



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: 858 9408 7095
Passcode: 285387

Anyone interested in making a public comment at this meeting must sign up before 5 p.m. Please arrive or log in (if attending virtually) early. Meeting room doors will open by 4:30 p.m. The virtual meeting will be open by 4:45 p.m. Public Comment will be limited to 2 hours (120 minutes).

REGULAR MEETING OF THE BOARD OF TRUSTEES

- I. CALL TO ORDER
- II. PLEDGE OF ALLEGIANCE
- III. ITEMS TOO LATE FOR THE AGENDA
- IV. PUBLIC COMMENT (*3 Minute Time Limit per Person*)
- V. 15 minute break for Board photos
- VI. REPORTS
 - A. Internal Affairs Committee *Five minutes*
 - B. Public Affairs Committee *Five minutes*
 - C. Governance Committee *Five minutes*
 - D. Liaison comments
 - E. Trustee comments
 - F. Friends of the Pikes Peak Library District Report (Rita Jordan) *Five minutes* (p.)
 - G. Financial Report (Randy Green) *Five minutes* (p.)
 - H. Public Services Report (Tammy Sayles) *Five minutes* (p.)
 - I. Support Services Reports: Communications; Human Resources; Information Technology, Facilities & Security; Strategy & Innovation *Five minutes* (p.)
 - J. Chief Librarian and CEO Report (Teona Shainidze-Krebs) *Five minutes*
- VII. BUSINESS ITEMS
 - A. Consent Items
 - 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 January 15, 2025 Board of Trustees meeting (p.)
 - 2. Minutes of February 12, 2025 Board of Trustees work session (p.)
 - B. Unfinished Business
 - 1. DECISION 25-2-1: 2025 CEO Conflict of Interest (COI) Statement (p.)
 - C. New Business
 - 1. DECISION 25-2-2: Computer Use and Internet Safety Policy update (p.)
 - 2. DECISION 25-2-3: PPLD Rights and Responsibilities statement (p.)
 - 3. DECISION 25-2-4: 685 N Murray Blvd (Ruth Holley Library) building discussion of potential purchase.

VIII. ADJOURNMENT

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>

Friends of the PPLD February 2025 Report

With the start of the new year the Friends have formalized and signed a Memorandum of Agreement with PPLD, to promote the sustainability of PPLD programs and clarifying the use of PPLD facilities, equipment and services.

Our focus for February is preparing for the Spring Big Book Sale on March 6 thru 9, 2025 at East library.

Sales for January	(Gross)	
	Amazon	\$1,724
	eBay	\$4,513
	Web storefront	\$194
	East Bookstore	\$4,071
	Library 21C	\$2,528
	Penrose	\$466
TOTAL SALES		\$13,496

The Friends have tackled a range of projects, including the reformatting and implementation of new logos across all forms, online platforms, and physical locations; and implementing new security procedures, including badge issuance and key management, at all three regional bookstore locations.

Preparations are underway for the upcoming book sale. We are actively recruiting volunteers to fill 190 shifts and are currently at 65% capacity.

Book donations have been slow for the past few months, and stock for the book sale is insufficient. We are addressing this issue with a book drive during Saturday Curbside Service hours.

Rita A. Jordan, President
Friends of the Pikes Peak Library District

Public Services Report January 2025

Adult Education

Access

Orientation for the High School Equivalency and ESL classes was held this month with 59 students currently enrolled.

Accountability

Simply Analytics will be replacing Gale DemographicsNow database. The database contains demographic information, consumer reports, and marketing information which will help entrepreneurs, small business owners, and nonprofit organizations.

Community Connections

The Strategic Services Law Library coordinated with Colorado Legal Services to provide a series of workshops providing a general overview on divorce and custody cases in Colorado. They offer general guidance on filing, representing yourself, understanding the statutes, and navigating the court system. There are handouts, community resource recommendations, and a brief Q&A.

Branches

Access

Ute Pass Library had 62 Storytime attendees this month. This is remarkable given that in all of 2024, Ute Pass' Storytime attendance totaled 122. This could be because Manitou Springs Library is closed, and those patrons are traveling to Ute Pass to attend, so the numbers may lower once Manitou reopens; but some of these families are new to the program.

Accountability

Two Toddler Time dates at Old Colorado City Library had a notable crowd overflow upon hitting fire code capacity (25): 10 people on January 29th and 20 people on January 15th. The other two Toddler Times were exactly at capacity. The staff is tracking this attendance for the next several months to evaluate their early literacy offerings to ensure they are providing what the community is looking for. East Library and Library 21C are also tracking data on their early literacy attendance.

Comparing January 2024 to January 2025, Library 21C has seen a 14.7% increase in holds, 8% increase in checkouts, and an 8.5% increase in check-ins. In this same timeframe they have seen a 15% increase in average patrons per hour. Due to the increase in the use of Library 21c, they are adjusting their desk schedules to continue to provide service through this increase. This month Library 21C had 39 Volunteers, 375.39 volunteer hours total for the month, averaging 9.62 per volunteer, which is the equivalent to three part-time staff members. This branch continues to rely heavily on volunteer support for daily operations.

Communications

Staff throughout the branches completed outreaches at a variety of schools providing Lightning Lessons and Resource Classes to students of all grades and adults/caregivers.

Community Connections

Several branch staff attended the “Scouting Possibilities: Intergenerational Programming” presentation by Cristy Moran, Adult Services Senior Consultant with the Colorado State Library, coordinated by the Programming Department. The 90-minute training used the most recent census data for El Paso County, Colorado to inform library staff attendees of the demographic the District serves: families, military, single adults/elders. The training emphasized the importance of bridging different age groups (ex. Teens and Elders) in a third-party space and later brainstormed ideas to end siloing with programs offered as a “intergenerational” rather than “all ages.”

Physical and Virtual Spaces

Manitou Springs Library staff have been setting up the library in the updated location. The staff have shelved the materials, moved in, and organized all the necessary supplies. They have collaborated with Facilities, IT, Collection Management, and Communications to complete the set-up and communicate with the public.

Staff

Four floaters were hired to provide support at all PPLD locations. They spent three weeks training at East Library and are currently spending a week at each library to learn opening, closing and Person-in-Charge duties. After this training period, they will be equipped to work at any PPLD location. One floater will also be trained to work in Mobile Library Services.

Collection Management

Access

Book titles with the highest number of checkouts in 2024

Adult Titles		Children's Titles	
<i>The Women</i>	Hannah, Kristin	<i>Harry Potter and the Sorcerer's Stone</i>	Rowling, J. K.
<i>Go as a River</i> (All Pikes Peak Reads 2024)	Read, Shelley	<i>Insignificant Events in the Life of a Cactus</i>	Bowling, Dusti
<i>The Heaven & Earth Grocery Store</i>	McBride, James	<i>Harry Potter and the Chamber of Secrets</i>	Rowling, J. K.
<i>First Lie Wins</i>	Elston, Ashley	<i>Harry Potter and the Order of the Phoenix</i>	Rowling, J. K.
<i>Tom Lake</i>	Patchett, Ann	<i>City Spies</i>	Ponti, James
<i>The Secret</i>	Child, Lee	<i>Wonder</i>	Palacio, R. J.
<i>Fourth Wing</i>	Yarros, Rebecca	<i>Harry Potter and the Goblet of Fire</i>	Rowling, J. K.
<i>Think Twice</i>	Coben, Harlan	<i>Diary of a Wimpy Kid. No Brainer</i>	Kinney, Jeff
<i>The Murder Inn</i>	Patterson, James	<i>The Truth as Told by Mason Buttle</i>	Connor, Leslie
<i>Lessons in Chemistry</i>	Garmus, Bonnie	<i>Time of the Turtle King</i>	Osborne, Mary Pope

In 2024, PPLD provided patron access to 363 print magazine and newspaper titles.

The highest number of eBook/eAudio/eMagazine checkouts was recorded during the month, with 344,493 of these eMaterials checked out in total. PPLD catalogers cataloged 1,699 titles and Interlibrary Loan (ILL) staff handled 3,003 lending and borrowing requests.

Accountability

The Integrated Library System (ILS) Analyst oversaw the annual random sample inventory that took place which yielded a 99% accuracy rate. The survey compares the status of collection items in the online catalog with their actual location.

The ILS Administrator worked with staff in other departments to improve processes related to overdue devices that provide internet connections for patrons.

Community Connections

PPLD donated over 2,000 books and audiovisual items to more than 20 different organizations in 2024. These gently used items benefitted numerous senior living facilities and schools, as well as a literacy festival, participants in the Court Care program, and attendees at Comicon.

Throughout the year, Acquisitions staff help students in the Library Technician Associate Degree program at Pueblo Community College with projects for their classes. Requests started arriving this month and students are already scheduled to meet with the Acquisitions staff.

Physical and Virtual Spaces

The Collection Management (CM) Supervisor and the CM Assistants experimented with different workflows for unpacking vendor shipments to improve ergonomics.

The Circulation Services Coordinator helped acquire, adjust, and assemble shelving for the collection at the renovated Manitou Springs Library.

The Board of Trustees approved the recommendation to change PPLD's Integrated Library System (this is the software that handles all library circulation and collection transactions) to a new vendor. The recommendation was made after a lengthy request for proposal and evaluation process.

Programming

Access:

The Programming Department creates centralized programming for the District for all ages. Branch locations select programs they would like to offer at their location from a program Menu.

This month, the Department created programs for the Block 2 (May- August) Menu in addition to sending out 31 Program Packs and Activity Kits for the Block 1 (January-April) programs. The team maintained 15 circulating Discovery Kits.

In collaboration with University of Colorado Colorado Springs (UCCS), Colorado College, Poor Richards, Concrete Couch, Friends of the Library, and School District 11, PPLD was invited to apply for the National Endowment for the Arts (NEA) Matching Funds Grant. This grant will support All Pikes Peak Reads and supporting programs.

The Programming Department will receive funding through the Indian Community of Colorado Springs (ICCS) Endowment to allow additional resources for children. Funding through this endowment allows PPLD to explore assistive toys, and resources for Sensory Storytime.

Accountability:

PPLD finalized guidelines for hiring new program presenters for PPLD programs. This internal document is located on the Programming Intranet page.

The Programming Department researched and designed kits for each location that provides adaptive tools for patrons to use during PPLD sponsored programs.

Through the Language Environmental Analysis (LENA) Start Buell Foundation grant, the Programming Department hired a temporary LENA Start Program Assistant to help facilitate more LENA Start cohorts. Two LENA Start cohorts began this month.

Community Connections

Programming represented PPLD at the School Choice Fair at Great Wolf Lodge and the Educating Children of Color Summit. Over 400 attendees stopped at the PPLD table to learn about library resources, get a library card, and grab some PPLD swag! Children's activities were available for kids to sample a selection of PPLD's enriching programs.

Physical and Virtual Spaces

Patrons have access to virtual author visits through the Library Speaker Consortium. The January 28th visit received over 64 registrations and 102 views!

The conference room at The Hall has been added into Library Market for a reservable space for staff.

The Programming Department and East Library discussed ways to increase usage, train staff, and add items to the collection in the Educational Resource Center.

Staff

The Programming Department coordinated Intergenerational Programming training through the Colorado State Library for PPLD staff.

The Programming Department onboarded new Adult Services, Family and Children's Services, and Young Adult Services staff who started at PPLD from May 2024-January 2025.

Each of the Services reviewed centralized programming, training, Service specific resources, and more throughout the District.

Regional History & Genealogy

Access

Planning for the launch of When East Was East occurred in January. During the preparations, RH&G staff worked on the installation of the wall cling at the East library, production of the online exhibit, and final edits to the presentation that was given for the program. The exhibit was unveiled at the East Library on Saturday, February 1st. <https://ppld.org/WEWE>

RH&G began planning to move from an article-specific Pikes Peak NewsFinder effort, that has been in place for decades, into a process where the entire paper is digitized page by page, and articles are indexed separately. This change coincides with current digitizing practices and patron expectations.

Staff supported inquiries into Manitou Springs, Monument, and Ute Pass Libraries from PPLD staff, in part for preparations for celebrations highlighting those libraries' histories. RH&G has received an uptick in requests for PPLD history and has taken measures to make PPLD history more accessible by way of a more comprehensive document focused on its history from the PPLD Collection (MSS 0200), this is in progress.

Staff have begun to enhance/update the metadata for the Colorado Springs Homicide Index, a locally produced series of publications, unique to RH&G, that contain newspaper articles and other relevant resources concerning homicides, and other suspicious and unusual deaths that occurred in the city and region. This effort is geared toward the inclusion of the Index in PPLD's Digital Collections.

Community Connections

After the closure of the proposal deadline, RH&G staff selected presentations and films for this year's Symposium. This year's theme, "Non-Textual History, Beyond the Written Word" has generated a lot of interest from a diverse group of local historians. Based upon the proposals, this year's Symposium will be highly successful.

This month, members of RH&G, Programming, and Communications attended the first meeting of the revamped Local Organizing Committee (LOC) meeting for the state-wide US250/CO150 celebration. The PPLD committee will meet in February ahead of the next LOC meeting. The Library is well-placed in its offerings for the 2026; planning moves ahead, involving deep integration in programming offerings around select themes.

PPLD KPIs (Key Performance Indicators)

Month: **December**

	2024	2023	% Change	YTD 2024	YTD 2023	% Change
Door Count	121,080	126,230	-4.08%	1,905,097	1,871,384	1.80%
Circulation (physical materials)	149,708	157,052	-4.68%	2,175,331	2,304,769	-5.62%
Reference Questions	6,943	5,889	17.90%	98,861	96,211	2.75%
Meeting Room/Study Room	2,433	1,914	27.12%	32,630	27,623	18.13%
Computer Usage	16,911	15,875	6.53%	224,751	219,885	2.21%
Number of Programs	211	304	-30.59%	4,120	6,533	-36.94%
Programs Attendance	6,297	7,945	-20.74%	132,912	156,790	-15.23%
eResources (OverDrive/Libby, Hoopla, Kanopy)	330,317	290,925	13.54%	3,562,854	3,096,369	15.07%
Culture Passes	211	239	-11.72%	3,588	3,180	12.83%
Unique Users *	55,057	51,478	6.95%			

* Total number of patrons who used their library card during the month.

PPLD KPIs (Key Performance Indicators)

Month: **January**

	2025	2024	% Change	YTD 2025	YTD 2024	% Change
Door Count	127,753	160,482	-20.39%	127,753	160,482	-20.39%
Circulation (physical materials)	174,643	196,607	-11.17%	174,643	196,607	-11.17%
Reference Questions	7,615	8,669	-12.16%	7,615	8,669	-12.16%
Meeting Room/Study Room	2,758	2,627	4.99%	2,758	2,627	4.99%
Computer Usage	15,437	18,189	-15.13%	15,437	18,189	-15.13%
Number of Programs	262	345	-24.06%	262	345	-24.06%
Programs Attendance	6,848	10,979	-37.63%	6,848	10,979	-37.63%
eResources (OverDrive/Libby, Hoopla, Kanopy)	357,214	312,814	14.19%	357,214	312,814	14.19%
Culture Passes	104	235	-55.74%	104	235	-55.74%
Unique Users *	59,993	57,957	3.51%			

* Total number of patrons who used their library card during the month.

February 2025 Communications Board Report

January stats

Access

Website Statistics for January

- Total pageviews: 379,755
- New Users: 89,532
- Most visited page: ppld.org/kids

Website Redesign

The web team officially launched the new website on Mon., Jan. 13. Since then, the web team has been managing a high volume of web tickets as staff are exploring the new site and reporting some outdated content. While the transition has included a considerable amount of updates and refinements, the team is excited to share that feedback on the new website has been overwhelmingly positive from staff.

Now that the initial launch phase has settled, the web team is shifting focus to key priorities for the future:

- **Post-Launch Fixes:** With the website now live, they have identified a list of bugs and usability issues that need to be addressed to enhance the overall user experience.
- **Ongoing Maintenance:** A website is never truly “finished.” It evolves alongside the needs of PPLD and its patrons. To ensure continued relevance and accuracy, the web team is developing a structured plan to regularly review and update content.
- **Accessibility & PDF Cleanup:** As part of PPLD’s commitment to accessibility, the web team is working to reduce the number of outdated PDFs on the site. Many older PDFs are not compatible with screen readers, creating potential barriers for some users. Significant steps are being taken to improve accessibility by reviewing and removing non-compliant PDFs while ensuring all content is accessible to every patron.

Multicultural Outreach & Accessibility

- The Director, Multicultural Outreach & Accessibility resigned in January.
- While restructuring the Communications Department is being considered, the Director, Patron Experience is managing the Accessibility responsibilities, and the Community Engagement Coordinator is taking over the Multicultural Outreach opportunities in the interim.

Communications

Media

- Number of stories – 95
- YTD stories – 95

- January News Highlights:
 - The Library Card Design Contest appeared in three articles ([KOAA](#), [KRDO](#), [KKTV](#)), two radio broadcasts, and 14 TV news segments (KKTV, KRDO).
 - The Grand Reopening of Manitou Springs Library was mentioned in one article ([KRDO](#)), one radio segment (KCFRFM), nine TV news broadcasts (Fox21, KRDO, KKTV), and two news aggregators.
 - Three articles ([KOAA](#), [Denver's KMGHTV](#), [OutThere Colorado](#)) and one news aggregator mentioned the Rockrimmon Library lawsuit alongside the topic of a lawsuit filed in Monument about an incoming Buc-ees.
 - Smaller PPLD programs like the Winter Movie Marathon, Jigsaw Puzzle Swap, Virtual Author Visits, and others appeared in four articles (*Colorado Springs Mom Collective*, *Beacon*, *The Gazette*) and one TV news broadcast (a short KOAA segment about Paws to Read).
 - The incident at East Library with the mother and her autistic daughter being asked to leave appeared in a KOAA News 5 special edition.
 - Tax services at PPLD made their way into two articles ([KOAA](#), [Beacon](#)), four TV news segments (KKTV, KOAA), and one news aggregator.
 - Considerations about purchasing Ute Pass Library appeared in two articles ([The Gazette](#), [The Courier](#)) and one news aggregator.
 - The delayed decision for the Board member selection appeared in one [Gazette](#) article, and [The Gazette Letters](#) featured an opinion piece about Rockrimmon Library.
 - When East Was East's opening appeared in one [Gazette](#) article and one TV news broadcast from KOAA.
 - The January [Library Limelight Column](#) discussed ways to include PPLD in personal new year's resolutions, and another issue of [A Look at Books](#) by PPLD staff appeared in *Colorado Springs Kids Magazine*

Social Media

Facebook (Districtwide account):

- Number of posts: 52
- Total page followers: 17,409 (101 new followers)
- Engagement: 2,254
- Post reach: 83,899 (Number of times our content was seen)
- Clicks: 2,875
- Video minutes viewed: 819

Instagram:

- Content: 49 posts/videos/reels; 39 stories
- Total followers: 4,513 (114 new followers)
- Engagement: 1,586
- Reach: 13,920 (number of times our content was seen)
- Link clicks: 319

X (formerly Twitter):

- Number of posts: 48
- Total followers: 5,047
- Engagement: 111
- Impressions: 3,396 (number of times our content was seen)

LinkedIn:

- Number of posts: 15
- Total followers: 1,795 (28 new followers)
- Impressions: 1,858 (number of times our content was seen)
- Engagement: 107
- Page views: 137

Newsletter:

- Number sent (subscribers): 130,345
- Successful delivery: 117,831 (90% success rate)
- Opened: 40,829 (34% open rate – significantly lower than usual)
- Clicks: 1,718 (4.2% click rate)

NextDoor:

- Number of posts: 14
- Impressions: 152,581 (number of times our content was seen)
- Engagement: 124

Threads: Threads is a platform that is similar to X. It allows users to post updates up to 500 words in length and can include photos, graphics, and videos. It is part of the Facebook/Instagram ecosystem. This app has been gaining in popularity recently, and now has more than 210 million active users. Growth on this platform has been consistent since its launch in 2023. PPLD opted to start using PPLD's Threads account because of this growth, and because it is integrated with Instagram and Facebook so that we can post to Threads at the same time as Facebook and Instagram with a single click.

- Number of posts: 31
- Total followers: 585
- Views: 805
- Interactions (engagement): 44

Bluesky: Bluesky is a platform that is similar to X (formerly Twitter). It allows users to post updates limited to about 150 characters. Posts can include photos, graphics, or videos. PPLD opted to start using PPLD's Bluesky account because this app has seen considerable growth in users, reaching more than 25 million active users, the majority of which are 18 to 24 years old, a key demographic for libraries to reach.

- Number of posts: 10
- Total followers: 19
- Interactions (engagement): 13

YouTube:

- Total Subscribers: 8,649 (increase of 80 subscribers)
- Total Views for January: 36,470
- Total Lifetime Views: 6,532,796

Community Connections

Outreach

- Number of January Outreaches: 0
 - Total Attendance: 0
 - Impressions: 0
 - Note: As of Jan. 1, 2025, the programming department will report all school outreaches. Non-school outreaches will continue to be reported under Patron Experience.

Culture Pass

- 104 Culture passes were issued to patrons in January.
- Sangre de Cristo Art & Conference Center in Pueblo will join the Culture Pass beginning March 1, 2025.
- Colorado Springs Fine Arts Center at Colorado College renewed its partnership agreement to continue as a Culture Pass partner in 2025.

Human Resources Report February 2024

Staff

- Six staff members completed the Leadership Certificate Program on January 11.



- To get to know managers and supervisors in her new role, Joanna Nelson Rendon (Director of Organizational Development) held four virtual, office hours for managers and supervisors.
- Job descriptions were updated to show the pay range increase, and changes to education and experience requirements.
- Annual review of content in our learning management system, Bridge, was conducted to ensure all content is relevant and accurate to best support staff members' development.
- PPLD employees completed their 2023 Learning Plans.
- Fifteen employees were moved to a new pay status of either exempt or nonexempt to comply with Colorado Overtime and Minimum Pay Standards Order #38 for 2024.

Volunteer Statistics

January 2024	Total # of Volunteers	Total # of Hours
Adult Volunteers	139	1030
Teens	34	148
Friends of the Library	**	748

**Data not available

Recruitment Statistics

Recruitment / Selection Activity	January 2024
Jobs Posted	11
Newly Hired Employees	5
Promoted Employees	4
Transferred Employees	2
Separated Employees	2

Staffing Statistics

Staffing Stats	January 2024
Total Permanent Employees	378
Total Active Positions	426



Volunteer Engagement: Annual Report 2024

AREAS OF VOLUNTEER IMPACT IN PPLD SERVICES
Adult Education Volunteer
Archivist
Art Inspiration Instructor
Board of Trustees
Children's Assistant
Circulation Assistant
Computer Class Assistant
Dungeon Master- Adult, Teen, Tween
General Support - Programming, Outreach, etc.
Green Thumb Specialist
HR Volunteer
Kitchen Assistant
Master Maker
Math Tutor
Mobile Library Services Assistant
Paws to Read
Repair Cafe
Spanish Music Lingua Class
Speak German Group
Special Collections Assistant
Studio Assistant
Yoga/Tai Chi Instructor

Total Hours: 14703
Teens: 2296 Adults: 12407

Total Volunteers: 373
Teens: 16% Adults: 84%

Adult Applications
Processed: 187
Placed: 60

Volunteer Led Yoga 2024
177 Sessions
2866 Participants

Among our dedicated volunteers, one stands out at age 91, she has given 28 years of valuable insight and commitment.

Information Technology January 2025 Monthly Report

Accountability

Justin Goodwin and Daniel Stone continue to monitor E-Rate vendor submissions. In 2025, E-Rate funding is being applied for:

Palo Alto firewalls with redundancy for 21c, East, Penrose, and Data 102 (data center)

Palo Alto firewalls for the remaining locations

Uninterruptible Power Supplies (batter backups) for several locations

Cisco switches for several locations

New Internet Service Provider for the District (contract with Zayo was up in late 2024)

Mobile Library Services internet services

Cisco Smartnet warranties for all Cisco equipment across the District

Mobile hotspots for patron use

ArcLight6 was chosen as an IT/Cybersecurity consultant for the year of 2025 for 1000 hours of service. ArcLight6 is a local Colorado Springs vendor who has done previous consulting work for many noted organizations including NASA and the Missile Defense Agency. ArcLight6 will be assisting PPLD with cybersecurity support, network and server support, as well as governance, compliance, and policy consultation.

ArcLight6 executed a full network Vulnerability Assessment of all PPLD locations.

Communications

Work continues with the new Mobile Device Management system through Verizon.

Informacast installation continues with weather alerts and new service desk site for Security.

Community Connections

Justin Goodwin attended the first ISSA (Information Systems Security Association) Chapter meeting of the year

Justin Goodwin has joined the Cyber Leaders Roundtable and attended the first monthly session of the year.

Physical and Virtual Spaces

The Manitou Springs Carnegie location network rack was set up to be ready for systems to plug into.

Several systems continue to be updated and hardened for cybersecurity purposes.

As a continuation from last month, more laptops have been rolled out with Microsoft Intune and Windows 11 while removing staff admin access and getting set up on our staff software library.

Network closets across the district continue to be cleaned up, organized, and documented.

Facilities January 2025

Facilities

Accountability

To provide a more fiscally sustainable long-term plan and to reduce increasing repair costs year over year, the Facilities department purchased a van in December 2024 that will replace an aged vehicle in the existing fleet.

As a part of the Facilities Master Plan, the Cooling Tower epoxy repair was completed at Penrose Library and the Westside stairway replacement is in progress at Old Colorado City Library.

Communications

The Facilities team constructed 2025 Annual Plan which outlines project goals and priorities in a continued effort to enhance communication of department objectives.

Routine maintenance visits are completed weekly to all locations to allow Facilities personnel to complete work orders, inspect locations for safety issues, address minor projects, restock building supplies and meet with managers/supervisors regarding any facilities concerns. Demand work orders are submitted by library staff. Preventive Maintenance work orders are regularly scheduled tasks usually for equipment. Emergency On-call orders are after-hours emergencies.

JANUARY	Completed	Hours
Demand Work Orders	138	120.09
Preventative Maintenance Work Orders	192	198.88
Emergency On-Call	1	1.50
Total Work Orders	331	320.47

Physical and Virtual Spaces

To improve productivity and in-person collaboration, the Chief Facilities & Security Officer's primary office location was moved from East to Library 21c.

To improve Library 21c infrastructure and prevent future property repairs, Water Main revised architectural drawings have been submitted to Colorado Springs Utilities for approval.

Exterior fence was installed for westside storage area at East Library with a vehicle access gate and personnel gate to secure storage property.

Facilities Team moved and unloaded stored furnishings and collection to Manitou Library and assembled furniture and shelving to prepare the physical space for upcoming Grand Opening.

At High Prairie Library, repairs were completed for flashing panel that was damaged by a windstorm.



At East Library, the basement level collapsed ceiling was repaired.



Staff

Demonstrating a commitment to equity, diversity, and inclusion best practices in hiring, the Facilities department welcomed Facilities Director, Steve Rogers and Facilities Supervisor, Daniel Quine to the team.

The Circulation area at Ruth Holley Library was reconfigured to improve functionality for staff.

Safety/Security **January 2025**

Safety

Community Connections

Travis Thiele facilitated and led Narcan Training for Pikes Peak Library District and its patrons. The objective of the Narcan training is to equip individuals with the knowledge and skills to recognize and respond to an opioid overdose by administering naloxone (Narcan), potentially saving lives by reversing the effects of an overdose and providing time for emergency medical services to arrive.

Travis Thiele conducted three fire drills across the district. These drills are part of our commitment to ensure safety, preparedness and response during a fire emergency for our staff and patrons.

Staff

Travis Thiele facilitated and led a Crisis Prevention Intervention (CPI) class for PPLD Staff. The class provides tools to prevent challenging behavior and deescalate situations when they arise.

Travis Thiele facilitated and led an Active Shooter Walkthrough for PPLD Employees. The Walkthrough is to prepare people to make decisions and take actions to survive.

Security

Access

Charger Station Usage Totals: East 34, Fountain 10, Penrose 1421, High Prairie 6, Ruth Holley 26, and Library 21c (totals cannot be reported due to malfunction).

Security Operations Center, (SOC) Team continued badge inventory across the district. Identified and accounted for all PPLD Volunteers access.

At Penrose, the Appeals Panel met with nine people and lifted suspensions of eight of those cases.

Security presence was provided and scheduled for January 15th, Board Meeting to ensure community access and attendance was conducted in a safe and organized manner.

Accountability

In preparation for Manitou Library Grand Opening, Security department purchased safety and security materials and equipment. Items applied and installed by internal staff to remain fiscally responsible and adhere to compliance.

Communications

SOC team activated and connected Cheyene Mountain Library, Monument Library, Palmer Lake Library, Fountain Library, Old Colorado City Library, Ruth Holley Library and Sand Creek Library to the Hytera two-way radio system.

Community Connections

21c Library, Security Team received an internal staff compliment for their contribution towards positive morale and exemplifying a cohesive team.

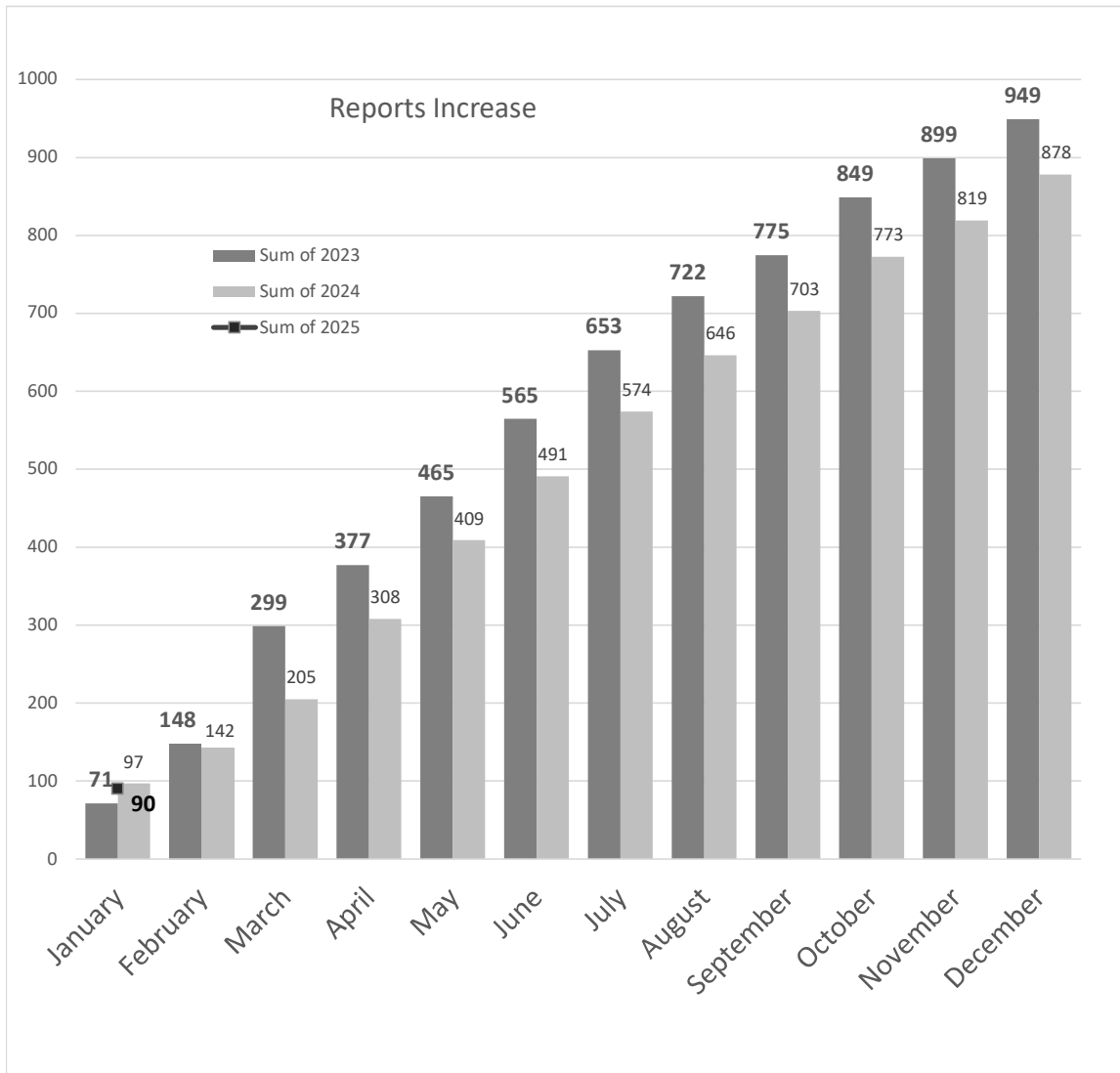
Tom Turner received patron recognition for continual assistance with Ruth Holley Library Resources.

Physical and Virtual Spaces

Due to limited space during building renovation at Penrose Library, Security monitored and ensured patron safety during laptop and chrome book check out.

Staff

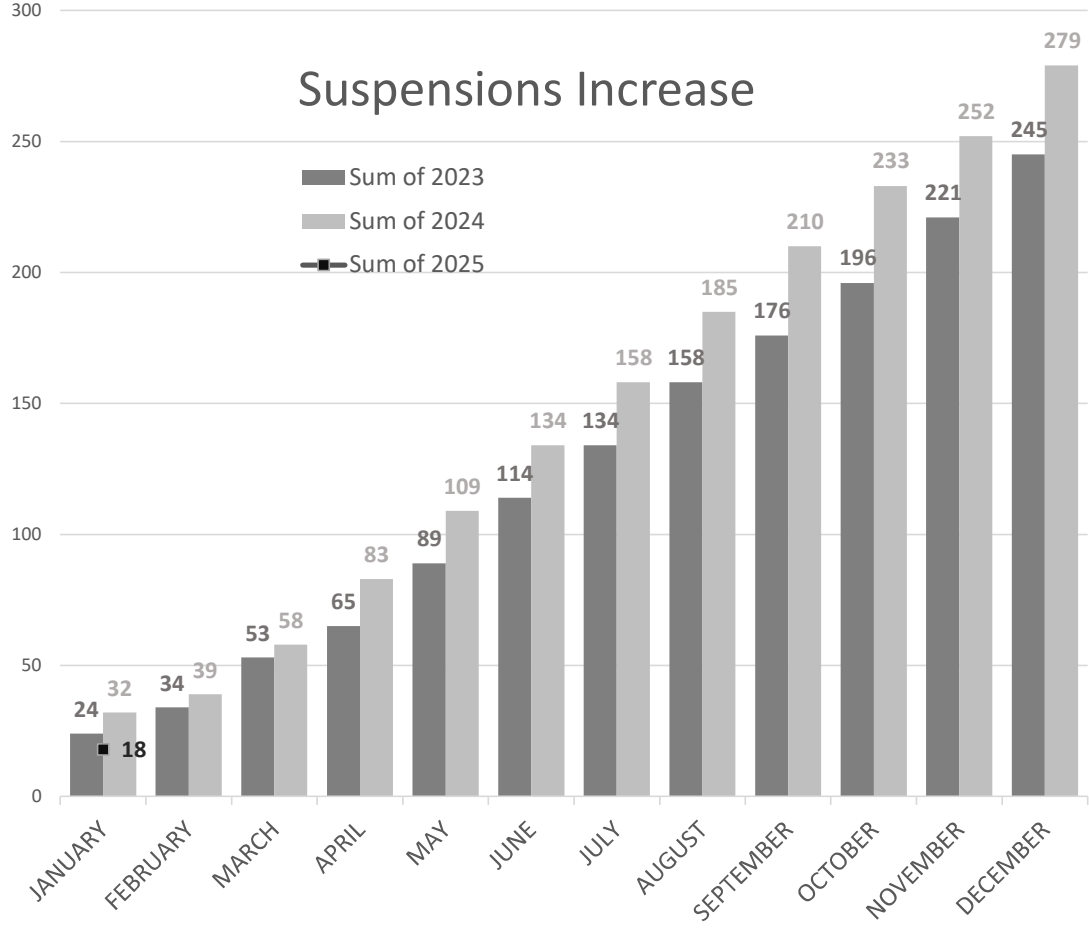
Security Supervisor, Brett Johnston coordinated a Districtwide Chili Cook-off competition to increase staff morale and engagement.



Reports Location Monthly Comparison

Library	2024	2024	2025
	November	December	January
Calhan	1	0	0
Cheyenne Mountain	0	1	3
East Library	3	4	10
Fountain	0	1	0
High Prairie	1	0	2
Library 21c	4	8	19
Manitou Springs	0	0	0
Mobile Libraries	0	0	1
Monument	1	0	1
Old Colorado City	5	8	2
Palmer Lake	0	0	1
Penrose Library	26	32	28
Rockrimmon	1		
Ruth Holley	3	4	19
Sand Creek	1	1	4
The Hall	0	0	0
Ute Pass	0	0	0
Grand Total	46	59	90

Suspensions Increase



Suspensions Location Monthly Comparison

	2024	2024	2025
	November	December	January
Calhan	0	0	0
Cheyenne Mountain	0	0	0
East Library	1	1	0
Fountain	0	0	0
High Prairie	0	0	0
Library 21c	1	3	1
Manitou Springs	0	0	0
Mobile Libraries	0	0	0
Monument	0	0	0
Old Colorado City	2	4	0
Palmer Lake	0	0	0
Penrose Library	14	19	13
Rockrimmon	1		
Ruth Holley	0	0	2
Sand Creek	0	0	2
The Hall	0	0	0
Ute Pass	0	0	0
Grand Total	19	27	18

Strategy & Innovation January 2025 Monthly Report

Access

Cameryn Broin updated the 3D printing software on all the makerspace computers with assistance from IT and taught a class to Library 21c staff on how to deep clean the sewing machines to ensure they stay in good shape for patrons.

Accountability

Sarah Holland, Becca Cruz, and Becca Philipsen finalized the data storytelling and data foundations training. These two classes will be offered to staff throughout the year.

Sarah Holland and Becca Cruz met with Laura Foster for an overview of the Public Library Annual Report Survey, ensuring its data needs are considered in the data warehouse design.

Community Connections

Becca Philipsen met with Takiyah Jemison (Penrose Library) and Janina Karoub (Branches) to brief them on Safe Place training and coordinator duties.

Becca Cruz continued her involvement in Library Makers and helped to onboard new ambassadors for the organization. These individuals will help to create more content that supports library makerspace staff across the U.S. as well as internationally.

Staff

Jen Hernandez created a training course on the service that staff will use to download apps on their computers. She uploaded this and a Windows 11 training into the learning management system for the IT department.

Jen Hernandez taught a tutorial on Ink/Stitch, a free embroidery design software, at the makerspace and studio staff professional development meeting. Staff learned about different stitches, fills, and how to create embroidery designs in order to be able to better assist patrons using the embroidery machines.

The Makerspace Training Program had some small revisions based on feedback from the last cohort of staff. The program is starting a new cohort of staff in February.

PPLD Strategic Plan Progress Report Q4 2024 (Oct. - Dec.)



This report contains highlights representing just a portion of the work done District-wide.

Access, Accountability, Community Connections, Physical and Virtual Spaces

Over 40 PPLD staff participated in the evaluation and scoring of on-site vendor demonstrations in response to the Integrated Library System (ILS) Request for Proposal (RFP). Four ILS vendors had two days each to present their systems. Vendor bids and references were also scored. The ILS RFP Steering Committee met to review final scores and agreed that the highest scoring product was the one to recommend to the Board of Trustees. (Focus Areas 1, 2, and 5; Tactic 3.1.1)

Access - PPLD is an access point for everyone to engage with resources, services, and spaces as they choose.

- Ruth Holley, Sand Creek Library, and East Libraries, as well as Library 21c, served as polling locations for the 2024 elections. Staff and management from other locations, along with Security officers, provided additional coverage for the extended open hours during the four days of voting. (Public Services; Focus Area 1)
- All PPLD locations are now equipped with bins of accessible equipment – accessible keyboards, an adaptive mouse, headphones, magnifying glass, and hearing loops (at East, 21c, and Penrose only) – available to their patrons. Training started for staff who manage the Accessibility Labs at Penrose and East libraries and Library 21c on the ZoomText Magnifier, screen reader, video relay system, reader pens, and text to speech cameras and their software. (Communications; Strategy 1.3)
- 32,000 digitized genealogical records previously available in Pikes Peak NewsFinder are now fully migrated to Digital Collections. Records include fully digitized and indexed baptism, marriage, burial, funeral home interment records, and the Colorado Springs Death Registry. (Public Services; Strategy 1.3)
- The Programming Department created Block 1 (January - April 2025) Program Pack instructions and developed programs for Block 2 (May - August). They implemented a “Test Kitchen” for branches and added program presenters to their internal database. (Public Services; Strategy 1.3)
- The Programming department offered LENA Start in Q4 and 16 families graduated, making a total of 57 families in 2024. All Pikes Peak Writes winners were compiled into an anthology accessible via Biblioboard. Three Repair Cafés were offered, serving 39 patrons and repairing over 40 items. All Pikes Peak Reads brought in over 100 patrons

for author visits. The Homeschool Book Blast engaged 31 students, the total attendance was 100. (Public Services; Strategy 1.3)

- With over 7,000 uses across multiple branch locations in Q4, our charging stations continue to be a vital resource for patrons, supporting their technological needs and enhancing their overall library experience. (Security; Strategy 1.3)
- In Q4, 21,438 items and 2,372 magazines were added to the collection. In addition, 1,266 patron purchase requests were reviewed and 825 were ordered, for a fill rate of 65% to support access to materials. (Public Services; Strategy 1.3 and Tactic 1.3.5)
- Out of 37 scheduled suspension appeal meetings, 19 patrons appeared and actively participated. As a result, 12 suspensions were successfully lifted, demonstrating a commitment to a fair review process and the continued effort to offer Library resources to the community. (Security; Strategy 1.3)

Accountability – PPLD is accountable to all stakeholders through fiscal responsibility, continuous evaluation, and by sharing findings with the public.

- The District-wide data audit, with every department being interviewed about potential data sources, was completed and the department's recommendations were presented to Leadership Team in October. (Strategy & Innovation; **Tactic 2.1.2 Completed**)
- PPLD applied for E-Rate funding, submitting 470s for Palo Alto firewalls, Uninterruptible Power Supplies, Cisco switches, a new Internet Service Provider, Mobile Library Services internet services, and warranties for all Cisco equipment across the District. Vendor notification in a decision is expected in March 2025. (IT; Focus Area 2)
- IT applied for Cybersecurity Pilot Program, entering over \$700,000 of services and equipment. The Cybersecurity Pilot Program is separate from the E-Rate program, but the FCC (Federal Communications Commission) considers the E-Rate funding year timeframe when implementing the Pilot Program. Pilot participants can receive funding commitment decisions and purchase cybersecurity equipment and services as soon as they meet the necessary requirements. Unfortunately, we were not awarded the grant. (IT; Focus Area 2)
- Staff shortages were partially alleviated by distribution of Manitou Springs Library staff during that location's closure, as well as Rockrimmon Library staff being permanently reassigned to other locations. These moves filled some vacant positions. (Public Services; Strategy 2.4)
- Security initiated a comprehensive review of the Personal Belongings Policy and the Food and Drink Policy to ensure these guidelines meet our current operational standards and effectively address the needs of our staff and patrons. This review process is part of our commitment to maintaining a safe and secure environment, as well as providing clarity and support for staff and patron compliance. (Security; Strategy 2.1)

- Through the District's restructuring, Programming designed an all-ages program Menu and Recurring Menu. The Department standardized programming processes for all ages. Program Standards, Guidelines for Book Groups, Senior Chats, and hiring presenter guidelines were created. In collaboration with Strategy & Innovation, an evaluation tool was created for Branch staff to improve programming throughout the District. (Public Services; Strategy 2.2)
- A new Expenditure Overview Hub page was created for end users to assist in purchasing and budget management. This has been rolled out to all Administrative Assistants. (Finance; Tactic 2.4.4)

Communications - PPLD invests in and elevates community awareness of resources, services, and spaces.

- During Q4, the web team conducted user testing with patrons, staff, and members of the website redesign committee. Valuable feedback from these sessions was instrumental in refining and enhancing the user experience of the new website. The redesigned website was scheduled to launch on Mon., Jan. 13, 2025. Prepared a comprehensive marketing plan to launch the website that included proofing each page and testing them to make sure links and documents were working as expected; executing an engaging social media communications plan; making blog posts; promoting the launch in the PPLD Insider, a monthly newsletter. (Communications; **Tactic 3.1.4 completed**)
- To improve internal communications, Security is collaborating with the IT department to consolidate employee security-related needs into the IT ticketing system. This tool will provide Library staff with a streamlined way to access and request security maintenance tasks. (Security; Strategy 3.5)
- Implementation has begun on a new Mobile Device Management system through Verizon. This will keep iPhones, Samsung phones, iPads, MacBooks, etc., up to date on the latest software patches for cybersecurity purposes. This also gives PPLD control over what apps can be installed on these devices, while also keeping the apps up to date. (IT; Focus Area 3)
- Communications is working on a crisis communications plan for key areas i.e., ADA/accessibility complaints, District-wide facilities issues, and PPLD Board of Trustees communications. (Communications; Tactic 3.6.3)

Community Connections - PPLD builds community through relationships and partnerships to connect people to relevant resources, services, and spaces.

- Safety Department hosted two Narcan Trainings to educate staff and patrons on the identification and response to opioid overdoses. As a result, a patron recently called a branch to extend her gratitude for the Narcan training she took in 2024. She was able to save a life because she was properly trained to administer Narcan. (Security; Strategy 4.4)
- The Programming department collaborated with the Library Research Services (LRS) to discuss the Workforce Readiness Training that PPLD and LRS developed in partnership. The Memorandum of Understanding (MOU) between PPLD and Library Research Services (LRS) for the Teen Workforce Readiness Training was reviewed and updated. (Public Services; Tactic 4.2.9)
- Members of the IT team are now regularly attending the Microsoft 365 Admin Group; a local administrators group here in Colorado Springs where they exchange information and cybersecurity best practices. (IT; Focus Area 4)
- High Prairie Library hosted an “angel tree” sponsored by the Exchange Club of Falcon. Monument Library hosted a Giving Tree in connection with Tri Lakes Cares. (Public Services; Focus Area 4)
- Fountain Library participated in the Fountain City Trunk or Treat Halloween event. Over 600 participants visited the library. Old Colorado City Library facilitated the fourth annual spooky stroll-a-story through the Old Colorado City business district with 414 participants. MLS hosted “Boomobile” to four elementary schools and one military base. (Public Services; Focus Area 4)
- A data analyst from Strategy & Innovation served on the Colorado Association of Libraries Leadership Institute (CALLI) Mentor Day Panel, sharing her experience as a mentee and mentor through CALLI. (Strategy & Innovation; Strategy 4.6)
- Met with the presidents of the Black Chamber, Hispanic Chamber, Golden Lotus Foundation, Japan American Society Southern Colorado, and Philippine American Chamber of Commerce Colorado Springs (PACCSoco). Discussed how PPLD and their organizations can work together to provide information to their members and community about the Library’s services, resources, and opportunities. A few of these organizations have started or are planning to reserve our meeting spaces for a couple of their gatherings. (Communications; Tactic 4.1.12)
- Met with the First and Main and Fountain Valley YMCAs to discuss marketing to their staff and a possible outreach at their location for their members. (Communications; Tactic 4.1.12)
- Worked with PPLD Foundation and key leaders in the Indian Community Colorado Springs (ICCS) group to accept endowment funding of \$20,000 for kits containing sensory equipment for children 0 to 5 years old. These kits will be used in programs starting in 2025. The funding came from the proceeds of the 2024 ICCS Annual Fundraiser Gala. (Communications; Tactic 4.1.12)

- The Programming department, Patron Experience, and Collection Management renewed the PowerPass Partnership Agreement with D11 and D2. (Public Services; Tactic 4.2.22)
- RH&G staff collaborated with the University of Colorado at Colorado Springs on two occasions: Staff delivered a presentation to the UCCS graduate course on Oral Histories, highlighting RH&G's resources, volunteer opportunities, career insights, and history programming. Also, Staff guided a sociology undergraduate class on a detailed tour of the department's resources which the students used for a class project. (Public Services; Tactic 4.2.7)
- Outreach has prepared a list of 2025 outreaches based on outreach data from previous years. Outreaches selected for 2025 closely support outreach goals of reaching diverse audiences to meet community needs across PPLD's service area while providing a quality return on staff time and resources. Additionally, the Programming Department will be managing school outreaches beginning January 2025. Communications works closely with this department to share District-wide messaging and campaigns, collateral, and swag to support school outreaches. (Communications; Tactics 4.4.5 & 4.4.6)
- The Chief IT Officer has been involved in multiple groups and events related to cybersecurity, including the Colorado Springs Cyber Leaders Roundtable, the Cyber Future Summit conference, the Colorado Springs chapter the Information Systems Security Association, and the monthly Cybersecurity First Fridays at the National Cybersecurity Center. (IT; Focus Area 4)
- Human Resources held PPLD's first job fair on September 28, 2024, which advertised around 15 positions. Nearly 120 people visited the job fair, and six new hires were selected from candidates who attended the job fair. Although the fair was held in Q3, the real benefits of this job fair were realized Q4 PPLD increased its regular staffing numbers from the 360s to the 380s and climbing. (HR; Focus Area 4)

Physical and Virtual Spaces - PPLD provides equitable access to physical and virtual spaces in safe and inclusive environments.

- The Chief Facilities and Security Officer created a 5-year plan for Safety and Security projects. (Security; **Tactic 5.1.4 Completed**)
- SmartDeploy, a new remote imaging software for PPLD, is being set up and rolled out. This new technology will allow IT staff to remotely image staff and patron computers, saving days of work and travel while providing a better customer service experience for staff. (IT; Focus Area 5)
- The Facilities Team finished vacating the Manitou Arts Center in preparation for the move to the renovated Manitou Carnegie Building (Facilities; Tactic 5.1.5)

- Regional History & Genealogy staff continue to emphasize the need and prioritize resources toward digitization and maximizing resource availability on the new Digital Collections platform. Patrons expect and anticipate that resources are available online more and more. Also, in follow to this prioritization, the digitization lab, funded in part by a grant from the IMLS, was reconfigured to capture the best images from the lights and environment. (Public Services; Focus Area 5)
- New shelving was ordered and delivered for the Penrose Library children's area. Existing shelving was cut down to a lower height by a local vendor for the renovated Manitou Springs Library. Both locations will install this shelving in Q1 2025. (Public Services; Focus Area 5)
- The Programming department administers PPLD's LibGuides, providing important resources for the community on PPLD's website. The Voting and Elections guide was accessed and viewed 3,928 times between October 1 to November 8, 2024. Art & Art History, Career & Education Pathways, Green Living, and Library Science Resources guides were all updated. 107 LibGuides were published and had a total of 77,897 views. The most-accessed guides were Voting and Elections, Magazines and Newspapers, Homework Help, Homeschool Hub, and Counties and Cultures. (Public Services; Tactic 5.2.2)
- Final revisions were made to the Water Main replacement at Library 21c. Engineering Plans have been sent to Colorado Springs Utilities for approval. (Facilities; Tactic 5.1.5)
- The Facilities team prepared the Penrose facility to begin remodel. (Facilities; Tactic 5.1.5)

Staff - PPLD values, trusts, and invests in staff.

- HR completed a salary study for all positions. We compared all positions to ensure that we are paying market rates for all the positions. (HR; **Tactic 6.8.1 Complete**)
- As part of the market study, all job descriptions were reviewed last quarter by Human Resources and an outside consultant (Employer's Council). Further updates are proceeding in Q1 2025 for new compliance standards. (HR; Tactic 6.8.2)
- Collaborated with Human Resources and provided training for staff on ADA Title II and accessibility etiquette. The following accessibility/ADA training courses were completed: in September 2024, Title II of the ADA, Effective Communication, and Digital Accessibility; and in October 2024, Disability Etiquette and Awareness. These trainings are now part of our QuickStart process for new hires. (Communications; Tactic 6.1.6)

- Director of Benefits, Compensation, HRIS, and Compliance rolled out another successful open enrollment experience sharing knowledge of current benefits through The Bookmark, Open Enrollment presentation and in person office hours with various branches. (HR; Tactic 6.8.5)
- A staff pulse survey focused on internal communications was conducted in November and December, and results were used to inform the 2025 internal communications plan. (Office of the Chief Librarian & CEO; Tactic 6.7.2)
- Human Resources completed development of a Performance Evaluation system in ERP that managers and employees will begin using in Q1 2025 for reporting in June and a second evaluation period to begin in June for reporting in December. (HR; Focus Area 6)
- Security developed a comprehensive onboarding program for new security officers, aimed at enhancing operational readiness and promoting professionalism. (Security; Strategy 6.6)
- Two Assistant Collection Evaluator (ACE) Q&A meetings were held, attended by 31 staff. An updated ACE training video was posted to Bridge. (Public Services; Strategy 6.1)
- Demonstrating a commitment to safety, Security welcomed five new security officers. (Security; Focus Area 6)
- On November 22, Dr. Shawn Murray did a special presentation for PPLD staff entitled “Artificial Intelligence, Disinformation, Deepfakes and the Complex Legal Terrain: A New Era of Business Risk.” This presentation was required for all PPLD staff members as part of their cybersecurity training program. (IT; Focus Area 6)

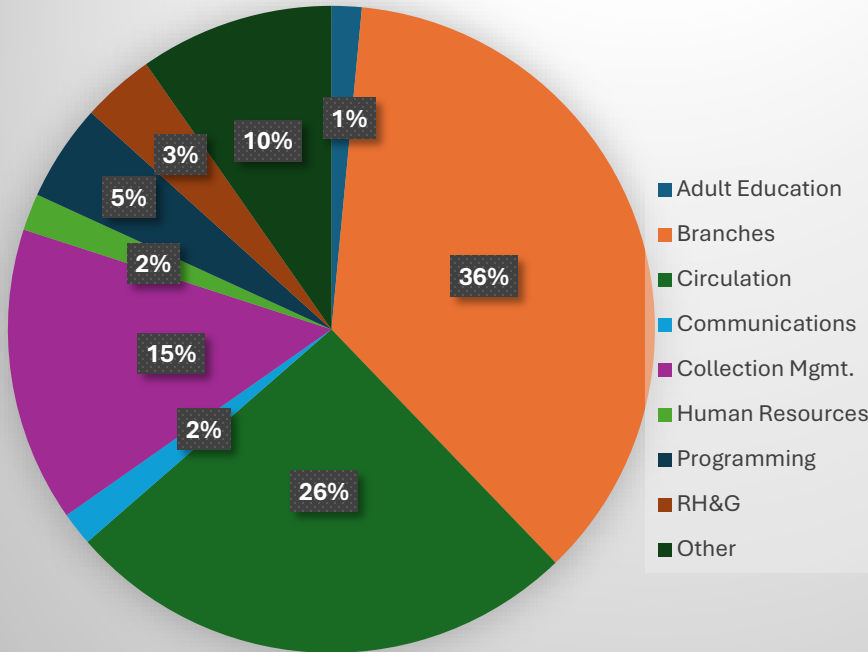
PPLD Contact Us Summary – Q4 2024

We received 585 comments via website form and comment cards from Oct. 1 - Dec. 31, 2024.

There were 52 comments about the Facilities Master Plan, which accounted for 9% of all feedback received.

Compliments accounted for 6% of all Contact Us submissions, and complaints made up 5% of the feedback.

Feedback by Department

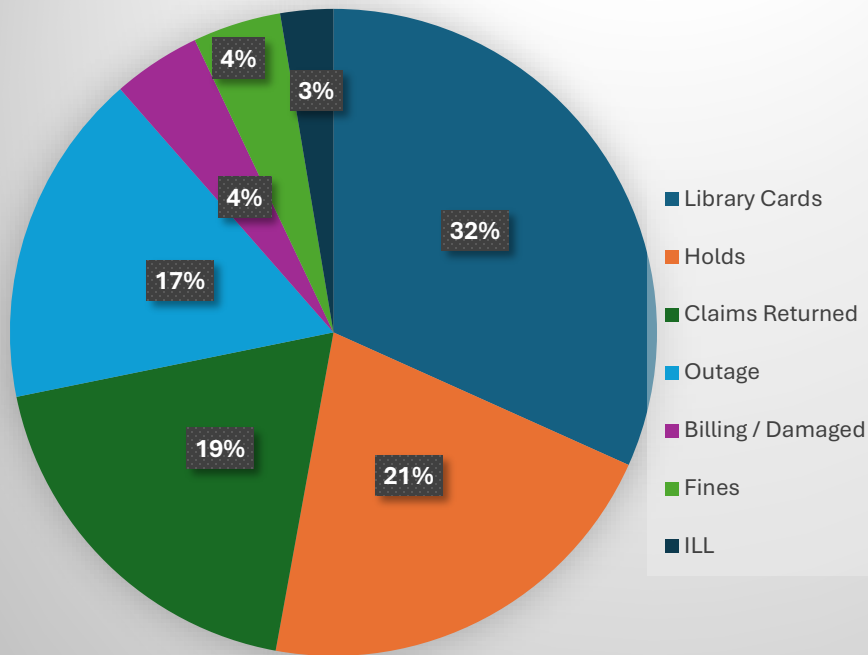


Adult Education	9
Branches	217
Circulation	154
Communications	10
Collection Mgmt.	88
Facilities	0
Human Resources	11
Programming	29
RH&G	8
Security	1
Other	58
All Departments	585

Feedback by Branch

CA	2	1%
CH	8	4%
EA	43	20%
FO	1	0%
HI	8	4%
LI	46	21%
MA	2	1%
MLS	8	4%
MO	6	3%
OL	4	2%
PA	2	1%
PE	15	7%
RO	62	29%
RU	8	4%
SA	1	0%
UT	1	0%
All Branches	217	100%

Circulation Feedback by Category



Library Cards	72
Holds	48
Claims Returned	43
Outage	38
Billing / Damaged	10
Fines	10
ILL	6
Total	189

The data in this report is an aggregation of public feedback submitted through the Contact Us page on ppld.org and comment cards that are mailed in or dropped off at one of our libraries.

PIKES PEAK LIBRARY DISTRICT BOARD OF TRUSTEES
JANUARY 15, 2025 5 pm
LIBRARY 21C, VENUE



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: 858 9408 7095
Passcode: 285387

Anyone interested in making a public comment at this meeting must sign up before 5 p.m. Please arrive or log in (if attending virtually) early. Meeting room doors will open by 4:30 p.m. The virtual meeting will be open by 4:45 p.m. Public Comment will be limited to 2 hours (120 minutes).

REGULAR MEETING OF THE BOARD OF TRUSTEES

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

Chief Librarian and CEO Teona Shainidze-Krebs, Chief Communications Officer Denise Abbott, Chief Human Resources & Organizational Development Officer Timothy Allen, Director of Programming Melody Alvarez, Chief Facilities & Security Officer Michael Brantner, Friends of PPLD Volunteer & Sales Operations Coordinator Beth Crumrine, Senior Director of Development and Foundation Executive Director Courtney Deuser, Director of Regional History and Genealogy Michael Doherty, Executive Assistant Laura Foster, Chief Information Technology Officer Justin Goodwin, Chief Financial Officer Randy Green, Controller Kim Hoggatt, Friends of the Pikes Peak Library District Board of Directors President Rita Jordan, Chief Operating Officer Heather Laslie, Library 21c Manager Jennifer Luebbert, ILS Administrator Colleen Medling, Director of Collection Management Jenny Pierce, Director of Organizational Development Joanna Rendon, Chief Public Services Officer and Deputy Chief Librarian Tammy Sayles, Director of Patron Experience Abby Simpson, Public Services Administrative Specialist Nicole Taylor, Internal Communications and Special Projects Manager Jeremiah Walter

CALL TO ORDER

President Dora Gonzales called the January 15, 2025 regular meeting of the Pikes Peak Library District (PPLD) Board of Trustees to order at 5 p.m.

PLEDGE OF ALLEGIANCE

ITEMS TOO LATE FOR THE AGENDA

None

PUBLIC COMMENT

Five comments were made by members of the public: Joe Pelka, Eric Lundberg, Veronica Baker, Pat Webb, and Karla Powers. Comments made included opposition to the Rockrimmon lease not being renewed, asking what are plans for service to the Rockrimmon area, asking why other libraries are being considered for multi-year leases or purchase, suggesting closure of Penrose Library, wanting to work with the Board of Trustees and requesting that Board vacancy be filled with someone who will work with the community.

Jacob Ward, Pikes Peak Library Workers United (PPLWU), commented that the pay increases are very helpful and thanked PPLD leadership and the Board of Trustees on behalf of staff.

REPORTS

Internal Affairs Committee

Chairperson Aaron Salt reported that the committee discussed the Ute Pass Library appraisal, the RFP for the new ILS, and the Supplemental Budget Adjustment that are all decision items on this agenda.

Public Affairs Committee

The Public Affairs Committee did not meet in January.

Governance Committee

The Governance Committee did not meet in January.

Liaison comments

City Councilmember Nancy Henjum shared that she is looking forward to working with the Selection Committee to select a new trustee, and that she has selected the applicants she would like to interview. The interviews and Selection Committee deliberation are expected to be publicly announced. Completing the process is intended by the February Board meeting, however there are still steps to be taken prior to arranging interviews. Selection Committee discussion about the process and applications received is pending. Councilmember Henjum has proposed a rubric to the Selection Committee and asked the Board Governance Committee to review the rubric and provide any feedback. Ms. Henjum stated that the Board review of candidates is an important step in the process as it provides insight into what skills are needed on the Board. The Selection Committee, however, will make the final decision regarding appointing a new trustee. The Selection Committee has not yet determined if a current Trustee will be included in the interview process. Councilmember Henjum would like PPLD to host the interview and deliberation steps of the process.

Trustee comments

President Dora Gonzales thanked the Trustees for their support of her Presidency, and thanked PPLD staff for welcoming her as a Trustee for the past five years. She believes that PPLD is in good hands with current leadership as decisions are based on data. She shared that she attended a meeting with John Weiss and Wayne Williams regarding additional funding for PPLD, and she hopes to continue to participate with that effort after her tenure on the Board expires.

Friends of the Pikes Peak Library District Report

The Friends of the Pikes Peak Library District report was included in the Board packet. Friends President Rita Jordan stated it has been a pleasure working with Dora Gonzales and that she is sorry to see her departure from the Board. October book sale broke previous sales records, and sales on Amazon have increased. The Friends will be hosting their annual membership meeting on Saturday, January 18, which will include Meet the Author, 2024 Golden Quill Winner, Donna Guthrie. This meeting is open to the public.

Pikes Peak Library District Foundation Report

The Pikes Peak Library District Foundation report was included in the Board packet. Senior Director of Development and Foundation Executive Director Courtney Deuser announced that the Foundation received over \$170,000 in donations over the last two months of 2024. The Foundation Board meeting will be held tomorrow morning at which time new members of the Board will be welcomed.

Financial Report

The November 2024 Financial report was included in the Board packet; the December Financial report is pending completion due to figures needed for the end of the calendar year. A Supplemental Budget adjustment is a decision item on tonight's agenda.

Public Services Report

The Public Services report was included in the Board packet. Chief Public Services Officer and Deputy Chief Librarian Tammy Sayles thanked Colleen Medling and Jenny Pierce for coordinating the ILS vendor review, pulling together forty staff members from around the district to participate. Programming hosted staff from the Arapahoe library at EA to discuss Teen spaces, RH&G is hosting When East was East on February 1 at the East Library, and the Bookmobile staff continues to work on identifying a space for a stop in the Rockrimmon area. The Bookmobile schedule is released at the beginning of every month.

Support Services Reports: Communications; Facilities; Human Resources; Information Technology, Safety, Social Services, & Security; Strategy & Innovation

Aaron Salt thanked the web team for the new PPLD website; it looks great and is easy to navigate. The library card design contest is a wonderful way to engage the community. Denise Abbott shared that 150 entries have been received, and the contest continues through the end of the month.

Chief Librarian and CEO Report

Chief Librarian and CEO Teona Shainidze-Krebs thanked the web team for the new PPLD website, and Colleen Medling and Jenny Pierce for a successful review and selection process for a new Integrated Library System (ILS). The Manitou Springs

Carnegie Library grand re-opening is scheduled for February 7, 2025, at 4:30 p.m. Ms. Shainidze-Krebs thanked the City of Manitou Springs for collaborating with PPLD to make the renovation of the Carnegie Library building a reality. Thanks were shared for Human Resources and Finance for making the changes to the salary structure and data entry of all changes as a result of the Market Study. Thanks were shared with Michael Brantner and the Facilities team for their work on the Manitou Springs return to the Carnegie, the removal of items from the Rockrimmon Library, and the renovation project at Penrose in addition to their daily tasks.

BUSINESS ITEMS

Consent Items

1. Minutes of December 17, 2024 Board of Trustees Special meeting
2. Resolution Designating Posting Places for 2025 Board Meetings
3. 2025 Resolution Designating the Official Custodians of Records
4. 2025 Property Disposal Guidelines
5. 2025 Contract/Vendor Approval
6. 2025 Conflict of Interest Statements (COI)

Scott Taylor asked why the Board of Trustees is approving the COI Statement for the Leadership Team, the PPLD Foundation, and the Friends of the PPLD? Teona Shainidze-Krebs stated that in the past all entities were included in one form. In 2024, the Board of Trustees requested separating the form for each entity.

Motion: Aaron Salt made a motion that the Pikes Peak Library District Board of Trustees remove Consent item 6, the 2025 Conflict of interest Statements, from the Consent agenda and add the item as a DISCUSSION item under New Business between DECISION 25-1-3 and DECISION 25-1-4.

Second: Julie Smyth seconded the decision.

Vote: The motion was approved unanimously.

7. 2025 Insurance Policies
8. Independent Auditors – 2024 Financial Records

Consent granted on all Consent agenda items except 6.

New Business

DECISION 25-1-1: (Integrated Library System (ILS) RFP Recommendation

Director of Collection Management Jenny Pierce explained that the Integrated Library System (ILS) is the core of all library circulation functions. Having been discussed since 2018, PPLD released an RFP in 2024 to which four vendors provided qualified proposals. Each vendor participated in a two-day on-site demonstration of their product that included forty staff members, including the IT department. Qualified vendors are:

SirsiDynix/Symphony ILS (PPLD's current ILS), Bywater/Koha ILS, TLC Carl Solution and Clarivate/Polaris ILS. The current ILS costs approximately \$250,000 per year. Vendors were asked to include a one-time implementation cost for year one, and the cost for additional years of the intended terms of the contract. SirsiDynix's proposal did not include implementation costs as they are PPLD's current vendor.

After scoring all vendors, Clarivate's Polaris was the highest scorer and was deemed the best ILS for PPLD. Reasons for this decision included:

- Extraction of data from our current system into Polaris, which entails working with a third party who knows both systems.
- 100 hours of customization of the ILS to meet PPLD's needs.
- Patron improvements that include easier maneuverability of the online catalog and patron accounts, ability for patrons to save a reading history, patron checkout available on the app,
- This is a secure web-based system that allows merging duplicate patron records
- Includes guidance on available shelving space for returned materials across the district.
- Provides library cards with various levels of access by age, for patrons outside of the district, and amended borrowing time based on patron need.
- Existing cards will work with the new system.
- The system meets PPLD's security requirements for IT.
- The timeframe for migration is dependent on the vendor's schedule, however PPLD would like to begin implementation by the end of 2025. Maintenance costs for both systems will overlap for three months to support the transition. A longer timeframe for maintenance costs related to the implementation is negotiable.

Motion: Erin Bents made a motion that the Pikes Peak Library District Board of Trustees approve the Integrated Library System (ILS) RFP Recommendation of Clarivate's Polaris as presented.

Second: Angela Dougan seconded the motion.

Vote: The motion was approved unanimously.

DECISION 25-1-2: Ute Pass Building appraisal presentation and discussion

Chief Operating Officer Heather Laslie provided options available for the Ute Pass Library. The appraisal indicates the building is in good condition and is currently on a 10-year lease (until 2034). If PPLD were to purchase the building, re-parceling of the property would be required.

PPLD is considering providing unstaffed access to small library locations, including the Ute Pass Library, which would require an application and signed agreement from patrons. Adjusting the building for unstaffed access, whether purchased or leased, would cost approximately \$70,000.

Responses to questions from Trustees were:

- The Board gave Administration permission to investigate purchasing the building when the lease was last renewed.
- This property is required to be a public use facility.
- The Real estate agent stated re-parceling costs would be between \$5000 - \$15,000 and is often a shared cost of the seller and purchaser. Negotiations have not occurred.
- It is unknown at this time how road access would be managed.
- Drainage issues would likely be addressed in collaboration with the Cascade Fire Protection District as they own the property above the building.
- The sewer system for the library building is separate from other buildings owned by the Cascade Fire Protection District.
- The inspection completed from the Facilities Master Plan (FMP) was used as an inspection that would be required for purchasing has not been approved.
- Unassigned funds in the PPLD budget could be assigned for the purchase at the Board of Trustees' discretion, per advice from legal counsel.

Trustees would like to discuss priorities as recommended in the FMP before making any decisions to purchase property. Interlibrary Loan (ILL) activity is high at the Ute Pass Library.

Motion: Aaron Salt made a motion that the Pikes Peak Library District Board of Trustees authorize PPLD Administration to open discussion with the Cascade Fire Protection District regarding the possible purchase of the Ute Pass Library building as presented.

Second: Angela Dougan seconded the motion.

Vote: The motion passed with five yes votes, one no vote, and one abstention.

DECISION 25-1-3 2024 Supplemental Budget Adjustment

The 2024 Supplemental Budget Adjustment Resolution was included in the Board packet. Chief Financial Officer Randy Green stated the adjustment includes \$60,000 to integrate cash registers in the district with the Finance ERP system, to eliminate manual entry and save time for staff. Replacing the Calhan Library roof, and computer lab upgrade at PE that includes the ability for laptops to be checked out to patrons from the computer lab are also included. The Tabor limit for 2024 is not provided until the year is closed so funds have been reserved until information is received. An increase is included in this adjustment for investment income of \$1 million.

Motion: Aaron Salt made a motion that the Pikes Peak Library District board of Trustees approve the 2024 Supplemental Budget Adjustment as presented.

Second: Angela Dougan seconded the motion.

Vote: The motion was approved unanimously.

DISCUSSION Conflict of Interest Statement

Discussion included the necessity of approving COI Statements for the PPLD Leadership Team, The PPLD Foundation, and the Friends of PPLD. A COI statement specific to the CEO position was requested. Approval of the CEO COI and Leadership Team COI can be discussed further by the Governance Committee. The Board decided to vote on the Board of Trustees COI statement only.

DECISION 25-1-4 Board of Trustees Conflict of Interest (COI) Statement

Motion: Aaron Salt made a motion that the Pikes Peak Library District Board of Trustees approve the Board of Trustees COI statement as presented.

Second: Debbie English seconded the motion.

Vote: The motion was approved unanimously.

DECISION 25-1-5 2025 Officer Appointments

- a. President –Julie Smyth
- b. Vice President – Aaron Salt
- c. Secretary/Treasurer – Scott Taylor

There were no additional nominations or discussion. The slate of officers was accepted by acclamation.

DISCUSSION: 2025 Committee Chairperson Appointments

This was changed to a DISCUSSION instead of a DECISION item as the President can appoint Committee Chairpersons. Debbie for P.A., Erin for I.A., Angela for Governance, Debbie, and Angela for Foundation.

- a. Governance Committee – Angela Dougan (Scott Taylor)
- b. Internal Affairs Committee – Erin Bents (new)
- c. Public Affairs Committee – Debbie English (Aaron Salt)
- d. Liaisons to Foundation Board – Angela Dougan and Debbie English

ADJOURNMENT

There being no further business to discuss, President Julie Smyth adjourned the regular meeting of the Pikes Peak Library District Board of Trustees at 7:17 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>

**WORK SESSION OF THE BOARD OF TRUSTEES
TO DISCUSS STRATEGY FOR CAPITAL PLANNING**

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

Chief Librarian and CEO Teona Shainidze-Krebs, Chief Communications Officer Denise Abbott, Executive Assistant Laura Foster, Chief Financial Officer Randy Green, Controller Kim Hoggatt, Director of Branches Janina Karoub, Chief Operating Officer Heather Laslie

CALL TO ORDER

President Julie Smyth called the Work Session of the Board of Trustees to order at 4:00 p.m.

PLEDGE OF ALLEGIANCE

BUSINESS ITEMS – DISCUSSION OF THE BOARD OF TRUSTEES

- A. Based on the funds available for use in the fund balance, how much should be retained for reserves for use in the event of an emergency that delays receipt of revenue, and how much would remain for capital spending?
1. In 2017, the PPLD Board approved putting 15% of our general fund operating revenue as a spending reserve; there was no upper limit. This was interpreted to be 2-3 months, roughly \$3 million a month for operating expenses.
 2. In 2025, based on the approved budget, a two-month reserve would be roughly \$8 million, 3 months would be a total of \$12 million. CFO Randy Green suggests a two-month reserve falls under best practices. Unassigned funds includes the spending reserve and TABOR reserve.
 3. \$3.9 million for deferred capital was taken from the Unassigned funds. Once the budget is approved, anything included in the budget is considered encumbered.
 4. The unassigned balance amount is unavailable until the 2024 audit is completed at the end of June 2025.. (Projected unassigned is \$16 million.) For budget year 2024, \$6.2 million was set aside for two months of operating expenses.
 5. \$5.5 million is needed to fulfill all capital requests.
 - a. Is there time to get that work done in 2025?
We do have capital expenses in buildings we own and lease; these expenses can roll over if not completed in the current year. List cannot account for emergency projects.
 - b. \$1.2 million per year per Facilities Master Plan (FMP) over the next 10 years.
 - a. Organized by year – highest priority projects, not by building. Not currently categorized by what buildings PPLD owns and what buildings are leased.
 - c. CO Dept of Energy – can fund projects through energy savings – works as a loan at a lower cost that is paid back over time.
 - d. *Prioritize owned facility needs first, unless leased space project is required on a timeline.
*Structural issues need to be addressed when they occur.
 - e. No expenses for creating a hybrid library are included in the list. Would like to use Calhan Library as the test location for hybrid access. Insufficient staffing is handled by asking staff who live or work nearby to cover before sending staff from further away.
 6. Data supported buying vehicles instead of paying mileage for security who need to travel around the district.
- B. How should we prioritize the recommendations within the Facilities Master Plan?
1. Owning buildings is preferable to leasing; Ruth Holley, Monument and Cheyenne Mountain Libraries are privately owned, Manitou Springs and Palmer Lake Libraries are owned by the town.

- a. Mining Exchange reached out about co-locating with the library (north side of Colorado Springs).
 - b. Meeting with D38 when a new superintendent is hired to discuss partnering.
 - c. What criteria would we use if more than one opportunity presents concurrently?
 - d. Would we consider buying the RU building even though we have considered moving it further east? Consider purchasing RU, create small branch east or northeast, and expand High Prairie.
 - e. Do we need another flagship branch? Should we focus on smaller branches?
 - f. If we expand High Prairie Library within the property we own, we may be able to put a smaller branch at Marksheffel or Banning Lewis Ranch.
 - g. Begin discussions with developer of new areas east of town to consider co-locating.
 - h. Southeast area also needs a library.
 - i. Priority should be access to resources. A long-term footprint needs to be considered.
 - j. Investing in hybrid technology in PPLD owned buildings.
 - k. Could purchase land and postpone building; land is not likely to depreciate.
 - l. Anytime PPLD is approached, bring it to the Board. Consider priorities on a case-by-case basis.
- C. How can we alleviate strain on staffing without significantly increasing operating expenses?
Hybrid libraries, staffed but also available when not staffed, are being considered.

ADJOURNMENT

There being no further business to discuss, President Julie Smyth adjourned the work session of the PPLD Board of Trustees at 5:09 p.m.



**Conflict of Interest Statement – Chief Executive Officer (CEO)
Pikes Peak Library District**

- I. Certain activities sponsored by Pikes Peak Library District (PPLD) may pose an actual or potential “conflict of interest” between ~~a member of the PPLD Board of Trustees~~ **the CEO** and his or her participation in that association. The following will serve as a guide to the possible types of activities that might cause conflicts of interest and that should be fully reported to the Board President or his/her designee:
- To hold, directly or indirectly, a position or financial interest in any outside concern from which the individual has reason to believe PPLD secures goods or services.
 - To hold, directly or indirectly, a position or financial interest in any outside concern that competes, directly or indirectly, with PPLD.
 - To render managerial or consultative services to any outside concern that does business with or directly competes with PPLD.
 - To accept gifts, entertainment, or other favors in excess of \$50.00 from any outside concern that does, or is seeking to do, business with, or is a competitor of PPLD.
 - To participate, directly or indirectly, in any matter involving the District where they or a member of their family has a direct or indirect financial interest.
- Full disclosure of any situation in doubt should be made so as to permit an impartial and objective determination.
- II. ~~Members of the Board of Trustees~~ **The PPLD CEO** asked to serve as an officer or on committees must be aware of potential conflicts of interest and the possible effects of such conflicts on PPLD. Such activities include, but are not limited to:
- Service as an elected or appointed officer.
 - Service on nominating committees; service on award committees.
 - Service as a liaison from PPLD to other organizations within or beyond Pikes Peak Library District.
 - Discussion and evaluation of standards for services received from suppliers and other vendors.
 - Awarding of contracts to investment firms or consultants.
 - Participation in programs or presentations to the membership as a whole.
 - Other activities that may influence or have financial implications on one's work or personal life.
- III. ~~No member of the PPLD Board of Trustees should~~ **The PPLD CEO** should not make, participate in making, or use his/her PPLD position to influence the making of any committee, section or division decision in which the member has a direct or indirect financial or personal interest.
- If ~~a member of the PPLD Board of Trustees~~ **the CEO** determines that he/she should not participate in a decision due to an actual or potential conflict of interest, disclosure should be made to either the group chair or group as a whole.
 - In the case of a voting body, the determination and disclosure should be made part of the official record of the body, and the member should abstain from action on the matter(s) in conflict.
 - In the case of a committee appointment, the disclosure should be made in writing to the appropriate appointing officer.
 - In the case of disclosure of potential conflicts of interest, written or verbal, by committee appointees, written response should be received from the appropriate appointing officer or nominating committee.
 - Potential conflicts of interest should be disclosed to nominating committees prior to agreeing to run for office.
- IV. ~~Any member of the PPLD Board of Trustees~~ **If the CEO** is unsure of his/her responsibilities in this area, assistance may be requested from Board President or his/her designee.
- V. If ~~a member of the PPLD Board of Trustees~~ **the CEO** fails to identify a conflict of interest that may reflect negatively on the actions of PPLD, following appropriate review the Board President or his/her designee may recommend appropriate and or corrective action, up to and including termination of appointment.

(This statement is to be readopted by the PPLD Board of Trustees each year.)

PIKES PEAK LIBRARY DISTRICT STATEMENT OF ECONOMIC INTEREST

Updated and Readopted February 2025

Pursuant to the purposes and intent of the Pikes Peak Library District (PPLD) ~~Board of Trustees~~ **Chief Executive Officer** requiring disclosure of certain interests, a copy of which has been furnished to me, I hereby state that I, or members of my immediate family have the following affiliations of interest, and/or have taken part in the following transactions that, when considered in conjunction with my position, may constitute a conflict of interest. (Check NONE where applicable).

1. Financial and Business Arrangements

() NONE

Describe any financial arrangements or other continuing financial, business or professional dealings with business associates, clients or customers who may be affected by policies/work product that you will influence through the duties of the position you hold.

2. Organizational Loyalties

() NONE

List and describe, with respect to yourself or your immediate family, any affiliation with any organizational entity that might affect how you vote or make decisions for the PPLD. Examples might be other board positions or professional organizations to which you belong.

3. Investments and Other Obligations

() NONE

List any investments, obligations, liabilities, or other financial relationships, including real estate holdings, which constitute potential conflicts of interest through the duties of the position you hold.

4. Business Relationships

() NONE

Describe any business relationship, dealing or financial transaction during the last five years whether for yourself, on behalf of a client, or acting as an agent, that constitutes a potential conflict of interest with the duties of the position which you hold.

5. Fiduciary Relationships

() NONE

List names of all corporations, firms, partnerships or other business enterprises, and all nonprofit organizations, and other institutions with which you are now, or during the past five years have been, affiliated as an officer, owner, director, trustee, partner, advisor, attorney, or consultant.

6. Disciplinary Actions

() NONE

Please provide full details of any disciplinary action or citation for a breach of ethics or unprofessional conduct, or if you are currently the subject of a formal complaint procedure in any court, administrative agency, professional association, disciplinary committee, or other professional group.

7. Acceptance of Gifts

() NONE

List and describe, with respect to yourself or your immediate family, any accepted gifts, entertainment, or other favors in excess of \$50.00; that might influence your judgment or actions concerning business of PPLD.

8. Library Information

() NONE

List and describe, with respect to yourself or your immediate family, any instances in which you have disclosed or used information relating to PPLD's business for the personal profit or advantage of yourself or any members of your immediate family.

I hereby agree to report to the Board President or his/her designee any change in the responses to each of the foregoing questions that may result from changes in circumstances before completion of my next questionnaire.

SIGNATURE _____ **DATE** _____



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() NONE

Describe any financial arrangements or other continuing financial, business or professional dealings with business associates, clients or customers who may be affected by policies/work product that you will influence through the duties of the position you hold.

2. Organizational Loyalties

() NONE

List and describe, with respect to yourself or your immediate family, any affiliation with any organizational entity that might affect how you vote or make decisions for the PPLD. Examples might be other board positions or professional organizations to which you belong.

3. Investments and Other Obligations

() NONE

List any investments, obligations, liabilities, or other financial relationships, including real estate holdings, which constitute potential conflicts of interest through the duties of the position you hold.

4. Business Relationships

() NONE

Describe any business relationship, dealing or financial transaction during the last five years whether for yourself, on behalf of a client, or acting as an agent, that constitutes a potential conflict of interest with the duties of the position which you hold.

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() NONE

List names of all corporations, firms, partnerships or other business enterprises, and all nonprofit organizations, and other institutions with which you are now, or during the past five years have been, affiliated as an officer, owner, director, trustee, partner, advisor, attorney, or consultant.

6. Disciplinary Actions

() NONE

Please provide full details of any disciplinary action or citation for a breach of ethics or unprofessional conduct, or if you are currently the subject of a formal complaint procedure in any court, administrative agency, professional association, disciplinary committee, or other professional group.

7. Acceptance of Gifts

() NONE

List and describe, with respect to yourself or your immediate family, any accepted gifts, entertainment, or other favors in excess of \$50.00; that might influence your judgment or actions concerning business of PPLD.

8. Library Information

() NONE

List and describe, with respect to yourself or your immediate family, any instances in which you have disclosed or used information relating to PPLD's business for the personal profit or advantage of yourself or any members of your immediate family.

I hereby agree to report to the Board President or his/her designee any change in the responses to each of the foregoing questions that may result from changes in circumstances before completion of my next questionnaire.

SIGNATURE _____

DATE _____

Printed Name: _____

Computer Use and Internet Safety Policy

Pikes Peak Library District (“PPLD” or the “Library”) provides Internet access as a service to the community. The Internet contains a wide variety of material and opinions from various points of view. Not all sources provide information that is accurate, complete or current and some information may be considered offensive or inappropriate to users. Library users access the Internet at their own discretion and are solely responsible for any material they may retrieve. PPLD cannot be held responsible for the Internet’s content, the safety of its equipment, laptop configurations, security breaches, or harmful data files resulting from connection to the wireless network.

By accessing or using the Library’s computers or network, you signify that you have read, understood, and agree to comply with the terms of this policy. The Library does not permit illegal activities conducted through any Library technology system. The Library will pursue appropriate legal action, including prosecution of suspects. Illegal activities, as defined by law, include and are not limited to accessing or trafficking in obscene content, child pornography, violations of copyright, and a variety of activities generally described as "criminal." In general, the Library expects customers will be both law-abiding and civil. As appropriate, the Library will monitor customer use of Internet resources to validate system security and policy compliance.

Internet Filters

PPLD complies with all state and federal laws mandating the use of technology protection measures (or “Internet filters”) in public libraries. It is the policy of PPLD to (a) prevent user access over its computer network to, or transmission of, inappropriate material via Internet, electronic mail, chat rooms or other forms of direct electronic communications; (b) prevent unauthorized access and other unlawful online activity; (c) prevent unauthorized online disclosure, use, or dissemination of personal identification information of minors; and (d) comply with the [Federal Children’s Internet Protection Act \(CIPA\)](#) and [Colorado Library Law, C.R.S. 24-90-601, part 6](#). As required by CIPA, PPLD blocks or filters Internet access to visual depictions of obscene materials, pornography, and/or any other material harmful to minors. Users should be aware that Internet filters are inherently imprecise and flawed and may not block information that some individuals may consider objectionable, offensive, inaccurate, or inappropriate. Additionally, the filters may limit access to websites that have legitimate research value. PPLD does not assume any responsibility for the accuracy of its Internet filters, and users should not treat Internet filters as a substitute for individual judgment and/or parental involvement and oversight.

Technology protection measures may be disabled for some eligible users. Upon request, the Library will allow access to an unfiltered computer to (i) persons 18 or older (ii) who have a library card in good standing (iii) for bona fide research or other lawful purposes (iv) inside the Library in the designated adult areas.

Use of the Internet by Children and Teens

The Library acknowledges the rights and responsibilities of parents and caregivers to monitor their children’s access to library materials and resources, including those available through the Internet. Therefore, parents or caregivers are responsible for the information selected and/or accessed by their children while in the Library. The Library does not act in *loco parentis* (*i.e.* in the place or role of parent or caregiver). Parents are expected to accompany children on library visits to ensure the safety and well-being of their children. Individuals under 18 years of age who use the Internet unsupervised may be exposed to inappropriate information or images. Parents are encouraged to discuss the use of the Internet in relation to their values and boundaries with their children and to monitor/supervise their children’s use of the Internet.

PPLD may restrict use of computers based on age in areas designated for children and teens, dependent on size and layout of the library facility. Restrictions may be posted on these computers and be in effect

during all hours of Library operation or may be imposed without advance notice. As such, parents and caregivers are encouraged to direct their child to the age-appropriate areas of the Library (such as Childrens, Tweens, Teens sections) for Internet access.

Pikes Peak Library District's Role

PPLD shall provide Internet access and its resources to all users. Library staff is available to assist users who need help navigating the Internet, identifying reliable sources of information, and/or receiving technical assistance. The Library cannot guarantee a wireless connection or access to all online resources. The Library reserves the right to engage in monitoring activities at its sole discretion, for the safety of its Staff and users without notice unless otherwise restricted by law. The Library shall abide by the Colorado Consumer Data Protection Laws. See [FAQ](#) with more information about these laws.

Internet and Computer Terms of Use

Access to and use of the Internet is a service offered by the Library, which should be used in a responsible manner consistent with the educational, informational, and recreational purposes for which it is provided. Users are cautioned that all transactions, files and communications on the Library's computers are vulnerable to unauthorized access and, therefore, should be considered public.

- Users are responsible for complying with all applicable local, state and federal laws.
- Users are responsible for complying with copyright laws or software licenses.
- Users may not interfere in the rights and privacy of others.
- Users may not view pornography or deliberately send, receive or display obscene images.
- Users may not disclose, use, or disseminate any unauthorized personal identification information of minors.
- Users may not disrupt or attempt to disrupt any Library services, equipment or software (including disabling filters, hacking, modifying software or installing programs).
- Users may not damage any Library hardware, software, data, furniture or equipment.

Restriction or Suspension of User Access

Violations of any part of this Computer Use and Internet Safety Policy may result in the loss of Library privileges, including restricted access or suspension from Library facilities. Users will be held responsible for any damage to hardware, software, data, furniture or equipment. Illegal acts involving Library computing resources may also be subject to prosecution by local, state, or federal authorities.

Adopted by Pikes Peak Library District Board of Trustees on _____, 2025.

PPLD Rights and Responsibilities Statement [DRAFT]

Pikes Peak Library District (PPLD) is a political subdivision with its branch libraries defined as public libraries under Colorado Library Law (C.R.S. § 24-90-103). As such, PPLD is subject to the First Amendment to the U.S. Constitution, which prohibits PPLD from unlawfully infringing upon a patron's freedoms of religion, expression, speech, association, press, and assembly.

PPLD seeks to align its responsibilities and policies with the protection of the rights of its patrons. The following basic principles shall guide PPLD in the provision of its services:

- I. PPLD understands its obligations under all local, state, and federal laws that govern library operations.
- II. PPLD seeks to provide free and equal access to basic library resources as outlined in PPLD's lending and circulation policies.
- III. PPLD commits to being open and accessible to the public no fewer than 20 hours per week in compliance with Colorado law.
- IV. PPLD works to ensure patrons are not prevented by PPLD from accessing library materials or programs on the basis of race, sex, religion, or any other status protected by law. PPLD reserves the right to catalog materials by category, topic, age, reading level, or other standard cataloging metrics.
- V. PPLD agrees to adopt technology protection measures to enforce Internet safety for minors, while acknowledging guardians' rights to supervise and monitor their minors' access to materials or programs.
- VI. PPLD aims to protect patrons' privacy and safeguard library use data in accordance with the law.
- VII. PPLD endeavors to remain a nonpartisan, neutral entity, and its goal is to provide materials and information representing all viewpoints on current and historical matters.
- VIII. PPLD patrons are responsible for complying with PPLD policies regarding their conduct and use of library resources, as well as local, state, and federal law while on library premises.
- IX. PPLD patrons are responsible for respecting the rights of others using library services, including the right to access and use library resources.
- X. PPLD retains the right to enforce PPLD policies to achieve its mission and maintain a safe environment for its patrons and staff.