (the main page and each of the kids and teen activity pages). The school outreach flyers, informational posters, and gamecards were all either bilingual or available in Spanish and we had several Spanish or Spanish bilingual children’s books as prize options. The bilingual board books were especially popular at the Fountain Library.

“When folks disliked their prize options, they were always happy to hear about our flexibility in choosing from another age groups prizes. They also appreciated the separation of Teen and Children's materials. I think it gave parents more of a sense of involvement in the decision process and set kiddos up for success in choosing books at the correct level of materials.”

Thank you for providing this resource for our patrons! I just wanted to share that we had our first kiddo pick out a braille book for a Summer Adventure prize. He is one of our regulars who is partially blind, and he was so EXCITED for the braille option ♡

One of the biggest, new things we were able to add this year thanks to a collaboration with Equity, Diversity, and Inclusion Services was book options in Braille and large print for participants who would benefit from those options. Several patrons commented on how happy they were to see us offer those options and to have a few book titles to choose from. This is an accessibility option we plan to continue in the future.

## Outreach



Kids at a summer school outreach excited about their Summer Adventure prize books.

We also brought Summer Adventure out into the community, advertising at big events at the Space Discovery Center and PBS Kids Fest. Mobile Library Services signed up several children from preschools they visited. Family and Children's Services provided either an art or robotics lesson to 914 kids at 41 different school and summer camp visits in June and July! We also signed up all those kids for Summer Adventure and let them pick their registration book. We gave the teachers and camp counselors all the tools they needed to help the students complete the program and took care of all the logging and registration for them. We even let teachers pick out books for absent students so that they didn't miss out! The Family and Children's Services team was very

busy with school engagement this summer and we hope to continue building on the success of this year's partnerships in upcoming years.

## Training

PPLD staff are the reason Summer Adventure is successful year after year, and the training program is an essential part of making sure they feel prepared. The benefits of our training were shown as we were almost able to match our 2022 enrollment numbers even though the program was 15 days shorter. Training elements include:

- New Staff Orientation – for staff new to the role of Summer Adventure lead.
- Summer Adventure Training – for all YAS/FCS staff to get updates on changes for the upcoming year.
- Summer Adventure Checklist – provides guidance on what and when to do in the two months leading up to Summer Adventure.
- Beanstack Basics – for all frontline staff to feel prepared to use Beanstack.
- Summer Adventure Ambassador Training – Context for why Summer Adventure is important to our community.

## Teen Volunteers:

In 2023 we continued with many of the changes to the teen volunteer program and continued to see great results. We have shifted the focus of teen volunteers from program registration help to emphasizing workforce readiness and job training skills. With this, we have reduced the number of teens we are accepting in order to provide them with more meaningful tasks as well as more individual attention from staff.

With this increased focus on workforce development, teens were expected to take our workforce readiness training, which provides foundational information about the basics of being professional on the job. We also encouraged staff at branches to find tasks that would provide

more active jobs for teens. This included teen volunteers helping as program assistants, prepping materials for programs, inventorying prizes, assisting patrons, shelf-reading, shelving, and more! With volunteer tasks being customized to each library, staff reported that teens were feeling more satisfied with their experiences and staff were glad to have a more active role in mentoring the teens.

### Looking ahead to 2024:

While we had a fantastically successful Summer Adventure this year, there's always room for improvement! We still want to continue to engage as much of the community as possible, making sure that both those who visit the library and those who do not are aware of and participate in Summer Adventure. We'd also like to increase engagement beyond initial registration and increase our completion percentage and plan to discuss ways we might be able to achieve this goal. We are encouraging use of the Beanstack app by providing one-two month long mini challenges in Beanstack with no prizes (besides the badges they can earn) and no paper option. We are hopeful this will keep patrons in the habit of utilizing Beanstack so it's easier for them to register and track during the Winter Adult Reading Program and Summer Adventure. And Beanstack, the company who provides our logging software of the same name, has repeatedly reported that users of the Beanstack App are more engaged and log more progress than those who don't use the app.

We would also love to add adults to Summer Adventure, as this will make the program more accessible to everyone and allow families to participate together. It could also have a positive impact on completions, as Beanstack has found that programs that include all ages increase engagement and "that young kids log more reading when their older family members participate too." (Beanstack 2021 Summer Reading Report, pg. 34). Children need adult reading role models to prove to them that reading is important and doesn't have to be a chore. Offering a reading program for all ages demonstrates to children and teens that adults (and the library) views reading as a lifelong pursuit.

### Feedback

#### Patron Survey Results

The Public Library Association Project Outcome survey is a standardized survey tool created specifically for public libraries. It offers an easy-to-use process to measure and analyze outcomes while providing us a way compare outcomes year to year. The 2023 results support that most participants were happy with the program. Compared to 2022 (and most other years) the results were about the same – overall parents and caregivers felt that the program helped their child read more, read more confidently, and want to use the library more. The majority of kids and teens said they learned from what they read, enjoy reading more, read more often, and also wanted to use the library more.

The aspect that patrons mentioned the most was that they were excited by the registration prize being a book, with many mentioning this was a motivating factor for them to participate. Kids and teens said that they enjoyed having the motivation to read, and many learned that they enjoyed reading through participating. Participants and caregivers both

"I was not in to reading. Now I am"  
- Teen Survey Respondent

reported enjoying the programs and the variety of activities that count toward completing the program.

When asked what else the library could do to help them learn more, the overwhelming answer was more! They want more in-person programs, more year-round learning challenges, and more prizes. Unfortunately, we are limited by our budgets to offer more programs throughout the year and more prizes. Knowing that the best way we could help patrons is through more is great feedback that we are on the right track.

### **Staff feedback**

The feedback from staff was also primarily positive. Overall staff agreed that the program was easy for staff and patrons to understand, tracking on the gamecard and in Beanstack was easy, and that the prizes were relevant and well-received by patrons. What stood out from staff feedback was mostly how smoothly the entire process went this year – they felt prepared and that everything went well with no major issues.

Nothing is ever perfect however, and based on staff feedback there are some areas we can improve in – namely explaining how prizes are purchased, as well as the importance behind decorating.

### **Summer Adventure by the Numbers**

- **Family & Children’s Services**

- 12,034 children ages 0-11\* registered for 2023 Summer Adventure.
- 4,797 children ages 0-11 completed the program, with a completion rate of 39% percent.
- The prizes for children were a book at registration and a bath toy for ages 0-3 or an award medal for reading for ages 4-11.

- **Young Adult Services**

- 2,039 teens ages 12\*-18 registered for 2023 Summer Adventure.
- 650 teens ages 12-18 completed the program, with a completion percentage of 32%.
- The prizes for teens was a choice of a book or journal at registration and completion.

\*We moved 12-year-olds from the Family and Children’s Services to Young Adult Services for prizes and statistics. This aligns with 12-year-olds being old enough to serve as teen volunteers and attend teen programs. We also hoped it would encourage more 12-year-olds to participate as they would get to choose from the teen prizes.



**2023 Summer Adventure Presented by Children's Hospital Colorado Total Enrollment & Completion**

<b>2023</b>	<b>Enrolled</b>	<b>Completed</b>	<b>Percent Completion</b>
Ages 0-3	2449	921	38%
Ages 4-7	5163	1961	38%
Ages 8-11	4712	1915	41%
Ages 12-18	2039	650	32%
<b>Total (ages 0-18)</b>	<b>14363</b>	<b>5447</b>	<b>38%</b>

**Enrollment Comparisons since 2021**

<b>Ages 0-12 2021</b>	<b>Ages 0-12 2022</b>	<b>Ages 0-11* 2023</b>	<b>Percent of 2021</b>	<b>Percent of 2022</b>
8622	12845	<b>12324</b>	143%	<b>96%</b>
<b>Age 13-18 2021</b>	<b>Age 13-18 2022</b>	<b>Age 12*-18 2023</b>	<b>Percent of 2021</b>	<b>Percent of 2022</b>
1300	1638	<b>2039</b>	157%	<b>124%</b>
<b>Ages 0-18 2021</b>	<b>Ages 0-18 2022</b>	<b>Ages 0-18 2023</b>	<b>Percent of 2021</b>	<b>Percent of 2022</b>
9922	14483	<b>14363</b>	145%	<b>99%</b>

**Completion Comparisons since 2021**

<b>Ages 0-12 2021</b>	<b>Ages 0-12 2022</b>	<b>Ages 0-11* 2023</b>	<b>Percent of 2021</b>	<b>Percent of 2022</b>
3233	4956	4797	148%	97%
<b>Age 13-18 2021</b>	<b>Age 13-18 2022</b>	<b>Age 12*-18 2023</b>	<b>Percent of 2021</b>	<b>Percent of 2022</b>
447	567	650	145%	115%
<b>Ages 0-18 2021</b>	<b>Ages 0-18 2022</b>	<b>Ages 0-18 2023</b>	<b>Percent of 2021</b>	<b>Percent of 2022</b>
3680	5523	5447	148%	99%

### Enrollment Comparisons by Library since 2021 (Ages 0-18)

Library Location	2021	2022	2023	Percent of 2021	Percent of 2022
Bookmobile (Mobile Library Services)	125	401	409	327%	102%
Calhan Library	52	96	104	200%	108%
Cheyenne Mountain Library	479	789	798	167%	101%
East Library	2113	3215	3415	162%	106%
Fountain Library	686	1175	1043	152%	89%
High Prairie Library	1070	1532	1350	126%	88%
Library 21c	2422	3657	3387	140%	93%
Manitou Springs Library	65	94	60	92%	64%
Monument Library	930	980	879	95%	90%
Old Colorado City Library	250	218	262	105%	120%
Palmer Lake Library	65	91	68	105%	75%
Penrose Library	285	485	536	188%	111%
Rockrimmon Library	711	854	948	133%	111%
Ruth Holley Library	324	360	507	156%	141%
Sand Creek Library	281	467	543	193%	116%
Ute Pass Library	64	69	54	84%	78%
<b>Library Branch Total</b>	<b>9922</b>	<b>14483</b>	<b>14363</b>	<b>145%</b>	<b>99%</b>

### Enrollment Comparisons by Library and Age Group

\*in 2023 the change was made to count 12-year-olds in YAS stats.

Ages 0-11/12 by Library Location	2021	2022	2023*	Percent of 2021	Percent of 2022
<b>Bookmobile (Mobile Library Services)</b>	108	377	389	360%	103%
<b>Calhan Library</b>	45	85	93	207%	109%
<b>Cheyenne Mountain Library</b>	429	695	706	165%	102%
<b>East Library</b>	1859	2863	2942	158%	103%
<b>Fountain Library</b>	590	1051	922	156%	88%
<b>High Prairie Library</b>	922	1340	1126	122%	84%
<b>Library 21c</b>	2138	3261	2878	135%	88%
<b>Manitou Springs Library</b>	58	88	51	88%	58%
<b>Monument Library</b>	773	846	707	91%	84%
<b>Old Colorado City Library</b>	178	190	226	127%	119%
<b>Palmer Lake Library</b>	53	80	55	104%	69%
<b>Penrose Library</b>	259	437	458	177%	105%
<b>Rockrimmon Library</b>	628	756	824	131%	109%
<b>Ruth Holley Library</b>	288	310	439	152%	142%
<b>Sand Creek Library</b>	243	412	472	194%	115%
<b>Ute Pass Library</b>	51	54	36	71%	67%
<b>Total</b>	8622	12845	12324	143%	96%

Ages 12/13 -18 by Library Location	2021	2022	2023*	Percent of 2021	Percent of 2022
<b>Bookmobile (Mobile Library Services)</b>	17	24	20	118%	83%
<b>Calhan Library</b>	7	11	11	157%	100%
<b>Cheyenne Mountain Library</b>	50	94	92	184%	98%
<b>East Library</b>	254	353	473	186%	134%
<b>Fountain Library</b>	96	124	121	126%	98%
<b>High Prairie Library</b>	148	192	224	151%	117%
<b>Library 21c</b>	284	396	509	179%	129%
<b>Manitou Springs Library</b>	7	6	9	129%	150%
<b>Monument Library</b>	157	134	172	110%	128%
<b>Old Colorado City Library</b>	72	28	36	50%	129%
<b>Palmer Lake Library</b>	12	11	13	108%	118%
<b>Penrose Library</b>	26	47	78	300%	166%
<b>Rockrimmon Library</b>	83	98	124	149%	127%
<b>Ruth Holley Library</b>	36	50	68	189%	136%
<b>Sand Creek Library</b>	38	55	71	187%	129%
<b>Ute Pass Library</b>	13	15	18	138%	120%
<b>Library Branch Total</b>	1300	1638	2039	157%	124%



## Family and Children's Services Programming:

Family and Children's Services (FCS) provided a busy, event filled summer for patrons, and the programs were well received. Including parenting programs, in all, FCS provided 548 programs that were attended by 19,010 people! We also added passive program options for our locations, and these proved to be very popular, with several patrons mentioning they loved the scavenger hunts at the library on the patron survey. While passive programs are hard to count, we offered at least 24 passives that were enjoyed by 3,093 participants (and probably many more)! Our Summer Fun series continued this year, offering the community chances to meet live animals, watch puppet and magic shows, learn about dinosaurs and science, watch a ventriloquist, make music, and dance! We provided 64 presenter programs during June and July (and the last Summer Adventure concert which was early August) that were attended by 6,023 people. Wishing Star Petting Zoo was very popular at East Library again this year, with 852 people stopping by to see the animals (and enjoy some outdoor obstacle course activities while they waited in line).



Waiting to pet the animals from the Wishing Star Petting Zoo.



Art Together: Collaborate! Masterpiece waiting to be displayed.

We also offered special art programs called Art Together that were geared towards kids ages 3-12 and their families. The programs were designed to work with large groups as well as in smaller locations. Kids got to make their own "I Spy" creation, build a city out of recycled materials, and more. Some of the projects were collaborative, encouraging kids and families to work together to

create masterpieces for the library.

We offered a special program just for tweens (ages 9-12), called Tween: Spy Camp where tweens got to test their skills at different aspects of espionage, such as creating an alias, making their way through a "laser" maze (packing tape), and making their own marshmallow shooter. This popular program drew so many tweens to Library 21c that one staff member commented "Wow, that is probably



Tweens making marshmallow shooters at Tween: Spy Camp.

the most tweens ever seen together outside of a Taylor Swift concert!” We also continued the very popular Junior Advisory Board (JAB) program at East Library and Tween Dungeons and Dragons Clubs at Library 21c, Calhan, Penrose, and East libraries.

“At early literacy programs, a few kiddos loved tracking their progress and sharing their personal (day) countdown toward receiving the final prize, and discussing which bath toy they would pick it-which changed depending on the day/week.”

Locations continued to offer early literacy programs such as Baby Time (ages 0-12 months), Toddler Time (for ages 1-2), and Storytime (for ages 3+). We were able to offer two virtual cohorts of LENA Start, a program that teaches parents the importance of talking with their child to promote learning and literacy and allows parents to record how much they are talking to their littles. We also offered a six-week virtual prenatal series in collaboration with community partners. With plenty to do at the library, fun decorations and play spaces, and passive programs, locations were busy all summer long!

The parties were back this year, with the largest held in the George Fellows Park behind East Library and attended by 1,200 people who enjoyed an obstacle course, building with large blocks and our Rigamajig, an emergency vehicle petting zoo (and an animal petting zoo!), a visit from the Ghostbusters, and much, much more! The other party was held at Aga Park near Fountain Library and was enjoyed by 225 patrons. In lieu of additional parties, we had two Summer Adventure Concerts with Steve Weeks – one on the grounds of the old Manitou Library and one in Limbach Park near Monument Library. Both concerts were well received and even the threat of rain didn't deter people from coming to the concert in Manitou.



Building with the Rigamajig.



The hardworking Family & Children Services Staff from around the District!

## Young Adult Programming

We had another great year in 2023! We focused on value-added programs that fell into three categories – creative, social, or skill-building. Taking inspiration from the theme All Together Now, we also incorporated more intergenerational versions of some of our most popular programs, like Nailed It. We also piloted a new camp style program. This Maker Camp was held at two locations and over the course of a week led participants through the training they needed to learn the basics of the Makerspaces, with a final project as the culmination of the experience! It was very popular and we want to expand on the idea of offering camp based programs next year.



Creative programs are intended to give teens a chance to try an artistic method that may be new to them, as well as providing context for that method and connection back to resources in our collection. For creative programs, some highlights included our Greek Mythology Spray



Paint, Colorado Flag Pride Painting, and Nailed It! Intergenerational Edition. Teens overall loved getting creative with different types of painting mediums and techniques, and everyone loved the sugar rush of cupcake decorating! Spray Paint is always a popular medium, and our Pride Flag painting program allowed for conversations about the history of the Colorado and Pride flags!



We also wanted to provide teens with opportunities to connect with their peers. This provides a safe and fun activity for youth in our community, as well as gives them a space to work on their social skills and potentially expand their social circle! It is always fun to witness teens exchange contact information after a program when they started out as strangers. Programs like Escape Rooms, Life-Size Game Night Intergenerational Edition, and Laser Tag provided a chance for teens to reconnect, practice social and emotional skills, and above all have fun.

For skill-building programs, we included Introduction to Machine Learning, Coding, Learn to Sew, and Learn to Crochet. Learn to Sew helped teens learn to make a tote bag, and Learn to Crochet helped teach the basics of crochet through an adorable, crocheted Yeti. Introduction to Machine Learning is a program that breaks down the basics of Artificial Intelligence in a very hands on, accessible manner. These are always popular programs that teens both learn and have fun in!

Finally, we continued a focus on workforce readiness with our Red Cross Babysitter's training program. This is a very popular program and we continue to focus on offering it at libraries around the District so all teens that are interested can have a chance to attend.



PIKES PEAK LIBRARY DISTRICT BOARD OF TRUSTEES  
AUGUST 16, 2023 5 pm  
EAST LIBRARY



**VIRTUAL MEETING (ZOOM)**

**Call in:** 1-253-215-8782 or 1-312-626-6799 or 1-669-900-6833 or 1-346-248-7799  
**Meeting ID:** 867 7654 8192  
**Passcode:** 569086

**REGULAR MEETING OF THE BOARD OF TRUSTEES**

President Aaron Salt, Vice President Dora Gonzales, Secretary/Treasurer Erin Bents, Debbie English, Scott Taylor, Julie Smyth

Chief Librarian and CEO Teona Shainidze Krebs, Chief Communications Officer Denise Abbott, Executive Assistant Laura Foster, Chief Information Technology Officer Justin Goodwin, Chief Financial Officer Randy Green, East Library Manager Gigi Holman, Friends of the Pikes Peak Library District Board of Directors President Rita Jordan, Chief Development Officer and Foundation Executive Officer Lance James, Chief Human Resources and Organization Development Officer Heather Laslie, Equity, Diversity, and Inclusion Director Shirley Martinez, Chief Public Services Officer and Deputy Chief Librarian Tammy Sayles, Southeast Region Director Abby Simpson, Chief Facilities Management Officer Gary Syling, Internal Communications and Special Projects Manager Jeremiah Walter, City Councilmember Nancy Henjum, Alicia Dougherty, Cheryl Oleyar

Absent – Dr. Ned Stoll

**CALL TO ORDER**

President Aaron Salt called the August 16, 2023 regular meeting of the Pikes Peak Library District (PPLD) Board of Trustees to order at 5:02 p.m.

**PLEDGE OF ALLEGIANCE**

**PUBLIC COMMENT**

Alicia Dougherty commented on the need for a Library on the east side of town along the Powers Blvd. corridor.

**REPORTS**

**Friends of the Pikes Peak Library District Report**

The Friends of the Pikes Peak Library District Report was included in the Board packet.

**Pikes Peak Library District Foundation Report**

The Pikes Peak Library District Foundation Report was included in the Board packet.

**Financial Report: July 2023**

The Financial Report for July 2023 was included in the Board packet.

**Public Services Report**

The Public Services Report was included in the Board packet.

**Support Services Reports: Communications Report, Facilities Report, Human Resources Report, Information Technology Report, Safety, Security, and Community Resources Report**

The Support Services Reports were included in the Board packet.

**Chief Librarian's Report**

**Board Reports**

**Governance Committee**

**Internal Affairs Committee**

**Public Affairs Committee**  
**Liaison comments**  
**Trustee comments**

**BUSINESS ITEMS**

**Consent Items**

Minutes of the July 19, 2023 Board of Trustees meeting.

**DECISION 23-8-1**                    **2022 Annual Comprehensive Financial Report (ACFR)**

**Motion:** Scott Taylor made a motion that the PPLD Board of Trustees approve the 2022 Annual Comprehensive Financial Report (ACFR) as presented

**Second:** Dora Gonzales seconded the motion.

**Vote:** The motion was approved unanimously.

**DECISION 23-8-2**                    **2024 Employee Benefit Program Renewal**

**Motion:** Scott Taylor made a motion that the PPLD Board of Trustees accept the 2024 Employee Benefit Program Renewal as presented.

**Second:** Debbie English seconded the motion.

**Vote:** The motion was approved unanimously.

**DECISION 23-8-3**                    **2023 CEO Goals**

**Motion:** Debbie English made a motion that the PPLD Board of Trustees approve the 2023 CEO Goals as presented.

**Second:** Dora Gonzales seconded the motion.

**Vote:** The motion was approved unanimously

**ADJOURNMENT**

There being no further business to discuss, President Aaron Salt adjourned the meeting at 6:17 p.m.

The full packet of materials for this meeting of the Pikes Peak Library District Board of Trustees is available at <https://ppld.org/board-trustees>

PIKES PEAK LIBRARY DISTRICT BOARD OF TRUSTEES  
September 8, 2023  
9:00 a.m. – 3:30 p.m.



Cultivate spaces for belonging,  
personal growth, and strong communities

PENROSE HOUSE – THE CARRIAGE HOUSE  
1661 Mesa Avenue, Colorado Springs, CO 80906

## MINUTES

President Aaron Salt, Vice President Dora Gonzales, Secretary/Treasurer Erin Bents, Debbie English, Julie Smyth, Scott Taylor, Teona Shainidze-Krebs, Tammy Sayles, Denise Abbott, Michael Brantner, Laura Foster, Justin Goodwin, Kim Hoggatt, Lance James, Heather Laslie, Gary Syling, Bev Diehl, Patty Froehle, Rita Jordan, Pamela Street

### WELCOME

Chief Librarian and CEO Teona Shainidze-Krebs welcomed those in attendance.

### PRESENTATION

Robert's Rules of Order Cheryl Oleyar, Registered Parliamentarian

### UPDATES

#### Manitou Springs Carnegie Library renovation

PPLD has discussed a sustainable proposal with the City of Manitou Springs and a memorandum of understanding (MOU) is in development.

#### Manitou Art Center (MAC)/PPLD

PPLD continues to meet with the MAC to discuss a sustainable agreement.

#### Facilities Master Plan

PPLD is working with HB&A.

#### Budget/Financials

Currently working on the 2024 budget, testing updates to the Enterprise ERP system, Foundation financials, reviewing options for sustainable salary structure for 2024, and ensuring that pay range caps are modified for Cost of Living increases.

#### Other

The Board of Trustees vacancy closes on Sunday. The Governance Committee will begin their review on Tuesday afternoon.

### POLICY DEVELOPMENT

Discussed revision of policies, removing procedures from the policy and creating a separate document. A format and list of all policies is in development.

### BALLOT INITIATIVE DISCUSSION

Discussed the options of deTaboring, a mill levy increase, or a bond issue.

## **100.2 Equal Employment Opportunity and Unlawful Harassment**

(Revised 07/23)

### **Board Policy**

The Organization is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of age 40 and over, race (including traits historically associated with race, such as hair texture and length, protective hairstyles), sex, sexual orientation, gender identity, gender expression, color, religion, national origin, disability, military status, genetic information, marital status, or any other status protected by applicable state or local law.

### **Administrative Policy**

#### **ADA and Religious Accommodation**

The Organization will make reasonable accommodation for qualified individuals with known disabilities unless doing so would result in an undue hardship to the Organization or cause a direct threat to health or safety. The Organization will make reasonable accommodation for employees whose work requirements interfere with a religious belief, unless doing so poses an undue hardship on the Organization.

#### **Pregnancy Accommodation**

Employees have the right to be free from discriminatory or unfair employment practices because of pregnancy, a health condition related to pregnancy, or the physical recovery from childbirth.

Employees who are otherwise qualified for a position may request a reasonable accommodation related to pregnancy, a health condition related to pregnancy, or the physical recovery from childbirth. If an employee requests an accommodation, the Organization will engage in a timely, good-faith, and interactive process with the employee to determine whether there is an effective, reasonable accommodation that will enable the employee to perform the essential functions of her position. A reasonable accommodation will be provided unless it imposes an undue hardship on the Organization's business operations.

The Organization may require that an employee provide a note from her health care provider detailing the medical advisability of the reasonable accommodation. Employees who have questions about this policy or who wish to request a reasonable accommodation under this policy should contact their Human Resources representative [or insert name/contact details for appropriate Organization representative or department].

The Organization will not deny employment opportunities or retaliate against an employee because of an employee's request for a reasonable accommodation related to pregnancy, a health condition related to pregnancy, or the physical recovery from childbirth. An employee will not be required to take leave or accept an accommodation that is unnecessary for the employee to perform the essential functions of the job.



## **EEO Harassment**

The Organization strives to maintain a work environment free of unlawful harassment. Unlawful harassment includes any unwelcome physical or verbal conduct or any written, pictorial, or visual communication directed at an individual (or group) because of that individual's (or group's) membership in, or perceived membership in, a protected class, that is subjectively offensive to the individual alleging harassment, and is objectively offensive to a reasonable individual who is a member of the same protected class. . Harassment does not need to be in-person and can occur over electronic media such as Zoom or other electronic platforms. Prohibited behavior may include but is not limited to the following:

- Written form, such as cartoons, emails, posters, drawings, or photographs.
- Verbal conduct, such as epithets, derogatory comments, slurs, or jokes.
- Physical conduct such as assault or blocking an individual's movements.

This policy applies to all employees, including managers, supervisors, coworkers, and non-employees, such as customers, clients, vendors, consultants, etc.

## **Sexual Harassment**

Because sexual harassment raises issues that are, to some extent, unique in comparison to other types of harassment, the Organization believes it warrants separate emphasis.

The Organization strongly opposes sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct or communication is made explicitly or implicitly a term or condition of employment.
- Submission to, objection to, or rejection of, such conduct or communication is used as a basis for employment decisions affecting an individual.
- Such conduct or communication has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

All employees are expected to conduct themselves in a professional and business-like manner at all times. Conduct that may violate this policy includes, but is not limited to, sexually implicit or explicit communications whether in:

- Written form, such as cartoons, posters, calendars, notes, letters, and emails.
- Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping or questions about another's sex life, or repeated unwanted requests for dates.
- Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing, massaging, and brushing up against another's body.

## **Complaint Procedure**

If you believe there has been a violation of the EEO policy or harassment based on a protected class, including sexual harassment, please use the following complaint procedure. The Organization has established a program designed to prevent harassment, deter future harassers, and protect employees from harassment. The Organization takes prompt action to investigate and/or address alleged discriminatory or unfair employment practices. The Organization also takes prompt remedial actions, when warranted, in response to complaints of discriminatory or unfair employment practices. The Organization therefore expects employees to make a timely complaint to enable the Organization to investigate and correct any behavior that may be in violation of this policy.

Report the incident to the Chief Human Resources and Organizational Development Officer or Human Resources Director., who will investigate the matter and take corrective action. Your complaint will be kept as confidential as practicable.

The Organization prohibits retaliation against an employee for filing a complaint under this policy or assisting in a complaint investigation. If you perceive retaliation for making a complaint or participating in the investigation, please follow the complaint procedure outlined above. The situation will be investigated.

If the Organization determines that an employee's behavior violates this policy, disciplinary action will be taken, up to and including termination of employment.

**A RESOLUTION OPPOSING PROPOSITION HH**

**Whereas:** Proposition HH will go before the voters in November 2023;

**Whereas:** If approved by voters, Proposition HH would result in lower property tax rates for a period of ten years;

**Whereas:** Pikes Peak Library District gets much of its revenue from property taxes, which enables it to provide a wide range of library services to its patrons and communities;

**Whereas:** The state purportedly would make up or “backfill” some of the lost tax revenue to Pikes Peak Library District, as well as to local governments, schools and other public entities negatively impacted by the lower property tax rates;

**Whereas:** The state would generate the money for such “backfill” payments by raising the TABOR cap, the latter of which benefits taxpayers by limiting how much tax money the state can retain;

**Whereas:** It is reported that much of the extra money generated by raising the TABOR cap would go to school districts and a smaller amount to local governments, special districts, and other public entities such as Pikes Peak Library District;

**Whereas:** Pikes Peak Library District, on behalf of the taxpayers and communities it serves, is concerned that the “backfill” payments that it would purportedly receive would not be sufficient to replace the revenue that it would lose due to the reduction in property tax rates; and

**Now therefore, be it resolved by the Board of Trustees of the Pikes Peak Library District that:**

The Board of Trustees opposes and encourages voters to vote, “No,” on Proposition HH.

**Adopted,** this \_\_\_\_ day of September 2023.

Attest: \_\_\_\_\_  
**Aaron Salt, President**  
**Board of Trustees**

\_\_\_\_\_  
**Erin Bents, Secretary-Treasurer**  
**Board of Trustees**