



PIKES PEAK LIBRARY DISTRICT BOARD OF TRUSTEES

NOVEMBER 18, 2020 4 PM

[VIRTUAL MEETING \(ZOOM\)](#)

Call in: 1-253- 215-8782

Meeting ID: 960 7820 4536

Passcode: 719409

AGENDA

- I. CALL TO ORDER
- II. ITEMS TOO LATE FOR THE AGENDA
- III. CORRESPONDENCE AND PRESENTATIONS
  - A. Correspondence
  - B. Presentations
    - 1. Staff promotions
      - A. Amber Cox, Old Colorado City Library Manager (M. Doherty)
      - b. Sandy Hancock, Strategic Services Librarian (A. Rodda)
    - 2. Library Experience Survey (M. Ray)
- IV. PUBLIC COMMENT (*3 Minute Time Limit per Person*)
- V. BUSINESS ITEMS
  - A. Decision 20-11-1: Minutes of the October 28, 2020 Meeting (p. 2)
  - B. 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".*
  - C. Unfinished Business
  - D. New Business
    - 1. Decision 20-11-2: Meeting Room Policy (p. 7)
    - 2. Decision 20-11-3: Officer appointments (S. Taylor)
- VI. REPORTS
  - A. Friends of the Pikes Peak Library District Report (S. Adams) (p. 11)
  - B. Pikes Peak Library District Foundation Report (L. James) (p. 12)
  - C. Financial Report (M. Varnet) (p. 13)
  - D. Public Services Report (T. Shainidze Krebs) (p. 30)
  - E. Library Reports: Communications Report, Facilities Report, Human Resources Report, Information Technology Report, Safety, Social Services & Security Report (p. 50)
  - F. Chief Librarian's Report (J. Spears)
  - G. Board Reports
    - 1. Governance Committee Report
    - 2. Internal Affairs Committee Report
    - 3. Public Affairs Committee Report
    - 4. Board President's Report
    - 5. Adopt-a-Trustee Update
- VII. EXECUTIVE SESSION
  - Executive session to review CEO Goals as authorized by C.R.S. § 24-6-402(4)(f)
- 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>

**Providing resources and opportunities that impact individual lives and build community**

## Decision 20-11-1

PIKES PEAK LIBRARY DISTRICT BOARD OF TRUSTEES

OCTOBER 28, 2020 4 PM

[VIRTUAL MEETING \(ZOOM\)](#)

Call in: 1-253- 215-8782

Meeting ID: 960 7820 4536

Passcode: 719409

### BOARD MEMBERS, PIKES PEAK LIBRARY DISTRICT STAFF & OTHERS PRESENT

President Debbie English, Secretary/Treasurer Wayne Vanderschuere, Trustee Dora Gonzales, Trustee Cathy Grossman, Trustee Scott Taylor

Chief Librarian and CEO John Spears, Friends of the Pikes Peak Library District Board of Directors President Stephen Adams, Director of Family and Children's Services Melody Alvarez, Chief Safety, Social Services, & Security Officer Michael Brantner, Joy Davenport, Director of the West Region Michael Doherty, Executive Assistant Laura Foster, Chief Development Officer & Foundation Executive Director Lance James, Senior Library Associate Philip Krogmeier, Chief Human Resources and Organizational Development Officer Heather Laslie, Senior Librarian Becca Philipsen, Chief Communications Officer Michelle Ray, Director of Young Adult Services Joanna Rendon, Director of Adult Education Tammy Sayles, Chief Public Services Officer Teona Shainidze Krebs, Chief Facilities Management Officer Gary Syling, Chief Financial Officer Mike Varnet, Internal Communications Specialist Jeremiah Walter

Vice President Mina Liebert joined the meeting at 5:10 pm, Trustee Dr. Ned Stoll joined the meeting at 5:31 pm.

### CALL TO ORDER

President English called the October 28, 2020 regular meeting of the Pikes Peak Library District Board of Trustees to order at 4:02 p.m.

### ITEMS TOO LATE FOR THE AGENDA

There were no items to add to the agenda.

### CORRESPONDENCE AND PRESENTATIONS

#### **Presentation: Introduction of Promoted Staff**

Chief Librarian and CEO John Spears introduced recently promoted staff member Melody Alvarez, Director of Family and Children's Services.

#### **Presentation: 2020 Summer Adventure (M. Alvarez, B. Philipsen)**

The Summer Adventure program provides a means for youth to further develop creative skills during the summer. Trustee Scott Taylor shared that his children love the program and that he appreciates the efforts made to redesign the program for this summer.

### **PUBLIC COMMENT (3 Minute Time Limit per Person)**

There was no public comment.

### BUSINESS ITEMS

#### **Board Minutes**

#### **Decision 20-10-1: Minutes of the September 23, 2020 Meeting**

The minutes from the September 23, 2020 Meeting of the Board of Trustees were included in the Board packet. Trustee Mina Liebert had requested, prior to this meeting, that the minutes be corrected to reflect the correct time that she joined the meeting.

**Motion:** Scott Taylor moved to approve the minutes of the October 28, 2020 regular meeting of the Board of Trustees be as corrected.

**Second:** Wayne Vanderschuere seconded the motion.

**Vote:** The motion was approved unanimously by the members present at the time: President Debbie English, Secretary/Treasurer Wayne Vanderschuere, Trustee Dora Gonzales, Trustee Cathy Grossman, Trustee Dr. Ned Stoll, Trustee Scott Taylor. Trustee Mina Liebert joined the meeting at 5:10 pm and Trustee Dr. Ned Stoll joined the meeting at 5:31 pm and were not present to vote on the Minutes of the September 23, 2020 meeting.

### **Consent Items**

No consent items were presented.

### **Unfinished Business**

There was no unfinished business.

### **New Business**

#### **Decision 20-10-2: Manitou Arts Center Improvements CM/GC Services**

Chief Facilities Management Officer Gary Syling clarified that expenses for the Manitou Arts Center Improvements CM/GC Services are included in the 2021 budget.

**Motion:** Scott Taylor moved to accept the Manitou Arts Center Improvements CM/GC Services as presented.

**Second:** Wayne Vanderschuere seconded the motion.

**Vote:** The motion was approved unanimously by the members present at the time: President Debbie English, Secretary/Treasurer Wayne Vanderschuere, Trustee Dora Gonzales, Trustee Cathy Grossman, Trustee Scott Taylor. Trustee Mina Liebert joined the meeting at 5:10 pm and Trustee Dr. Ned Stoll joined the meeting at 5:31 pm and were not present to vote on the Manitou Arts Center Improvements CM/GC Services.

#### **Decision 20-10-3: Unexpected Closing Policy**

The need to expand the definition in this policy to go beyond weather concerns was identified. The updated policy includes verbiage to address additional situations such as the boiler replacement.

**Motion:** Wayne Vanderschuere moved to approve the Unexpected Closing Policy as presented.

**Second:** Cathy Grossman seconded the motion.

**Vote:** The motion was approved unanimously by the members present at the time: President Debbie English, Secretary/Treasurer Wayne Vanderschuere, Trustee Dora Gonzales, Trustee Cathy Grossman, Trustee Scott Taylor. Trustee Mina Liebert joined the meeting at 5:10 pm and Trustee Dr. Ned Stoll joined the meeting at 5:31 pm and were not present to vote on the Unexpected Closing Policy.

#### **Discussion: 2021 Budget Proposal**

A copy of the 2021 Budget Proposal was provided in the Board packet. Chief Librarian John Spears explained the importance of considering the 2020 budget in understanding the 2021 Budget Proposal. Efforts to reduce the 2020

budget included instituting a soft hiring freeze and evaluating Capital Project expenses. This effort resulted in nearly \$1,000,000 in savings.

Chief Financial Officer Mike Varnet provided the highlights to the 2021 Budget Proposal are:

- A pay adjustment of 1.5% for staff
- A contingency fund of \$100,000 to address the potential impact of the Colorado Equal Pay for Equal Work Act.
- No change to retirement plan funding for 2021.

Mr. Varnet clarified that the items discussed in the mid-year budget are included in the Capital Funds section of the budget. He thanked Public Services and Support Service Departments for working together to identify cuts within their budget lines. He also shared that every manager provided a narrative to further explain the budget. Mr. Spears also indicated that an effort to encourage Shelves to pursue available Library Assistant positions, if successful, will reduce the budget even further.

Mr. Varnet also expressed special thanks to Accountant Tatiana Zonte for her passion and hard work. Several Board members shared their appreciation for the detail provided in the narratives and the accountability measures built into the process.

Chief Librarian John Spears thanked Mike Varnet for a phenomenal job developing and managing the improved budget process for 2021 and recognized Public Services for their exceptional efforts in reducing their budget lines.

Trustee Wayne Vanderschuere shared his support in recognizing staff with a pay increase and accessing reserve funds due to circumstances beyond our control. President Debbie English recognized everyone's hard work in developing the budget under the constraints of the pandemic and asked that the appreciation of the Board be shared with staff.

## **REPORTS**

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

The Friends of the Pikes Peak Library District Report was included in the Board packet. Board of Directors President Stephen Adams shared that a review of the 2020 budget is underway to determine the impact of the pandemic on expenses and revenue. Facebook sales continue to catch on. Debbie English thanked the Friends for going above and beyond in adapting to the challenges of 2020.

### **Pikes Peak Library District Foundation Report**

The Pikes Peak Library District Foundation Report was included in the Board packet. Chief Development Officer and Foundation Executive Officer Lance James announced that Kathleen Owings and Nadine Hensler have accepted two of the three open positions on the Board. The application for the second round of Coronavirus Relief Funds was submitted requesting \$500,000 with notification of an award to be made in early November. Lance James thanked everyone across the District who participated in completing the application. Chief Financial Officer Mike Varnet shared his thanks to Lance James for managing to meet the short application deadline.

### **Financial Report**

The Financial Report for the period ending September 30, 2020 was included in the Board packet. Chief Financial Officer Mike Varnet shared that numbers look better after the mid-year budget resolution.

### **Public Services Report**

The Public Services Report was included in the Board packet. Chief Public Services Officer Teona Shainidze Krebs congratulated Adult Education Director Tammy Sayles on her appointment to the Pikes Peak Workforce Center (PPWFC) Board. Ms. Shainidze Krebs shared that the Directors held a second retreat to identify a common goal across Public

Services, selecting 'Combatting Loneliness' for staff and patrons during the pandemic. President English applauded the Directors for their awareness of this need in the community and wanting to make a difference.

## **Library Reports**

The Communications Report, Facilities Report, Human Resources Report, Information Technology Report, Safety, Social Services & Security Report were included in the Board packet.

### **Chief Librarian's Report**

Chief Librarian John Spears shared the Leadership Team participated in its first retreat in 4 years, led by Organizational Development Manager Cody Logsdon and Training Supervisor Sarah Marshall. The retreat focused on collaboration of the Leadership Team and exploring the parameters of the role of leadership within the organization.

PPLDCon pivoted to virtual and was a phenomenal success. Feedback has been positive and indicated that many staff members preferred the virtual format.

Chief Librarian Spears stated that total circulation is down approximately 18% and physical circulation is down almost 30%. It appears that circulation is beginning to plateau.

While PPLD is developing a partnership agreement with the Manitou Art Center, the relationship with the city of Manitou Springs continues regarding the historic Carnegie building. Chief Librarian Spears attended a working session of the Manitou Springs City Council in which they came to a consensus of doing an expansion of the building. A design created by Mr. Thorp, who specialized in historic buildings and has specifically worked on Carnegie Library expansions, is being used as a baseline. Trustee Scott Taylor asked that a copy of that design be shared with the Board.

Phase 4 of the Reopening Plan is not as clearly defined as previous phases. Although consideration is being given to adding services, opening maker spaces and meeting rooms, any further opening is postponed until after Election Day, as several Libraries are polling places. The PPLD plan is more restrictive than required, and the District will continue to be guided by staff and public safety. Chief Librarian Spears expressed gratitude to the Leadership Team for continuously adapting to meet community needs

President Debbie English welcomed Trustee Mina Liebert and Trustee Dr. Ned Stoll who joined the meeting during the Chief Librarians Report.

## **Board Reports**

### **Governance Committee Report**

Governance Committee Chair Scott Taylor reported that the committee met on October 13. to discuss officers for 2021. Appointments have been sent to each board member and will be voted upon in either the November or December regular meeting of the Board. An update on the Adopt-a-Trustee program reflects that most of the meetings have been scheduled. All Adopt-a-Trustee visits are expected to occur before the end of November.

### **Internal Affairs Committee Report**

Internal Affairs Committee Chair Wayne Vanderschuere reported that the committee met on October 13. The agenda included a discussion of the Manitou/MAC Construction award, a review of the Unexpected Closings Policy, and a discussion of the FY2021 Budget.

### **Public Affairs Committee Report**

Public Affairs Committee Chair Mina Liebert stated that the committee did not meet in October.

### **Board President's Report**

President Debbie English shared that she attended PPLDCon and was pleased with how well the day went as a virtual event. She stated that the presentations were remarkable, and commended the selection of keynote speaker, Dr. Anita Mosby. President English indicated she enjoyed her final 2020 Adopt-a-Trustee visit with High Prairie Library, held virtually. She invited other Trustees to share their participation with 2020 Adopt-a-Trustee visits and PPLDCon.

Trustee Wayne Vanderschuere stated that his Adopt-a-Trustee visits with Creative Services, Adult Education, and Penrose Library were informative. Trustee Vanderschuere also shared that he attended a portion of PPLDCon and gave kudos to Jeremiah Walter for being a great Emcee and keeping the schedule moving.

Trustee Cathy Grossman attended her visit with Collection Management/Circulation virtually. She thought the Board of Trustees would be interested in knowing that a diversity audit of the collection is underway. Additional visits are scheduled and will occur before the end of November.

Trustee Dora Gonzales met virtual with Regional History and Genealogy and was amazed with their efforts. Trustee Gonzales also has additional visits scheduled that will occur before the end of November.

Trustee Mina Liebert shared that she met virtually with Young Adult Services and Sand Creek Library. She expressed the importance of meeting the needs of the community by being a polling place for the community. Trustee Liebert has a visit scheduled in early November also.

Trustee Dr. Ned Stoll met with Gary Syling, Chief Facilities Management Officer, and learned of the multiple efforts to provide safe, comfortable environments for staff and the community. Trustee Stoll also shared that he appreciated Chief Information Officer Rich Peters assistance in resolving technology issues he was experiencing.

#### **ADJOURNMENT**

There being no further business to conduct, President English adjourned the October 28, 2020 meeting of the Board of Trustees at 5:44 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>

**Providing resources and opportunities that impact individual lives and build community**



# Public Use of Event, Meeting, and Study Rooms

## BOARD POLICY

Pikes Peak Library District (PPLD) has event space, meeting rooms, and study rooms available for public use. The District’s meeting rooms are designed to offer accommodations for educational, informational, cultural, and civic functions of the Colorado Springs and El Paso County community.

Patrons using Library facilities are expected to comply with PPLD’s [Code of Conduct Policy](#).

### I. PRIORITIES

- A. Library programs and Library-sponsored events will have priority and may lead to cancellation of patron reservations if necessary.

### II. ENDORSEMENT

- A. Use of the meeting rooms by outside agencies does not constitute the Library’s endorsement of viewpoints expressed by participants in programs.
- B. Advertising or announcements that imply Library endorsement is not permitted.

### III. EQUAL OPPORTUNITY

- A. Activities taking place in the meeting rooms must not be closed to any person due to age, gender identity, race, religion, national origin, disabling condition, or any other legally protected category.
- B. The Library is a public space. In accordance with our mission, we encourage all groups to use our meeting rooms. If the meeting is not advertised as being “open to the public,” groups using the meeting rooms have the right to limit attendance, with the exception of legally protected categories. Library staff cannot be expected to enforce or ensure the privacy of any meeting.

### IV. LIABILITY

- A. All organizations or groups shall indemnify, defend, and hold harmless PPLD, its officers, agents, and employees from and against any and all claims, suits, actions of any kind, resulting from any negligent act, omission or error of the user which results in personal injuries, or property damage arising from the user’s use of a Library meeting room.
- B. The applicant and/or organization will be jointly and separately liable for any breakage, damage, or theft of any Library property caused by members or guests of the group or organization. Liability includes all applicable court costs and attorney fees.

- C. The Library, its employees, and Trustees do not assume responsibility for personal injury or damage or loss of personal property during the applicant's use of meeting or study rooms.

## **V. RESERVATIONS, SCHEDULING, AND RESPONSIBILITIES**

- A. Requests for the use of publicly reservable rooms can be made:
  - a. On the Library's website ([ppld.org](http://ppld.org));
  - b. By contacting the Meeting Room Specialist at (719) 884-9827 or [meetingrooms@ppld.org](mailto:meetingrooms@ppld.org), or the Reference line at (719) 389-8968;
  - c. By directly contacting the Library location of the desired room;
  - d. Or in person at desired Library location.
- B. Providing inaccurate information can lead to cancellation of reservation.
- C. Use of the Library rooms is free of charge.
- D. Patrons are responsible for cleaning and removing anything brought into the room.
- E. Any damage done to room, property, and/or equipment may result in a minimum of \$50 charge.
- F. Reservations must take place during normal Library operating hours, with the exception of Fountain which allows meetings outside of regular library hours.
  - a. Patrons will not be admitted to the facility before it is open to the public, nor be allowed to remain in the facility after it is closed to the public.
  - b. Any necessary setup and takedown must be made within the time reserved. Patrons may indicate setup and takedown time during their reservation request. Reservation time includes setup and takedown time and event time. If the patron did not reserve any setup time or takedown time, the earliest time patrons will be allowed to be inside meeting rooms is at the start time of the reservation.
  - c. Rooms must be vacated by the end of the reservation time.
- G. PPLD does not provide technical support. Patrons may reserve a room in advance to test available audio/visual equipment.
- H. The patron who makes the room reservation shall be the contact person, unless specified otherwise, and shall be the only person authorized to make changes and cancellations to reservation.
- I. The contact person on the reservation form must be present for the reservation.
- J. Patrons or organizations will be held responsible for the actions of the participants and their adherence to all guidelines set forth in this policy and all Library policies.
- K. No person or group may assign its reservation to another person or group.

## **VI. ROOM TYPES**

- A. EVENT ROOMS
  - 1. Event rooms are the Venue at Library 21c, the East Community Room at East Library, and the Columbine A and Columbine B rooms at Penrose Library.



2. Includes the addition of the Annex room to the East Community Room at East Library, and the combination of the Columbine A/B rooms at Penrose Library.
3. Reservations must be made by patrons 18 years or older.
4. Reservations may be made 6 months in advance and must be made at least 3 business days before the reservation date.
5. Reservations for event rooms are limited to 12 reservations in a 6-month period per Library Location.
6. Event rooms require setup by PPLD Facilities personnel.
7. Rooms can be reserved from 15 minutes after the facility opens to 15 minutes prior to closing.

#### B. MEETING ROOMS

1. Meeting rooms are defined as rooms that may have technology, such as computers, projectors, sound systems, etc.
2. Reservations must be made by patrons 18 years or older.
3. Reservations may be made 3 months in advance and limited to one reservation per week per room.
4. Meeting rooms must be in use at least 30 minutes after the reserved meeting start time or the Library may make the room available to other patrons.
5. Rooms can be reserved from 15 minutes after the facility opens to 15 minutes prior to closing.
6. Online and phone reservations must be made 3 days in advance. In-person reservations may be made thereafter.

#### C. STUDY ROOMS

1. Study rooms are defined as rooms that do not have technology.
2. Reservations may be made by patrons aged 9 and older
3. Reservations may be made one week in advance.
4. Reservations for study rooms are limited to a maximum of 2 hours per day.
5. Only one study room can be reserved per day per branch.
6. Study room must be in use 15 minutes after the reserved start time or the Library may make the room available to other patrons.

### VII. CANCELLATIONS

- A. Cancellations will only be accepted from the person who reserved the room.
- B. The Library reserves the right to cancel any meeting or reservation due to unforeseen circumstances, such as building or weather-related emergencies.
- C. The Library reserves the right to stop meetings that are disruptive to normal Library operations or other programming events.
- D. Cancellations for meeting rooms and event spaces should be made at least 3 business days before the reservation time. Failure to cancel a reservation at least 3 days in advance, or not showing up without notification, may result in losing future access to the Library's meeting rooms and event spaces.

### VIII. RESTRICTIONS

- A. Meeting rooms may not be reserved for programs or gatherings which present a clear and present danger to the welfare of the participants, Library staff, patrons, or the community.
- B. Organizations may not use the name, address, or telephone number of the Library, except for notifying attendees of the location of the meeting.

- C. Meetings or programs from community organizations may only be posted on the Library's bulletin boards if the Library has a designated bulletin board for community events and with Library Manager or Communications Office approval. Please see the [Solicitation Policy](#) for more information.
- D. The Library does not charge for parking. Parking spaces will not be saved for special events at any Library.
  1. EXCEPTION: Parking at Penrose Library is not free and is provided in public metered parking spaces and a fee-based public parking building. Penrose Library cannot make any special allowances for parking and is not responsible for any tickets or fees incurred while attending an event at the Library. ([Penrose Library Information](#))
- E. Tables and chairs may not block room access or emergency exits.
- F. Nothing may be attached to the walls, ceiling, equipment, or doors of the meeting rooms.
- G. Use of any type of flame is prohibited.
- H. Smoking and/or vaping is not permitted anywhere in the building or on Library property.
- I. Use of hazardous materials and/or weapons is not permitted anywhere in the building or on Library property.

## **IX. USE/CARE OF FACILITIES AND EQUIPMENT**

- A. The meeting and study rooms should be left as they were found. All groups must provide their own support for preparation and reasonable clean-up.
- B. The number of patrons cannot exceed the room capacities listed on the room reservation website.
- C. Permission to reserve rooms may be withheld or revoked from patrons or groups that have damaged Library property, caused a disturbance, or failed to comply with the Library policies.
- D. Table coverings are required to be brought by groups that use crayons, glue, markers, or other art supplies in the room. Glitter is prohibited.

## **X. REFRESHMENTS**

- A. Light refreshments (coffee, doughnuts, cookies, fruit, etc.), simple box lunches, prepackaged food, and catered food may be served in the event spaces and meeting rooms.
- B. Food and drink taken out of the meeting rooms or consumed in study rooms must meet the [Food and Drink Policy](#).
- C. Alcoholic beverages are not permitted anywhere on Library property.
- D. Consumable supplies (cups, napkins, plates, flatware, serving utensils, etc.) are not provided by the Library.

## **Friends of the PPLD October-November 2020 Report**

- Reviewing budget and coordinating with PPLD administration to fund at least the top priority needs in our Covid-disrupted 2020 budget.

### **Operations:**

- Book store sales totaled \$3,025 for October. Approximately 19% of those sales were “honor” credit card payments using our new QR codes posted in the stores
- Facebook Live sales totaled \$1,474 for October. Buyers paid sales tax on top of their purchase for the first time, which added up to \$115 that Friends would no longer expense out of our proceeds. Next Facebook Live sales are Nov 10 & 12.
- New website is coming up, now have approximately 60 items listed. A volunteer is returning who will be responsible for listing items weekly. October sales were \$46, with sales tax charged to buyer of \$3.82.
- eBay sales were \$291, composed of two lots. Ten more listings are on offer.
- Amazon sales totaled \$2,423.96. Items sold were 81, average sale price \$29.93
- We took in donations from 74 people during October at the three regional libraries.
- Current volunteers number, 21.

### **New business for 11/18 meeting:**

- Encouraging initial results from end-of-year giving letter
- Prioritize remaining PPLD program support (\$15,500) with available funds (\$10-13K)
- Work out details for Annual Meeting 1/23/20



## REPORT

Received \$8,045 grant from Conservation Assessment grant from the National Endowment for the Humanities for Special Collections

Received \$3,666 CARES Act grant from Colorado Humanities

Received \$1150.97 from 110 households from 2020 Q3 King Soopers Community Rewards Program

Submitted Coronavirus Relief Fund application to State of Colorado Department of Local Affairs

Submitted El Paso County's Community Investment Program application

Met with Director of IT and the State representative for CARES Act IMLS State Library Grant to determine reporting requirements and documentation

Working with PPLD Volunteer Coordinator to recruit and onboard a PPLD Foundation volunteer

Attended 2020 Give! campaign virtual kickoff party

Sent 3000+ year end direct mail appeal letters to mailing house to arrive in mid-November

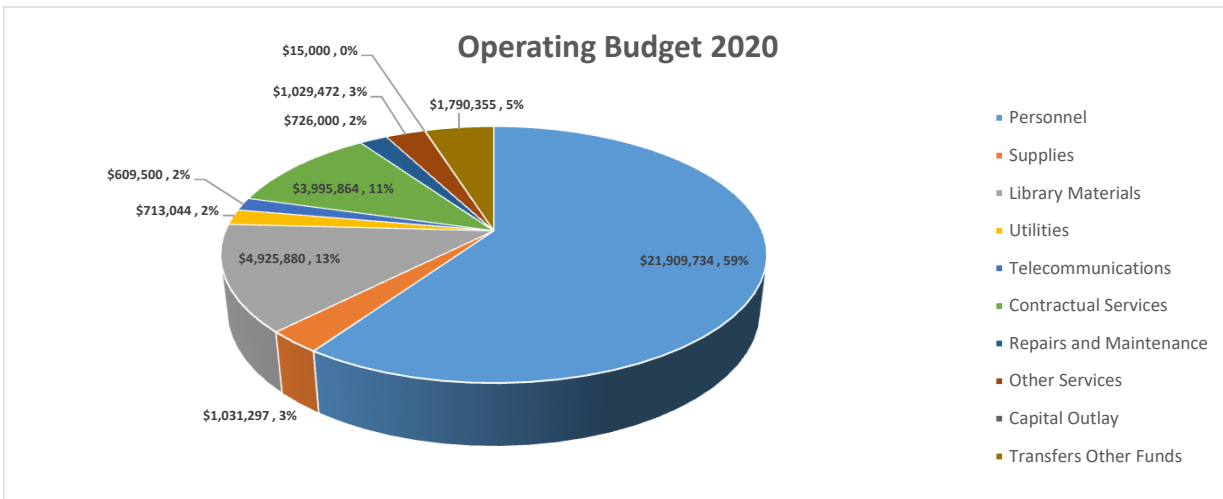
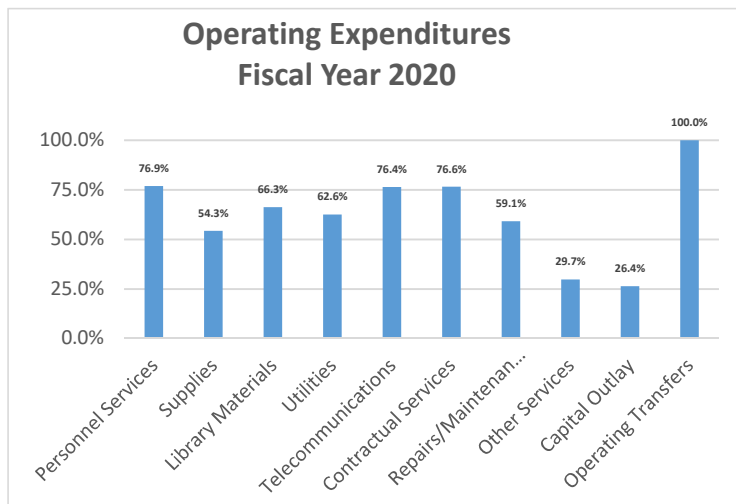
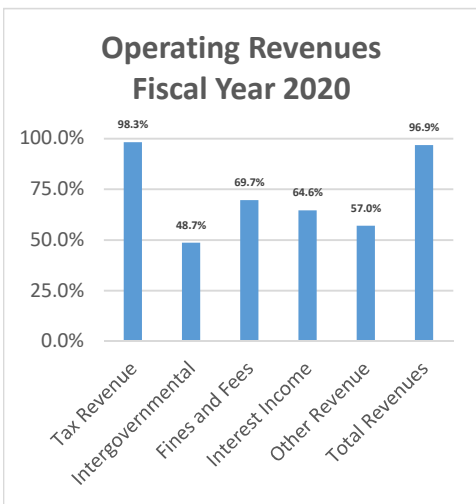
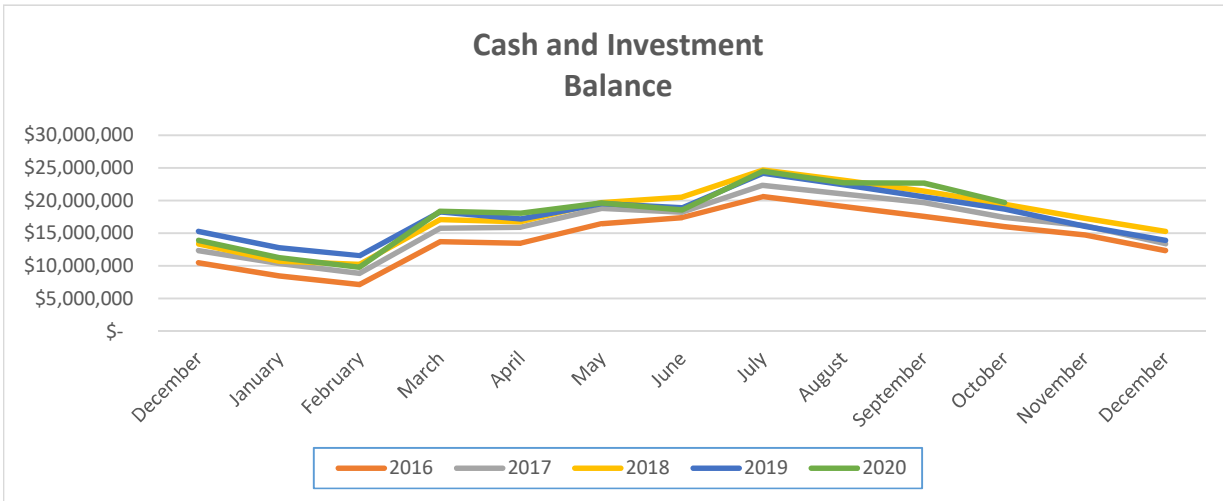
Continued 2020 Give! campaign, Colorado Gives Day, and GivingTuesday planning

Held virtual PPLD Foundation Board Meeting and Investment Committee meetings

Attended Library Giving Day (April 2021) kick-off webinar

# Pikes Peak Library District Financial Dashboard

October 2020



# **Pikes Peak Library District**

## **October 2020 Financial Report**

Presented to Board of Trustees on November 18, 2020

**Pikes Peak Library District  
 General Fund Summary  
 For the Ten-Month Period Ended October 31, 2020**

General Fund	Year-To-Date				Notes
	2020	2019	Change	% Chg.	
<b>Revenues</b>					
Property taxes	\$ 30,130,489	\$ 28,244,985	\$ 1,885,504	6.7%	
Specific ownership taxes	2,797,149	2,873,980	(76,831)	-2.7%	
Fines/fees	55,774	100,037	(44,263)	-44.2%	
Investment earnings	113,013	374,715	(261,702)	-69.8%	
Other	445,900	611,198	(165,298)	-27.0%	
<b>Total Revenues</b>	<b>\$ 33,542,325</b>	<b>\$ 32,204,915</b>	<b>\$ 1,337,409</b>	<b>4.2%</b>	

Note - Fiscal year 2020 has been dominated in part by the onslaught of Covid-19, a Coronavirus. PPLD's operations have have significantly impacts from the effects of being part of a world-wide pandemic. PPLD's services have been shut down/reduced since March 2020, and that had affected PPLD's revenue collections during 2020, primarily in the areas of specific ownership taxes and investment earnings. Interest rates in 2020 are significantly lower than what they were in 2019.

**Pikes Peak Library District  
Statement of Revenues  
General Fund  
For the Ten-Month Period Ended October 31, 2020**

**Percent of Year 83.3%**

<b>Account Description</b>	<b>2020 Budget</b>	<b>YTD Actual</b>	<b>Variance</b>	<b>% Used</b>
<b>Tax Revenue</b>				
Property taxes				
Current	\$ 30,262,651	\$ 30,143,590	\$ 119,061	99.6%
Abatements/refunds	(120,000)	(64,439)	(55,561)	53.7%
Omitted properties	7,000	7,195	(195)	102.8%
Delinquent	18,000	10,510	7,490	58.4%
Penalties/interest	36,000	24,032	11,968	66.8%
Specific ownership taxes	3,300,000	2,797,149	502,851	84.8%
Local government in lieu of prop. taxes	10,000	9,601	399	96.0%
<b>Total Tax Revenue</b>	<b>33,513,651</b>	<b>32,927,638</b>	<b>586,013</b>	<b>98.3%</b>
<b>Intergovernmental</b>				
Federal funds - other categories	106,974	88,299	18,675	82.5%
Federal - eRate Funding	250,000	-	250,000	0.0%
State Grant - library materials	157,445	162,344	(4,899)	103.1%
<b>Total Intergovernmental</b>	<b>514,419</b>	<b>250,643</b>	<b>263,776</b>	<b>48.7%</b>
<b>Fines and Fees</b>	<b>80,000</b>	<b>55,774</b>	<b>24,226</b>	<b>69.7%</b>
<b>Interest Income</b>	<b>175,000</b>	<b>113,013</b>	<b>61,987</b>	<b>64.6%</b>
<b>Other Revenue</b>				
Donations/grants/gifts				
PPLD Foundation	252,897	113,174	139,723	44.8%
Other	18,000	27,137	(9,137)	150.8%
Copier charges/PMS charges	50,000	39,573	10,427	79.1%
Parking lot collections	12,000	5,445	6,555	45.4%
Merchandise sales	-	1,568	(1,568)	100.0%
Miscellaneous	4,500	3,280	1,220	72.9%
Asset sales proceeds	5,000	5,080	(80)	101.6%
<b>Total Other Revenue</b>	<b>342,397</b>	<b>195,257</b>	<b>147,140</b>	<b>57.0%</b>
<b>Total General Fund Revenues</b>	<b>\$ 34,625,467</b>	<b>\$ 33,542,325</b>	<b>\$ 1,083,142</b>	<b>96.9%</b>



**Pikes Peak Library District  
General Fund Summary  
For the Ten-Month Period Ended October 31, 2020**

General Fund	Year-To-Date				Notes
	2020	2019	Change	% Chg.	
<b>Expenditures</b>					
Personnel	\$ 16,543,377	\$ 15,455,371	\$ 1,088,005	7.0%	
Supplies	631,101	593,583	37,519	6.3%	
Library materials	3,331,611	3,449,127	(117,516)	-3.4%	
Utilities	447,402	482,874	(35,472)	-7.3%	
Telecommunication costs	481,098	374,083	107,014	28.6%	
Contractual services	2,899,509	2,935,504	(35,995)	-1.2%	
Repairs and maintenance	463,114	463,485	(372)	-0.1%	
Other services	372,071	569,439	(197,367)	-34.7%	
Capital outlay	12,347	48,105	(35,757)	-74.3%	
Operating transfers - other funds	1,547,368	2,443,411	(896,043)	-36.7%	
<b>Total Expenditures</b>	<b>\$ 26,728,998</b>	<b>\$ 26,814,982</b>	<b>\$ (85,984)</b>	<b>-0.3%</b>	

Note - Fiscal year 2020 has been dominated in part by the onslaught of Covid-19, a Coronavirus. PPLD's operations have significantly impacts from the effects of being part of a world-wide pandemic. PPLD's services have been shut down/reduced since March 2020, and that had affected PPLD's expenditures during 2020, particularly in the areas of personnel costs and other services (which includes categories like training, travel and so forth).

Personnel costs - through October 31, 2020 there were 21 pay dates whereas through October 30, 2019, there were 20 pay dates. The total number of pay dates will be equal through the end of November 2020 from year to year.

Operating transfers from the General Fund to the Capital Project Funds are made in accordance with the approved budgets for both 2020 and 2019.

**Pikes Peak Library District**  
**Statement of Expenditures**  
**General Fund**  
**For the Ten-Month Period Ended October 31, 2020**

**Percent of Year 83.3%**

<b>Account Description</b>	<b>2020 Budget</b>	<b>YTD Actual</b>	<b>Available Budget</b>	<b>% Used</b>
<b>Personnel Services</b>				
Regular employees	\$ 16,249,063	\$ 12,683,370	\$ 3,565,693	78.1%
Temporary employees	6,375	-	6,375	0.0%
Substitute employees	343,708	80,492	263,216	23.4%
Work-Study And internship	35,000	3,163	31,837	9.0%
Social security contributions	1,317,743	938,148	379,594	71.2%
Retirement contributions	1,061,175	805,266	255,909	75.9%
Health Plan contributions	2,200,000	1,834,285	365,715	83.4%
Unemployment insurance	50,000	35,015	14,985	70.0%
Workers compensation	73,500	36,845	36,655	50.1%
Vision Plan insurance	65,000	49,045	15,955	75.5%
Life A&D insurance	65,000	49,870	15,130	76.7%
Tuition assistance	40,000	27,878	12,122	69.7%
<b>Total Personnel Services</b>	<b>21,506,563</b>	<b>16,543,377</b>	<b>4,963,187</b>	<b>76.9%</b>
<b>Supplies</b>				
General	436,991	191,388	245,603	43.8%
Microform	950	-	950	0.0%
Software purchases/licenses	372,070	313,923	58,147	84.4%
Computer supplies	45,754	29,274	16,480	64.0%
Processing	101,744	55,044	46,700	54.1%
Office	70,700	25,382	45,318	35.9%
Other	133,091	16,090	117,001	12.1%
<b>Total Supplies</b>	<b>1,161,300</b>	<b>631,101</b>	<b>530,198</b>	<b>54.3%</b>
<b>Library Materials</b>				
Audio-visual materials	762,474	273,255	489,219	35.8%
Books	1,509,645	646,047	863,598	42.8%
e-materials	1,794,591	1,680,164	114,427	93.6%
Library materials - other	258,183	120,309	137,874	46.6%
Microforms	5,000	-	5,000	0.0%
Periodicals	111,407	103,638	7,769	93.0%
Serials	25,430	12,646	12,784	49.7%
Databases - online services	558,160	491,218	66,942	88.0%
Memorials	111	4,335	(4,223)	0.0%
<b>Total Library Materials</b>	<b>5,025,000</b>	<b>3,331,611</b>	<b>1,693,389</b>	<b>66.3%</b>

**Pikes Peak Library District  
Statement of Expenditures  
General Fund**

**Percent of Year 83.3%**

**For the Ten-Month Period Ended October 31, 2020**

<b>Account Description</b>	<b>2020 Budget</b>	<b>YTD Actual</b>	<b>Available Budget</b>	<b>% Used</b>
<b>Utilities</b>				
Gas	91,288	34,311	56,977	37.6%
Electric	493,855	320,848	173,007	65.0%
Water/sewer	121,450	86,403	35,047	71.1%
Storm water fees	7,844	5,840	2,004	74.4%
<b>Total Utilities</b>	<b>714,438</b>	<b>447,402</b>	<b>267,035</b>	<b>62.6%</b>
<b>Telecommunications</b>				
Data	420,000	335,416	84,584	79.9%
Voice	88,000	72,651	15,349	82.6%
Cellular	122,000	73,030	48,970	59.9%
<b>Total Telecommunications</b>	<b>630,000</b>	<b>481,098</b>	<b>148,902</b>	<b>76.4%</b>
<b>Contractual Services</b>				
Janitorial services	335,500	273,139	62,361	81.4%
Carpet cleaning services	136,000	110,167	25,833	81.0%
Library facility rental	592,133	519,940	72,193	87.8%
Common area maintenance	160,194	150,721	9,473	94.1%
Storage rental	8,400	13,500	(5,100)	160.7%
Audit	40,000	41,250	(1,250)	103.1%
Legal	75,000	32,885	42,115	43.8%
Consultant	279,720	142,221	137,499	50.8%
Cataloging	45,000	28,686	16,314	63.7%
Trash removal	23,488	13,999	9,489	59.6%
Copier services	61,000	61,644	(644)	101.1%
Courier services	226,231	147,096	79,136	65.0%
Liability/property insurance	175,000	167,371	7,629	95.6%
Collection agency fees	15,000	5,853	9,147	39.0%
Printing	111,318	47,189	64,129	42.4%
Programming	450,549	146,763	303,785	32.6%
Treasurer fees	445,000	448,486	(3,486)	100.8%
Microfilming services	22,166	2,674	19,492	12.1%
Computer support agreements	110,504	102,486	8,018	92.7%
Computer equipment maintenance	376,183	361,860	14,323	96.2%
Software licenses	17,050	18,116	(1,066)	106.3%
Software subscriptions	5,180	5,180	-	
Employee Assistance Program	20,600	11,376	9,224	55.2%
Parking	54,000	46,907	7,093	86.9%
<b>Total Contractual Services</b>	<b>3,785,217</b>	<b>2,899,509</b>	<b>885,708</b>	<b>76.6%</b>

**Pikes Peak Library District  
Statement of Expenditures  
General Fund  
For the Ten-Month Period Ended October 31, 2020**

**Percent of Year 83.3%**

<b>Account Description</b>	<b>2020 Budget</b>	<b>YTD Actual</b>	<b>Available Budget</b>	<b>% Used</b>
<b>Repairs and Maintenance</b>				
Grounds maintenance	84,000	57,714	26,286	68.7%
Vehicle operating costs	74,625	53,886	20,739	72.2%
Equipment maintenance	387,319	265,781	121,538	68.6%
Equipment repairs	58,532	16,641	41,891	28.4%
Furniture repairs	29,270	2,896	26,374	9.9%
Building repairs	149,523	66,196	83,328	44.3%
<b>Total Repairs and Maintenance</b>	<b>783,269</b>	<b>463,114</b>	<b>320,155</b>	<b>59.1%</b>
<b>Other Services</b>				
Translation services	500	-	500	0.0%
Advertising	1,750	421	1,329	24.1%
Bank And trustee Fees	11,600	5,728	5,872	49.4%
School engagement	1,000	377	623	37.7%
Mileage/Travel reimbursement	83,700	29,101	54,599	34.8%
Employee recruitment	57,000	6,870	50,130	12.1%
Dues and memberships	63,339	30,431	32,908	48.0%
Merchandising	14,769	12,539	2,230	84.9%
Employee recognition	20,375	9,946	10,429	48.8%
Board of Trustees	7,000	145	6,855	2.1%
Community outreach	135,394	55,194	80,200	40.8%
Training	320,316	90,851	229,465	28.4%
Signage	35,100	10,864	24,236	31.0%
Bindery	5,889	2,565	3,324	43.6%
Book mending	1,500	-	1,500	0.0%
Safety	9,000	-	9,000	0.0%
Summer Adventure Club	34,500	26,580	7,920	77.0%
Patron reimbursement	500	-	500	0.0%
Postage	62,500	26,522	35,978	42.4%
Volunteer program	5,800	2,869	2,931	49.5%
Safety and wellness	11,000	2,258	8,742	20.5%
Other grant/donation expenditures	84,584	39,609	44,975	46.8%
Equipment rental	2,700	2,620	80	97.0%
Other	282,126	16,581	265,545	5.9%
<b>Total Other Services</b>	<b>1,251,942</b>	<b>372,071</b>	<b>879,871</b>	<b>29.7%</b>

Pikes Peak Library District  
 Statement of Expenditures  
 General Fund  
 For the Ten-Month Period Ended October 31, 2020

Percent of Year 83.3%

Account Description	2020 Budget	YTD Actual	Available Budget	% Used
<b>Capital Outlay</b>				
Other	46,812	12,347	34,465	26.4%
<b>Total Capital Outlay</b>	<b>46,812</b>	<b>12,347</b>	<b>34,465</b>	<b>26.4%</b>
<b>Operating Transfers to Other Funds</b>				
Fund transfers out	1,547,368	1,547,368	2,428,411	100.0%
<b>Total Expenditures</b>	<b>\$ 36,451,909</b>	<b>\$ 26,728,998</b>	<b>\$ 12,151,322</b>	<b>73.3%</b>

**Pikes Peak Library District  
Special Revenue Funds  
For the Ten-Month Period Ended October 31, 2020**

<b>Fund Balance - January 1, 2020</b>	\$ 109,021
<b>Expenditures</b>	3,300
<b>Fund Balance - October 31, 2020</b>	<u><u>\$ 105,721</u></u>
 <b>Fund Balance - By Fund - October 31, 2020</b>	
Cheyenne Mountain Library Fund	\$ 812
High Prairie Library Fund	92,626
Sand Creek Library Fund	12,283
	<u><u>\$ 105,721</u></u>

**Pikes Peak Library District  
East Library Capital Projects Fund  
For the Ten-Month Period Ended October 31, 2020**

Account Description	Multi-Year Budget	Activity		Encumbrances	Available Budget
		2019	2020		
<b>Revenues and Other Sources of Funds</b>					
Donation - Foundation	\$ 5,000	\$ -	\$ -	\$ -	\$ (5,000)
Fund transfers in	148,172	139,627	8,545	-	-
<b>Total Revenues and Other Sources of Funds</b>	<b>153,172</b>	<b>139,627</b>	<b>8,545</b>	<b>-</b>	<b>(5,000)</b>
<b>Expenditures</b>					
Chiller roof structure over pit	12,380	12,380	-	-	-
Roofing evaluation & design	13,241	-	2,078	-	11,163
External filtration system	1,907	1,907	-	-	-
Renovate security office	5,978	-	5,978	-	-
Replace aging fire panel	32,000	-	1,792	15,348	14,860
Convert sound booth room to storage	3,000	-	-	-	3,000
Replace emergency lighting generator	97,224	1,950	95,274	-	-
Furniture	30,000	-	-	-	30,000
Reading room furniture	20,000	-	15,640	-	4,360
Shared workstation - 4-person	2,765	2,765	-	-	-
Additional study room chairs	3,547	3,547	-	-	-
Contingency	2,283	-	-	-	2,283
IT equipment	2,071	-	253	-	1,818
<b>Total Expenditures</b>	<b>\$ 226,396</b>	<b>\$ 22,549</b>	<b>121,015</b>	<b>\$ 15,348</b>	<b>\$ 67,484</b>
<b>Excess Revenues over Expenditures</b>			(112,470)		
<b>Fund Balance - January 1, 2020</b>			195,302		
<b>Fund Balance - October 31, 2020</b>			<u>\$ 82,832</u>		

**Pikes Peak Library District  
 Penrose Library Capital Projects Fund  
 For the Ten-Month Period Ended October 31, 2020**

Account Description	Multi-Year Budget	Expenditures		Encumbrances	Available Budget
		2019	2020		
<b>Revenues and Other Sources of Funds</b>					
Fund transfers in	\$ 96,700	\$ 96,700	\$ -	\$ -	\$ -
<b>Expenditures</b>					
Asphalt crack fill	15,764	15,764	-	-	-
Roofing evaluation	30,000	-	2,078	-	27,922
Roof inspection and repair	5,130	-	-	-	5,130
Carnegie-add wall to separate public area from staff area	5,000	-	-	-	5,000
KCH-movable walls/partitions	3,000	-	-	-	3,000
KCH-interior paint	23,500	-	-	22,390	1,110
KCH-replace awning - front entrance	1,500	-	-	-	1,500
Convert Pine/Aspen Room lighting to dimmable	13,000	-	-	-	13,000
Install carpet in vault for meeting room	2,000	-	1,064	-	936
Replace catalog comp to pillars	1,500	-	-	-	1,500
Purchase mural on garage wall	5,250	-	5,250	-	-
Expand lighting controls in lower level	15,000	-	-	-	15,000
Add storefront wall to create office for Adult Education	15,000	-	11,757	-	3,243
Power For moving catalog computers	1,000	-	-	-	1,000
Replace existing parking meters	50,000	-	-	-	50,000
Penrose campus renovation project	568,006	551,856	8,525	-	7,625
Replace lobby rooftop unit	20,544	20,544	-	-	-
Replace existing fire panel	16,921	16,921	-	-	-
Larger trash receptacles	852	-	-	-	852
Chiller replacement	55,000	-	-	-	55,000
Adjustable height desks	-	852	-	-	(852)
KCH - chairs For mezzanine	2,550	-	-	-	2,550
KCH - work tables (4), mezzanine	6,200	-	-	-	6,200
Additional (9) meeting room tables	3,500	-	-	-	3,500
Replace all wooden chairs in public area	13,000	-	12,458	-	542
Replace computer lab tables (8)	10,000	-	-	-	10,000
Stages for two Columbine rooms	12,000	-	-	-	12,000
Contingency	42,875	2,513	10,152	-	30,210
<b>Total Expenditures</b>	<b>\$ 938,092</b>	<b>\$ 608,450</b>	<b>51,284</b>	<b>\$ 22,390</b>	<b>\$ 255,968</b>
<b>Excess Revenues over Expenditures</b>			(51,284)		
<b>Fund Balance - January 1, 2020</b>			491,618		
<b>Fund Balance - October 31, 2020</b>			<u>\$ 440,334</u>		



**Pikes Peak Library District  
Library 21c Capital Projects Fund  
For the Ten-Month Period Ended October 31, 2020**

Account Description	Multi-Year Budget	Expenditures			Available Budget
		2019	2020	Encumbrances	
<b>Revenues and Other Sources of Funds</b>					
Fund Transfers In	\$ 1,219,467	\$ 1,156,100	\$ 63,367	\$ -	\$ -
<b>Expenditures</b>					
Courtyard improvements	19,916	19,916	-	-	-
Roof replacement	712,758	712,758	-	-	-
Replace skylight/repairs	104,560	104,560	-	-	-
Children's shelf movers	2,500	-	-	-	2,500
Signage	5,000	-	4,850	-	150
Add gas supply to kitchen	25,000	-	22,491	-	2,509
Install new service point first floor	20,000	-	-	-	20,000
Install one way window	6,727	-	6,727	-	-
Revamp Creative Service area	3,000	-	-	-	3,000
Acoustic improvements to editing office	8,000	-	-	-	8,000
Culinary Lab equipment	86,020	-	825	1,175	84,020
Office chairs-meeting room	7,200	7,200	-	-	-
Adjustable height tables - Collection Management	1,200	-	-	-	1,200
Replace chairs - business center	17,000	-	17,000	-	-
Add charging tablets/towers	6,000	-	-	-	6,000
Replace desk-Children's Services	6,000	-	-	-	6,000
Three sit/stand converters	1,000	-	874	-	126
Audio booth	-	-	-	-	-
Replace tables and chairs - training room	9,500	-	-	-	9,500
Boiler replacement	275,000	-	174,038	100,962	-
Contingency	84,061	69,474	13,172	-	1,415
Install additional lights	1,200	-	-	-	1,200
Audio/visual equipment	4,686	3,974	-	-	713
Studio noise mitigation	21,979	1,417	-	-	20,562
Increase stage size	4,908	1,788	-	-	3,120
Venue LED lighting	3,572	3,095	-	-	477
<b>Total Expenditures</b>	<b>\$ 1,436,787</b>	<b>\$ 924,181</b>	<b>239,977</b>	<b>\$ 102,137</b>	<b>\$ 170,492</b>
<b>Excess Revenues over Expenditures</b>			(176,610)		
<b>Fund Balance - January 1, 2020</b>			484,182		
<b>Fund Balance - October 31, 2020</b>			<u>\$ 307,572</u>		

**Pikes Peak Library District  
Capital Reserve Fund  
For the Ten-Month Period Ended October 31, 2020**

Account Description	Multi-Year Budget	Activity			Available Budget
		2019	2020	Encumbrances	
<b>Revenues and Other Sources of Funds</b>					
Fund transfers in	\$ 2,526,440	\$ 1,050,984	\$ 1,475,456	\$ -	\$ -
Tenant improvement reimbursement	61,874	-	53,001	-	(8,873)
Donation - Foundation	123,000	-	-	-	(123,000)
Sale of assets	12,500	-	12,500	-	-
<b>Total Revenues and Other Sources of Funds</b>	<b>2,711,314</b>	<b>1,050,984</b>	<b>1,528,457</b>	<b>-</b>	<b>(131,873)</b>
<b>Expenditures</b>					
<b>Facilities Capital</b>					
District-wide - asphalt maintenance	7,628	7,628	-	-	-
Landscape allowance	40,000	-	34,941	4,919	140
Ruth Holley - replace meeting room carpet	17,401	13,000	-	-	4,401
Ruth Holley - repaint interior	10,000	10,000	-	-	-
Update service points	5,000	4,421	-	-	579
Ruth Holley - add electricity In storage	2,078	2,078	-	-	-
Monument - replace bulbs	1,200	864	-	-	336
Old Colorado City - replace floor main level	75,000	-	-	-	75,000
Roof inspection	25,000	-	8,992	250	15,758
Cheyenne Mountain - replace entry tile with carpet	5,000	-	1,980	-	3,020
Old Colorado City - canopy over book drop	5,000	-	-	-	5,000
Old Colorado City - replace carpet	3,500	-	-	-	3,500
Rockrimmon - replace carpet in meeting room	6,000	-	5,000	-	1,000
Calhan project	284,202	266,865	-	1,858	15,479
Ruth Holley leasehold improvements	61,874	-	-	-	61,874
Manitou Arts Council (MAC) project	203,971	-	16,980	1,800	185,191
MAC - intrusion alarms	12,559	-	6,280	6,280	(1)
MAC - furniture	33,669	-	-	30,944	2,725
Improvements other than buildings	15,111	-	13,446	1,665	-
District-wide - concrete replacement	23,560	5,630	-	-	17,930
District-wide - asphalt repairs	47,072	716	20,107	2,376	23,873
Staff lounge improvements - Penrose	9,972	234	-	-	9,738
Staff lounge improvements - East Library	9,972	1,018	-	-	8,954
Staff lounge improvements - L21c	9,972	2,195	-	-	7,777
Water management system	685	685	-	-	-
District-wide - tree trimming	15,000	-	6,880	-	8,120
Intrusion alarm system	2,850	2,850	-	-	(0)
Bookmobile - awning replacement	4,000	-	-	-	4,000
Bookmobile - (2) half wraps	15,000	-	-	-	15,000
Furniture	25,000	-	2,538	-	22,462
Furniture - prior year	37,389	37,389	-	-	-
Cheyenne Mountain - workroom cabinets storage	2,000	-	-	-	2,000
Fountain AV closet meeting room	3,000	-	-	-	3,000
Ruth Holley meeting room furniture	15,198	15,198	-	-	-
Ruth Holley study room furniture	2,962	2,962	-	-	-
Rockrimmon - redesign Children's area	2,500	-	-	-	2,500
Cheyenne Mountain circulation desk replacement	15,000	-	-	-	15,000
Fountain - furniture teen gaming area	5,000	-	-	-	5,000

**Pikes Peak Library District  
Capital Reserve Fund  
For the Ten-Month Period Ended October 31, 2020**

Account Description	Multi-Year Budget	Activity			Available Budget
		2019	2020	Encumbrances	
Fountain - chair replacement meeting room	6,500	-	-	-	6,500
Ruth Holley - furniture meeting room	10,000	-	7,032	-	2,968
Monument - replace chairs adult area	2,400	-	-	-	2,400
Monument - blind replacement community room	4,700	-	-	-	4,700
Monument - tables and chairs replacement	8,000	-	-	-	8,000
Monument - PC tables and chair replacement	2,000	-	-	-	2,000
Old Colorado City - table and chairs replacement	5,650	-	-	-	5,650
Old Colorado City - charging tables and computer tables	12,000	-	-	-	12,000
Rockrimmon - meeting room tables	3,000	-	-	-	3,000
Shelving	14,428	14,428	-	-	-
Replace tractor	10,000	-	-	9,975	25
Replace generator bookmobile	12,500	-	-	-	12,500
Contingency	341,609	61,055	73,312	640	206,602
Signage allowance	7,618	7,615	3	-	-
<b>Total Facilities Capital</b>	<b>1,500,730</b>	<b>456,831</b>	<b>197,491</b>	<b>60,707</b>	<b>785,701</b>
<b>Communications Capital</b>					
MAC projects	25,450	-	-	-	25,450
Monument - signage	3,000	-	-	-	3,000
Palmer Lake - signage	2,000	-	-	-	2,000
Rockrimmon - signage	2,500	-	-	-	2,500
Ute Pass- signage	2,000	-	-	-	2,000
<b>Total Communications Capital</b>	<b>34,950</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>34,950</b>
<b>Information Technology Capital</b>					
Servers-East Library data updates	2,000	-	2,000	-	-
Data center redesign	90,000	-	75,084	9,226	5,690
PC purchases	371,525	-	67,494	116,373	187,658
Technology refresh (staff)	44,000	18,221	779	350	24,650
Technology refresh (patrons)	131,000	130,845	155	-	-
PCs-video editing	11,114	-	-	-	11,114
Replace computers	39,484	28,497	9,712	1,274	1
Technology refresh (patrons)	43,795	3,279	19,153	-	21,363
IT Security operations center computers	-	-	-	-	-
Laptops- Young Adult Services	6,000	5,897	103	-	-
Laptops-Children's iPad	6,000	5,980	20	-	-
Self check - Penrose additional data ports	2,500	-	2,500	-	-
Scanners-Collect Management	2,080	-	2,080	-	-
Barcode scanners	15,102	-	15,102	-	-
RFID wands	15,000	-	13,416	-	1,584
Copier replacement	301,000	14,464	5,025	272,981	8,530
Network switches/UPS	346,000	82,739	2,332	-	260,929
MAC - networking	75,625	-	-	42,563	33,062
MAC - phone system	12,100	-	-	4,925	7,175
MAC - other	800	-	-	-	800
MAC - endpoints	27,515	-	271	25,077	2,167
MAC - security	101,956	-	-	-	101,956

**Pikes Peak Library District  
Capital Reserve Fund  
For the Ten-Month Period Ended October 31, 2020**

Account Description	Multi-Year Budget	Activity			Available Budget
		2019	2020	Encumbrances	
Surveillance System redesign	18,473	6,922	11,551	-	-
Telephone switches	94,834	61,503	-	-	33,331
Firewall replacement	60,537	14,455	24,535	-	21,547
Switches/UPS replacement	40,000	11,606	11,559	-	16,835
ILS peripherals	265,000	-	27,434	50,081	187,485
IT equipment	49,145	46,368	2,777	-	-
Archival management system	13,400	-	-	-	13,400
AMH bins (2)	20,000	-	-	-	20,000
Genealogy equipment	29,000	15,380	-	-	13,620
East Library teen computers	4,000	-	4,000	-	-
Datacenter project	111,399	-	52,294	6,500	52,605
Security system	203,078	-	-	57,952	145,126
AV Equipment - districtwide	126,676	-	1,676	-	125,000
IT management reserve	13,492	-	-	-	13,492
Contingency	2,320	2,320	-	-	-
<b>Total Information Capital</b>	<b>2,695,950</b>	<b>448,476</b>	<b>351,052</b>	<b>587,302</b>	<b>1,309,119</b>
<b>Video Studio Capital</b>					
Wireless mic kit	1,300	748	579	-	(27)
Audio recorder	300	-	272	-	28
Audio recorder kit	1,200	-	1,064	-	136
Microphones	9,000	-	-	-	9,000
Video equipment and accessories	1,620	-	-	-	1,620
Video projectors replacement and additions	5,000	-	-	-	5,000
Cameras - Studio21c	37,500	-	33,960	3,232	308
DSLR cameras - checkout	5,700	-	-	-	5,700
Teleprompter	1,550	-	868	-	682
Video cam kit - checkout	3,000	2,100	135	-	765
GoPro kits	1,500	-	1,540	-	(40)
Tripod system	320	-	-	-	320
Photo roller system	1,000	-	1,274	-	(274)
Checkout equipment - L21c	3,900	2,100	1,142	-	658
Chargeable batteries	1,620	-	-	-	1,620
Isolation booth 21C studio	20,000	20,000	-	-	-
<b>Total Video Studio Capital</b>	<b>94,510</b>	<b>24,948</b>	<b>40,834</b>	<b>3,232</b>	<b>25,496</b>
<b>Creative Services Capital</b>					
Equipment initiatives	27,900	-	-	19,987	7,913
Cricut machines	1,200	412	-	-	788
Sand Creek-larger kiln	3,000	-	-	-	3,000
East-larger laser cutter	18,000	17,440	-	-	560
New maker kits	1,000	-	-	-	1,000
Equipment replacement	3,500	792	-	-	2,708
Contingency	51,386	-	-	5,175	46,211
<b>Total Creative Services Capital</b>	<b>105,986</b>	<b>18,644</b>	<b>-</b>	<b>25,162</b>	<b>62,180</b>
<b>Total Expenditures</b>	<b>\$ 4,432,125</b>	<b>\$ 948,899</b>	<b>589,377</b>	<b>\$ 676,403</b>	<b>\$ 2,217,446</b>
<b>Excess Revenues over Expenditures</b>			939,080		
<b>Fund Balance - January 1, 2020</b>			1,810,398		
<b>Fund Balance - October 31, 2020</b>			<u>\$ 2,749,478</u>		

**Pikes Peak Library District  
 Receipts and Disbursements by Cash Account  
 For the Month of October 2020**

	<b>COLOTRUST Investments</b>	<b>US Bank Checking</b>	<b>Total Cash</b>
<b>Cash and Investments Balance October 1, 2020</b>	\$ 22,437,525	\$ 225,849	\$ 22,663,374
<b>Receipts</b>			
Property Taxes	575,463	-	575,463
Cash Receipts	-	13,258	13,258
Credit card receipts	-	5,106	5,106
Foundation distribution	-	-	-
Interest	3,296	-	3,296
<b>Disbursements</b>			
Payment of Bills week of 10/02/2020	-	(5,505)	(5,505)
Payment of Bills week of 10/09/2020	-	(211,693)	(211,693)
Payment of Bills week of 10/16/2020	-	(278,551)	(278,551)
Payment of Bills week of 10/23/2020	-	(208,049)	(208,049)
Payment of Bills week of 10/30/2020	-	(429,440)	(429,440)
Payroll 10/02/2020	-	(870,994)	(870,994)
Payroll 10/16/2020	-	(654,579)	(654,579)
Payroll 10/30/2020	-	(884,867)	(884,867)
<b>Transfer between funds</b>	(2,800,000)	2,800,000	-
<b>Cash and Investments Balance October 31, 2020</b>	<b>\$ 20,216,284</b>	<b>\$ (499,465)</b>	<b>\$ 19,716,819</b>

## Public Services Report October 2020

### North Region

#### **Community**

Rockrimmon Christian Preschool is Rockrimmon Library's neighbor in the shopping plaza; teachers and students walked through Rockrimmon Library to share their Costume Parade the week before Halloween. Although this is not an official library event- the preschool parades their kiddos around the whole shopping center in costume- this adorable moment brought smiles to both staff and patrons.

Harvest Festival at High Prairie was all virtual this month. They had a lot of participation across the board, although not so much in the costume contests. Library staff learned a lot and have a list of dos and don'ts should they need to host it virtually again. Allison Presley Recorded and released the Harvest Festival Birthday storytime. It has been played for at least 3 seconds 614 times, and for at least 1 minute 49 times. High Prairie also gathered donations for the "share your harvest" food drive as part of Harvest Festival. All items gathered will be going to their community partner, Fresh Start Center.

#### **Resources**

At High Prairie, "a patron called stating that she had heard our wifi reached outside. Liz Willhoff explained that it did and mentioned that we also had tables and chairs set up inside the building now. The patron said they were highly immune compromised and were not comfortable coming into the building or using our outside benches, but their wifi went out and her daughter needed to do schoolwork. The patron asked if she could bring her own table and chairs and use the plugs outside. She was able to set up a table at the back of the building away from others or any walkways and use our wifi a few times until they got their situation resolved. It was great to be able to offer our space to the patron where they could use our resources and still feel safe, I can't imagine many places that this would have been possible."

## Innovation/Creativity



Rockrimmon Library held their 3rd annual Community Art Show. They had a very good turn-out considering this year's circumstances. There were so many positive comments from patrons glad to have the art displayed. Staff believe it was not only colorful and uplifting, but added a bit of normalcy. 176 people voted both in person and online (where the art was also displayed). A simple, calming piece was selected most often which may be representative of the needs of the times. Congratulations to the People's Choice winners: first, "Horse" by Kaitlin M. Boyer and second, "Antigas Blood print with Giotto: A Response to 911: 'Angel with Vervain Wand'" by Ann L. Mohler. See all entries here: <https://library.biblioboard.com/anthology/2a6048ea-82ea-47f9-9c7c-d31e93bc5100>.

## Service



This month Monument served as a test site for the new Curbside Communicator software, which allows for patrons to text library staff when they have arrived to pick up their holds. So far this program has worked very well and even the least tech-savvy staff have been able to successfully do the operation. This Park & Text service will be rolled out to Library 21c in November, and hopefully the rest of the district in early December.

In October Monument added an inside bookdrop in anticipation for colder weather. Lark decorated the drop like a scary cat. Children and families love feeding the cat with their book returns.

## Internal/Staff

Mary Nash was promoted from Library Assistant at Monument Library to North Region Associate for the North Region.

## Accountability

In October, Library 21c staff relocated the quarantine area from the Venue to the Shivers Window Bay. The Shivers Window Bay is the facility's second-largest available location to accommodate the abundance of quarantined materials. Library 21c receives the second highest number of returns in the District and due to staff vacancies tends to stay behind on processing returns. Relocating the quarantine was quite a feat as the area was full of ten days' worth of quarantined materials. By processing items out of the Venue while gradually adding new returns to the new quarantine area, staff efficiently worked together to complete the project.

The cleared Venue became available for November elections and future in-person programming prospects. Toward the end of the month, the El Paso County Board of Elections transformed the Venue into a polling center for the upcoming elections. In-person voting at Library 21c began October 30 and ended November 3.

On October 1, all north libraries started using the DART statistics collecting system. Prior to DART implementation, staff were collecting statistics in multiple ways—spreadsheets, clickers, tallies, and more. The DART system allows staff to easily record statistics from their web browser.

## **Southeast Region**

### **Community –**

Jordan Romero, Sand Creek Senior Library Associate, hosted a Trolls vehicle at two Trunk or Treats. Jordan and Mark Fletcher, Fountain Supervisor, were Trolls at the Fountain Community Trunk or Treat which was a reverse parade this year. Mark said “Thousands of cars drove by our display and many people said “We love the library!” Jordan and Johana Pacheco, Senior Library Assistant, hosted the vehicle at the Deerfield Hills Trunk or Treat. Both events were reimagined for COVID with physical distance, appointments, and candy handed out at the beginning.



Yvette Dow-Rose, Fountain Library Associate, helped deliver hats and scarves, made by PPLD staff, to shelters in the Pikes Peak Region.

### **Resources –**

Free Menstrual supplies are still going fast at Ruth Holley. There has been a large spike in usage for the month of October and we can barely keep.

### **Innovation/Creativity –**

Young Adult library staff are creating virtual content that is interesting to people in other states! Angie Aguilar, East Library Senior Associate, created a MASH Game Fiction Edition video – soon to be released, and we were contacted by someone from the St. Rose Library in Louisiana who wanted more information! Shannon McDonald, East Librarian, had a similar experience. Communications received a request from the Social Media Coordinator for Roanoke Colleges Art History program to share one of our videos on Social Media. Shannon created [Art History meets Animal Crossing](#) video will show up on their social media soon.



Keagan Kellogg, Sand Creek Senior Library Associate, provided advice and technical assistance for a new piece of technology that Family & Children's Services purchased, an FM transmitter that will allow PPLD to record stories and broadcast them on an empty FM channel. The possibilities with this technology could be massive, especially as we get into the Winter months and locations look to provide information to patrons without people having to get out of their cars.

#### **Service -**

Jordan Romero, Sand Creek Senior Library Associate, shared this experience in her monthly report:

*"At the beginning of the month we had two patrons come in and approach the desk. They were immediately combative and were demanding to use the phone. I asked them if they were experiencing an emergency, since we don't have a courtesy phone. The woman told me that they hadn't eaten in two days. I pulled them aside out of the line and talked to the woman for a little while. It turned out that she actually didn't have anyone to call, but was just desperate to find someone who could help. She explained that she is in her 80's and they had fallen on hard times and were now living in their car. They had run out of food, had very little gas left, and her purse with their last dollars in it had been stolen. I was able to get her on the phone with the social worker at PE who gave her several places to go to get help. This is an invaluable resource. This person really just needed someone to listen and to offer some solutions. This would have been amazing in and of itself, but while this woman was telling me her story, others patrons came out of their way to surround her with kindness and love. Two people came and gave her money, a mom and her children came and offered to go buy them groceries, someone wrote down the name of their church that was giving away baskets of food, and another went out to her car and brought in her lunch for them to eat and then sat and talked with them. I was blown away. These people came to the library because they didn't know where else to go. We were able to connect them to desperately needed resources, but more importantly what they found here was community and connection. It was something I will never forget and I'm sure they feel the same."*

#### **Internal/Staff –**

Ruth Holley has a new supervisor, Tess Warren, a floater from the West Region. She joined PPLD as a member of the West Region Security Team in April 2018, where she helped to provide a safer place for staff and patrons. She then became a West Regional Library Associate in November 2018, where she gained valuable skills working in other branch locations and learned a deeper appreciation for the community she has served.

East Library wished Ruth Venable, Library Associate a "Happy Retirement" after 42 years of service - wow! They hosted had a nice outdoor retirement celebration that was originally intended to be a drive-by party but turned into a wonderful time for former colleagues to connect, safely. :) It was an honor to work with Ruth and East will be a very different place without her.

Janina Goodwin, East Library Manager, attended a 3-day virtual workshop with other Colorado Librarians called Strategic Foresight Accelerator through the Kedge Futures School. This opportunity helped to develop strategies to identify future trends and anticipate future opportunities for the library. It was an action packed 3 days and provided many resources...the next steps are to bring it to colleagues in bite-size, baby-step ways.

## **Accountability -**

Janina Goodwin, East Library Manager, worked with Library 21c Manager, Catie Tierney and Penrose Library Manager, Antonia Krupicka-Smith throughout September to develop a promotion opportunity for Shelters to become Library Assistants. We have over 15 available 20-hour Library Assistant positions to fill and wanted to post them internally to see if we could promote Shelters. The position was posted in October and closed early November. Candidate review, interviews, and promoting will happen in early November!

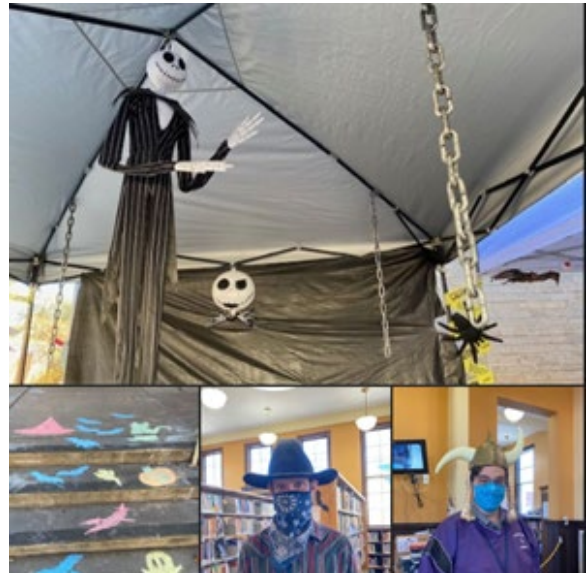
## **West Region**

### **Combatting Loneliness**

Taryn Malila, Felisha Port, and Alison Kelly created decorations for the different service points at Penrose Library to bring cheer into the branch. Additionally, Emma Weinberg created Halloween handout bags for kids that were a little extra special to help celebrate the season.

### **Community**

Old Colorado City Library staff kept the spirit of Halloween alive this year by dressing up, staging a spooky scene at the staff entrance, and safely distributing candy in conjunction with a ballot box to vote for patrons' favorite spooky display! Riho Sakai and Sarah Hoelting spearheaded these efforts and ensured that patrons and staff enjoyed Halloween.



### **Resources**

Penrose continues to provide the resources of computers and materials to patrons in a safe way. Our charging area is very popular and we are working to expand seating in the library in a safe way. Antonia Krupicka-Smith worked with Elyse Jones to establish a partnership with New Horizons Ministry to provide space for family visitations in the library as the weather turns cold.

As a member of the Information Services Team, one of the teams formed as a response to the pandemic, Cheyenne Mountain Library Senior Associate Caitlyn Zimmer had the idea to create a one-stop resource for staff to find pertinent information. The team created a Google Doc "PPLD Info, FAQs, and Talking Points" that is now live on the intranet. "It is a tool for staff to use to help them answer patron's questions. It has links to Libguides, websites, FAQs, and talking points, and it is organized to be clear and easy to navigate. We included links to information on the topics that we anticipate patrons will ask about during the pandemic including topics on voting, unemployment, and the law," wrote Caitlyn. Communications featured this resource in their PPLDcon breakout session.

## Innovation/Creativity

Ute Pass Library was able to host an in-person program for the first time in eight months! Patrons were excited to celebrate this annual tradition in a safe and socially distanced manner. There were 20 attendees and all of them got to express their Spooktacular creativity.

**Service** During the Pandemic we are continuing to provide virtual programming for children and families. Jenny Gaechter produced a Storytime video in October featuring the book *Spells*, by Emily Gravett, which can be viewed [HERE](#).



## Internal/Staff

All staff enjoyed the virtual PPLDCon speakers and activities. Many commented that they felt more engaged than in years past and look forward to the future of the library district. Evan Childress and Mikaela Fortune are participating in a training on auditing and developing library collections with a focus on EDI. They are finding value in the format and structure and are working through the coursework.

Cheyenne Mountain Library learned this month that long-time employee, Linda Sobieraj, is retiring in November after 18 years of service at Cheyenne Mountain Library. Branch Manager Tiffany Paisley, wrote, "Linda has been our rock, someone we can always count on to get the work done that needs done, and then some. She is our shelving queen, with a keen eye for accuracy and attention to detail. Linda has trained countless people on our shelving procedures and has been proud to see many of them move up to other positions here or in the district. Linda's willingness to go above and beyond was acknowledged three years ago, when she was promoted to library assistant.

## Accountability

Antonia Krupicka-Smith and Michael Asmar continue to develop efficiencies where possible in the scheduling. Staff was shared with Ute Pass, Manitou Springs, and Cheyenne Mt. this month. Antonia Krupicka-Smith worked with Janina Goodwin and Catie Tierney to post a pool of part-time Library Assistant positions. Antonia also posted two part-time Library Associate positions to assist with telephone room calls.

Michael Asmar worked with Collection Management to learn the wand to find missing items. He also worked to balance the scheduling so that quarantine can be reduced from 5 days down to 24 hours.

After much deliberation, the purchase of children's furniture with the donation from the Mary Coupen's Foundation has been ordered or Cheyenne Mountain. This project was started a year ago when the shelves were moved and modified in the children's area to create an Early Literacy play space for families. Senior associate Katie Smith did the lion's share of planning, looking for pieces to purchase that fit the space, that fit our community, and that support best practices for early-literacy and learning.

For the month of October, Old Colorado City staff filled 19 shifts at West Region Libraries to assist with gaps in desk schedules. OL Staff have found it interesting to observe how each branch operates, noting the differences and accommodations made based upon the available physical resources and specific community's needs.

## **Adult Education**

### **Community –**

Lacey Miller participated in the Colorado Workforce Development Council's 2020 Sectors Academy.

Tammy attended her first Pikes Peak Workforce Board Meeting.

### **Resources –**

We started a new 8-week semester, adding two High School Equivalency (HSE) classes and an English as a Second Language (ESL) class bringing the HSE face-to-face classes to two and ESL to three. We also added lab hours and tutoring hours to both sections.

### **Service -**

No one graduated from Career Online High School.

High School Equivalency (HSE) and ESL Orientations took place October 16<sup>th</sup> through the 18<sup>th</sup> at both Ruth Holley and KCH. We assessed 13 HSE students and 22 ESL students; entered 5 HSE student into in-person classroom, 5 into distance ed virtual classroom and 3 recommended COHS. We entered 5 ESL students into in-person classroom and 10 students into distance ed virtual classroom.

2 students completed their GED.

## **Adult Services**

### **Community -**

Deb Hamilton worked with The Access to Justice Committee on planning Legal Resource Day. The virtual event was held on Friday, October 30th. The [website](#) will remain up for a week following the event so people will have extra time to access the videos. Attendees can access 19 different videos on a range of legal topics covering family law, landlord/tenant law, protection orders, probate, small claims, and more. We also had a call-a-lawyer clinic where people can speak with an attorney for free with Spanish interpreters available. We had close to 150 people register.

Sandy Hancock officially joined us on Oct. 5 as our new Strategic Services Business Librarian. She attended the UCCS Forum on Economic Development. This was a good introduction to the economic state of affairs here in Colorado Springs. There was also a futurist who gave a presentation on AI which was really enlightening. She is working on a partnership with Manitou Made to introduce library business resources to this group. She will be working more on this in November.

Heidi Buljung facilitated several virtual programs this month including 2 with Dave Lively, 2 APPR book discussions, 4 chair yoga recordings and postings, and Victorian Halloween Traditions. Heidi and Amy Rodda facilitated the Voting Community Conversation program. Heidi and Amy coordinated the APPR author presentation with Emma Donoghue. Emma was very engaging and we had a great audience.

The monthly AFP Coffee Chat allowed Katie Edson to promote the nonprofit workshops and resources. She also attended the Give! Campaigns website walk through, which gave her the opportunity to introduce herself to members of the nonprofit community.

### **Resources -**

Deb Hamilton's work continued with the Justice Center. They released a referral guide in [English](#) and [Spanish](#) created with the help of a couple community partners: Energy Resource Center and Colorado Food Rescue. They also created a couple of videos including one that will be part of our [Prevent Eviction Pikes Peak Virtual Toolkit](#) on [housing accommodations](#).

Sandy has been busy relearning Libguides and the business databases. She has also been attending the business startup classes through the Denver SBDC. She also met with Terry and Liz to get more of an idea of what they have done in the past. She has also been building a contact list with information from Amy, Terry, Liz, and some other sources. She has made introductions to many of the people who Terry worked with.

October started out with a Grant Writing Basics class which had five participants – the highest number of participants Katie Edson has had in a long time. Even with an increase in outreach, the rest of the offered classes had low numbers but very enthusiastic and grateful participants.

On Thursday, October 8, we held a program with authors L. Annette Binder and Sandell Morse called The European Home Front During World War II. Attendance was good at 18 and the audience was engaged and asked questions. Both authors had close Colorado connections and were excited to share their books and stories based on personal family histories.



### **Innovation/Creativity**

Meagan Huber put together kits for November take and makes and recorded the Veteran's Day Poppy Craft program. While Melissa Mitchell is out, Meagan took over editing and submitting videos to the PPLD YouTube channel.

### **Service -**

Delaina Massie worked with Wanda and Ron Cousar to offer a virtual African music and dance program for Library Explorers. The program was wonderfully done but attendance was low. She is still looking for ways to connect with agencies virtually during this time.

### **Internal – staff –**

Sandy, Deb, and the Meeting Room policy group completed the Event, Meeting, and Study Room Policy which will be presented to Management team in November.

Deb attended the Legal Services Corporation's online event on the digital divide and how it impacts access to justice issues.



Delaina attended several Employer Disability Awareness webinars. She also attended the JFK Partners Autism Spectrum Disorders Conference. She also started the Equity in Action: Building Diverse Collections course offered by Library Journal along with several other PPLD staff members.

Heidi attended the CAL Adult Services Interest Group meeting. She is also working with the current co-chair to become co-chair next year. She completed the UW Programming with a Purpose class.

Katie had the wonderful opportunity to participate and be on a panel for Network Days, the yearly conference offered by Candid. This year, the PPLD and the RHNRC was to host the conference (this was also our 20 year as a FIN). Candid is still hoping to return next year to have the conference here. Network Days was a terrific experience, although it would have been nice to meet FIN peers face to face.

## **Collection Management**

### **Community**

Tania Hajjar (Manager of Collection Acquisition) and Krista Meier (Selection Librarian) were invited to speak about collection development at Pikes Peak Library District on a new local podcast called NuWriters. The podcast is geared toward readers and writers in our community, and this episode will air in November. Tania and Krista discussed how materials are selected for the Collection and what resources the Library offers for local authors.

### **Resources**

PPLD's OverDrive Collection continues to attract patrons and gain usage. One of 40 libraries to hit 2,000,000 checkouts so far this year, PPLD has consistently seen yearly increases in eMaterial use and the pandemic spurred that use even more in 2020. The two millionth checkout was *Cold as Ice*, part of the Lucy Kincaid series by Allison Brennan.



As of end October, these were the top five 2020 eBook and eAudiobook titles for PPLD:

#### eBook Titles

1. Where the Crawdads Sing
2. The Guardians
3. Educated
4. White Fragility
5. Blue Moon

#### eAudiobook Titles

6. Harry Potter and the Sorcerer's Stone
7. Where the Crawdads Sing
8. White Fragility
9. Talking to Strangers
10. Becoming

Patron use of the physical collection has continued to increase since the introduction of curbside service and reopening the libraries to the public. October checkouts (185,969) were almost 2/3 of the checkouts in October 2019, and are impressive given the impact of the pandemic on libraries.

October brought the highest number of vendor shipment boxes (530) since the pandemic began. The Materials group commented on the numerous political titles that arrived, not surprisingly, with the 2020 election in November. James Patterson tried to keep up and managed to get four new titles out in October.

The selection of magazine titles available online through RBdigital eMagazines greatly increased with the contract renewal. PPLD now has access to all of the titles in the RBdigital magazine collection. With the addition, the number of different titles checked out by patrons almost doubled and checkouts increased by over 2,000.

#### Service

Interlibrary Loan (ILL) staff processed 2,344 borrowing and lending requests. Patrons are very appreciative of the ILL service, and wrote these comments to staff:

- Looks like you went to a lot of effort to obtain this book for me. Thank you so much!
- Thank you, be well. You're appreciated!!!

#### Internal/Staff

Collection Management (CM) staff attended PPLDCon, and used the third breakout session to discuss two Lynda.com courses on communication. CM staff also presented two sessions, *Beyond E-Books: Exploring the World of Online Magazines & Newspapers* and *Behind the Scenes Information about Serving on a Book Award Committee*.

CM staff helped pull holds and de-quarantine materials at Library 21c, as well as weed materials at Library 21c and East.

#### Accountability

Collection Management staff and other staff in the District (16 total) are attending an online course presented by Library Journal, *Equity in Action: Building Diverse Collections*. The course outcomes include:

- The ability to assess current library collections, book promotions, and displays through a diverse lens in order to assess gaps in collections and service areas.
- Guidance on planning and executing a diversity audit.

To prepare for a formal collection audit, additional discussion within PPLD and with other libraries that have conducted audits will help determine the method and goals. Selection Librarians are already incorporating resources and suggestions from the course into their daily work.

## **Creative Services**

### **Community**

Two virtual panels were held for All Pikes Peak Makes, the event replacing the Colorado Springs Mini Maker Faire. One discussed maker initiatives during the pandemic and one focused on robotics. All the panelists were informative and knowledgeable. The panels have been uploaded to YouTube ([Robotics](#), [Making during COVID-19](#)). The APPM team is looking forward to returning to an in-person event as soon as it is safe to do so.

Becca Cruz, Ben Dahlby, Sarah Holland, and Morgan Sawicki virtually attended the quarterly CAL Maker Interest Group meeting. Library staff from across the state discussed how the reopening process is going, and how their libraries are dealing with programming at this time.

Becca Cruz met with other local makerspace leaders from the Manitou Art Center, Pikes Peak Makerspace, and Monumental Impact to continue working on ways we can collaborate and learn from each other.

### **Resources**

Painting of the interior of the Knights of Columbus Hall (seen on right) was started in October. The building will have a unified color theme across the entire structure when it's able to re-open to the public, and already feels cleaner and modernized.

### **Innovation/Creativity**

The Knights of Columbus Hall's Artist of the Knight season one series has been entirely filmed. Editing is ongoing with the series launching online the week of Thanksgiving. Dustin Booth plans to have an application process for the next season, which will continue to focus on creatives in the Pikes Peak region.

### **Service**

Creative Services staff have been working on creating micro-trainings for the new reservation software the Library will be using to facilitate studio and makerspace reservations when those spaces re-open, as well as studio equipment checkout.

### **Internal/Staff**

Morgan Sawicki, Ben Dahlby, and Sarah Holland led a panel on maker-centered learning and future CrS programming during PPLDCon. More than 30 participants joined in making an animal and discussing 21<sup>st</sup> century skills.

Creative Services officially bid farewell to Amber Cox who moved to Old Colorado City as the new manager.

### **Accountability**

Six old Mini 3D printers were shipped out as part of a trade-in deal with Lulzbot. The printers were up for replacement this year, and Lulzbot offered a great discount if the old machines were sent back to the company. Doing this enabled us to save more on the purchase of the new printers than we would have been able to sell the old ones for. The new printers will arrive in early November.



## **Family and Children's Services**

### **Community**

Family & Children's Services team processed over 6000 books for One Book Colorado (OBCO). OBCO normally takes place every April but was postponed until October 13-24. The Governor of CO wants every four-year-old in our community to own a personal copy of The Little Red Fort. E-blast were sent to all local daycares and preschools, and each library location received English and Spanish copies. Over 400 Take and Makes were created for four-year olds to pick up when they received their free book. SarahEllen Hickle (LI) read the winning title and presented a Facebook Live Storytime on Tuesday, October 13. This was our first virtual live program, and it was a hit!

Joy Fleishhacker completed the Homeschool Hub LibGuide (<https://research.ppld.org/homeschooling-resources>), which contains a wide array of resources to support homeschoolers, including general information about homeschooling and getting started, state law, local enrichment programs, educational websites, and links to a variety of community organizations and businesses that offer support and services to homeschoolers. Also included are links to helpful PPLD resources. The content has been reorganized, vetted and updated, and is now easier to search and maintain.

### **Resources**

Christa Funke worked with Carlee Craddock from Children's Hospital Colorado to provide a Zoom session on mental health for tweens and their parents. The program is tied into National Bullying Prevention Month and featured Thomas Caughlan, Manager of Clinical Social Work, Behavioral Health, & Family Navigators at Children's Hospital Colorado, speaking on Bullying Prevention & Resilience.

Melody Alvarez and Amy Rodda (AS) met with Scott McCausland, OCLC Executive Director, to discuss the planning process for programming. Scott was impressed with the logistics of program planning, especially with the change to virtual programs.

Melody Alvarez, Sisi Dong Brinn (LENA), and Pedro Mendez (DPL) presented LENA Start at CLEL. The presentation was geared towards libraries wanting to learn more about the LENA and how their library can get started. We discussed our library's programming for children under three, and how we moved our program to a virtual platform.

### **Innovation/Creativity**

PPLD's Family Place Libraries collaborated with community organizations to offer our first Parenting Little Ones Q&A. This five-week series provided a platform for parents to seek advice for their young children from local professionals. Melody Alvarez, Milissa Fellers, Alanna Jones, and SarahEllen Hickle participated in the Early Literacy session. Parents learned the importance of early literacy beginning at birth and what types of activities they can do at home.

### **Service**

Betty McDonald is working with Laura Spruce at D2 on a Curriculum project for Grades 3, 4, and 5. The purpose of this project is to have PPLD resources curated and presented in pdf form (to be stored on the Educator Resources page on ppld.org) for the Unit 3 themes for these grade levels. This will tie into the launch of the Power Pass in Jan., giving teachers concrete ways to help their students immediately.

### **Internal/Staff**

Joy Fleishhacker is part of a team of PPLD staff currently taking a course entitled, Equity in Action: Building Diverse Collections, offered by Library Journal/School Library Journal.

Speakers and readings relating to topics such as evaluating materials, understanding and identifying stereotypes, considering how authors backgrounds impact their perceptions and writing, designing an equity audit, and others have been interesting and enlightening. The PPLD will meet after to determine how to apply these ideas to our own collection, and the best way to proceed with an equity audit.

### **Accountability**

Barb Huff helped the Sustainability Team clean and put the PE garden to bed for the winter. Joy Fleishhacker has worked regularly scheduled shifts at East Library and helped to cover shifts at Manitou Library and Ruth Holley. Barb Huff continues to work regular shifts at FO each week. In addition, Barb Huff has covered shifts at RO, RU, and Ute. Carol Scheer continues doing a weekly shift at Ruth Holley Library and has filled in at RO. Christa Funke continues her weekly shift at LI. All these shifts allow FCS to support location staff, and better understand how Family and Children's Services can streamline programming to best suit the current model of public contact.

## **Regional History & Genealogy**

### **Community**

Heather Jordan and Takiyah Jemison attended a (virtual) board meeting for the African-American Historical & Genealogical Society of Colorado Springs. Brett Lobello attended the Pikes Peak Genealogical Society (PPGS) Board Meeting and participated in the PPGS general meeting.

Brett and Erinn Barnes installed a Voting exhibit at East Library while preparing to host voters. The exhibit used Special Collections photos to highlight multiple groups of people historically excluded from voting.

### **Resources**

Heather received five archival acquisitions:

- Meeting minutes, correspondence, and newsletters for addition to the Delta Kappa Gamma Records.
- Bylaws and board meeting minutes for addition to the Colorado Springs Mineralogical Society Records.
- Three Seton School of Nursing Scrapbooks compiled by a former student.
- Old North End Neighborhood Records covering topics such as entryways, medians, history, master plans, bridges, and newsletters.
- Correspondence and scrapbooks providing the foundation of the new John T. DeBell Sr. Collection.

Staff adapted the RH\*G quarantine process in coordination with the Library District's modified quarantine procedure.

Staff monitored and tracked moderate relative humidity fluctuations in the only humidity-controlled storage room. The fluctuations are not correlated to seasonal weather shifts.

### **Service**

Erinn Barnes collaborated with the Denver Gazette to provide over 30 scans of the front page of archival issues of the Rocky Mountain News. The scans are featured in section A as part of the *Today in History* story.

In addition to providing the Gazette with 30 images for the daily *A Look Back* feature, Erinn fulfilled 18 patron photo requests from both internal and external constituents.

RH&G hosted an online discussion between professors Stephen Collins, Regina Lewis, and Katherine Sturdevant, *Prescriptive or Descriptive: The Roles and Rights of Women Seen through Mid-20<sup>th</sup> Century Advertising* (a timely program in light of the passing of Supreme Court Justice Ruth Bader Ginsburg and commemoration of the Women's Suffrage Centennial).

Cara Ramsey presented a variety of virtual genealogy classes:

- Genealogy Basics (October 5 and 17)
- Coffee Talk: Genealogy (October 7)
- Ancestry Basics (October 26)

Nina Kuberski installed the annual Elvira display at Special Collections. This year she added a twist.

### **Internal- Staff**

Special Collections posted, interviewed, and hired Shawn Ho for the Special Collections Assistant position, which had been vacant since September 2019. Many highly qualified candidates submitted applications for this position, making it a difficult choice for the interview committee. Shawn was previously a Shelver at East where he also produced several high-quality videos featured in previous PPLDCon events. We are thrilled to welcome him to the team.



*Special Collections' Halloween display*

The team lost another long-time employee, Associate Mariah Hudson. With the loss of four staff members during the pandemic, the RH&G team needs to rebuild genealogy staff capacity.

Cara Ramsey and East Library manager, Janina Goodwin, offered two "Digging Deep" training sessions for Southeast Region staff. Cara introduced how to start home research using a variety of online resources and physical resources found in Special Collections.

### **Accountability**

Brett and Tim meet with PPLD Trustee Dora Gonzalez to discuss the operation and vision for Regional History and Genealogy. We discussed the scope of our collection, role in the community, and opportunities over the next 3-5 years.

## **Young Adult Services**

### **Community –**

All Pikes Peak Reads in October

*All the Impossible Things* by Lindsay Lackey is the All Pikes Peak Reads (APPR) selection for young adults. Larissa Powers and the Young Adult Services team coordinated with El Paso County Department of Human Services (DHS) to provide 70 free copies of our APPR title to children and teens in the El Paso County foster care system. The partnership was featured in [local news](#) reports. Lackey did several visits. One visit was for the Southeast Region book club. She spoke with nine staff members who read the book and had great conversation with everyone. Lackey virtually presented to six groups of students at Doherty High School for a total of 240 students. Students were very engaged and provided excellent feedback about the sessions despite being half virtual and half in-person during the sessions.

One student wrote this after her presentation: "I matter and I can change the world." Lindsay Lackey also virtually presented at Ute Pass Elementary. The teachers wrote her a nice letter about her visit. Here it is:

Dear Lindsay,

Thank you so much for taking time to meet with our 6th graders on Monday and share everything! We appreciated your flexibility and ability to jump in with Google Meet (it allowed us to have a few more students join remotely). The students loved the presentation, game, and when your dog 'interrupted'!

As a teacher, I cannot tell you how much I appreciate how you inspired students through your presentation, ideas, and approach. We especially liked how you approached your comments on the election. Thank you for connecting and inspiring!

Some student comments:

"I liked how awesome and nice she was!"

"I loved the game- that was fun!"

"I liked the facts that you shared- they were generally interesting!"

"She seemed so approachable!"

Gratefully, Mr. Groth's & Mrs. Jeck's 6th Grade Classes

The public virtual presentation for All the Impossible Things is on Tuesday, November 11 at 7 pm. Please go here to get more information: <https://ppld.org/appr>.

#### **Resources –**

Cameron Riesenberger continued to work on the Harrison School District 2 curriculum project to support the launch of the PowerPass. He decided on a general form for the LibGuides and is currently building the guides for 6-12th grades.

#### **Innovation/Creativity –**

In July, Shannon McDonald (East Library) created a [virtual program](#) about Animal Crossing and the new art history feature added. This month we were contacted by a representative from Roanoke College in Virginia because they wanted to share it on their social media channel!

**Service** - Mikaela Fortune continued to co-host a Pop Culture Club with Inside Out Youth Services. The program maintains between 8-10 participants weekly, with several repeat attendees. She also speaks with a youth assistant at IOYS every week to debrief about each program and set topics/activities for the following weeks.

#### **Internal/Staff –**

Cameron Riesenberger, Mikaela Fortune, and Shannon McDonald attended two sessions of the *Library Journal: Equity in Action, Building Diverse Collections* summit. Cameron reports that he gained valuable knowledge for performing a collection audit and learned about different issues surrounding representation in collections.

Young Adult Services staff continue to cover shifts throughout the District including with Mobile Library Services.

#### **Accountability -**

Lauren Fellers ordered supplies for upcycled t-shirt Take & Make. The only supplies were a ruler and a bag to hold the t-shirt, so we were able to keep costs low this month (approx. \$0.45/participant with 265 participants).

2020 Circulation by Facility	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD TOTAL
Penrose	46017	41928	21547	69	4811	7347	26607	27904	29558	30552	0	0	236340
Mobile Libraries Total	12345	11546	7907	3	3710	5588	8420	9206	8816	8833	0	0	76374
Calhan	1968	2134	1102	0	182	316	1276	1311	1437	1446	0	0	11172
Cheyenne	34646	31373	16483	50	4634	7335	22879	25608	26413	26587	0	0	196008
Fountain	16500	15334	7414	22	2627	3968	10686	11593	12339	12400	0	0	92883
High Prairie	26621	24552	13851	35	4188	6078	17309	19827	19153	20815	0	0	152429
Holley	27844	26229	13812	21	3419	5787	18008	18578	19458	18889	0	0	152045
Manitou	3821	3615	1979	0	443	728	1570	1209	1337	1550	0	0	16252
Monument	33995	32315	17901	34	6282	9493	24871	27444	26797	27335	0	0	206467
Old Colorado City	18133	16710	8368	22	2689	4198	11861	12390	12738	12889	0	0	99998
Palmer Lake	4035	3858	2215	8	675	895	1967	380	27	1	0	0	14061
Rockrimmon	33473	30728	15936	39	6123	9668	25294	26825	26775	26861	0	0	201722
Sand Creek	28479	25538	13121	47	3076	5352	15436	16914	15706	15457	0	0	139126
Ute Pass	2331	1978	1084	1	547	923	2015	2062	2057	2130	0	0	15128
Senior Van	1638	1525	730	0	616	1042	1080	1255	1093	1255	0	0	10234
Bookmobiles	10707	10021	7177	3	3094	4546	7340	7951	7723	7578	0	0	66140
East	130730	120808	63343	259	12422	25504	84699	90430	93735	94071	0	0	716001
Library 21c	85159	80437	43074	125	11357	18191	56191	60232	57844	61428	125	0	474038
Parenting	101	150	54	0	27	52	65	81	103	78	0	0	711
<b>Total Physical Materials</b>	<b>506198</b>	<b>469233</b>	<b>249191</b>	<b>735</b>	<b>67212</b>	<b>111423</b>	<b>329154</b>	<b>351994</b>	<b>354293</b>	<b>361322</b>	<b>0</b>	<b>0</b>	<b>2800755</b>

YTD CIRC Comparison	2020	2019	% Change
Penrose	236340	488293	-51.6%
Mobile Libraries Total	76374	125486	-39.1%
Calhan	11172	0	
Cheyenne	196008	356608	-45.0%
Fountain	92883	167806	-44.6%
High Prairie	152429	277452	-45.1%
Holley	152045	304542	-50.1%
Manitou	16252	44328	-63.3%
Monument	206467	362016	-43.0%
Old Colorado City	99998	185792	-46.2%
Palmer Lake	14061	40029	-64.9%
Rockrimmon	201722	333320	-39.5%
Sand Creek	139126	307098	-54.7%
Ute Pass	15128	22619	-33.1%
Senior Van	10234	19058	-46.3%
Bookmobiles	66140	106428	-37.9%
East	716001	1337016	-46.4%
Library 21c	474038	893123	-46.9%
Parenting	711	1276	-44.3%
<b>Total Physical Materials</b>	<b>2800755</b>	<b>5246804</b>	<b>-46.62%</b>

Current Month Comparison CIRCULATION	2020	2019	% Change
Penrose	30552	47288	-35.4%
Mobile Libraries Total	8833	11665	-24.3%
Calhan	1446		
Cheyenne	26587	35549	-25.2%
Fountain	12400	16631	-25.4%
High Prairie	20815	27481	-24.3%
Holley	18889	30146	-37.3%
Manitou	1550	4480	-65.4%
Monument	27335	35028	-22.0%
Old Colorado City	12889	17897	-28.0%
Palmer Lake	1	4239	-100.0%
Rockrimmon	26861	31728	-15.3%
Sand Creek	15457	29302	-47.2%
Ute Pass	2130	1938	9.9%
Senior Van	1255	1824	-31.2%
Bookmobiles	7578	9841	-23.0%
East	94071	130427	-27.9%
Library 21c	61428	87100	-29.5%
Parenting	78	99	-21.2%
<b>Total Physical Materials</b>	<b>361322</b>	<b>510998</b>	<b>-29.29%</b>

**Circulation Report  
By Facility  
October 2020**

Current Month Comparison VISITORS	2020	2019	% Change
Penrose	11629	43542	-73.3%
Mobile Libraries Total	1936	3178	-39.1%
Calhan	351		
Cheyenne	7451	15716	-52.6%
Fountain	3582	8168	-56.1%
High Prairie	2429	8509	-71.5%
Holley	5645	13962	-59.6%
Manitou (curbside only)	326	3776	-91.4%
Monument	6594	13903	-52.6%
Old Colorado City	5593	10943	-48.9%
Palmer Lake (book mobile only)		1410	-100.0%
Rockrimmon	8895	13993	-36.4%
Sand Creek	7318	20120	-63.6%
Ute Pass	1139	1468	-22.4%
Knights of Columbus Hall		547	-100.0%
East	30672	45622	-32.8%
Library 21c	9053	42993	-78.9%
<b>TOTAL</b>	<b>102613</b>	<b>247850</b>	<b>-58.6%</b>
Special Collections	0	1588	-100.0%

2020 Circulation ITEM Summary													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD TOTAL
Print	315363	293519	158889	572	46272	79148	228686	238785	242181	248673	0	0	1852088
DVD	149235	137622	70305	79	15200	23691	75214	86044	86244	86299	0	0	729933
CD Music	14132	13230	6690	25	2373	2763	7528	8875	8702	8785	0	0	73103
CD Book	14743	13148	7128	48	2135	3764	10030	10221	9635	9748	0	0	80600
Playaway	6793	6081	3272	8	778	1344	4436	4509	4185	4488	0	0	35894
Kit	1667	1577	824	0	121	225	1111	1283	1232	1278	0	0	9318
Game	4265	4056	2083	3	333	488	2149	2277	2114	2051	0	0	19819
Software	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL Physical Items</b>	<b>506198</b>	<b>469233</b>	<b>249191</b>	<b>735</b>	<b>67212</b>	<b>111423</b>	<b>329154</b>	<b>351994</b>	<b>354293</b>	<b>361322</b>	<b>0</b>	<b>0</b>	<b>2800755</b>
													0
ILL	1960	2090	1067	273	1242	329	914	1065	1006	988	0	0	10934
CyberShelf-OverDrive	189700	175925	183649	221349	225644	215975	217983	204116	191308	198953	0	0	2024602
RB Digital Magazines	4862	6095	6579	7048	7273	5999	6395	7140	9624	9058	0	0	70073
eReader	3	2	2	0	4	6	6	11	11	8	0	0	53
OneClick Audio	427	406	388	436	483	442	414	414	388	104	0	0	3902
Hot Spots	40	31	15	0	8	10	19	17	13	14	0	0	167
Cameras & Equipment	98	69	40	0	0	0	0	0	0	0	0	0	207
													0
<b>TOTAL STATE Circ</b>	<b>703288</b>	<b>653851</b>	<b>440931</b>	<b>229841</b>	<b>301866</b>	<b>334184</b>	<b>554885</b>	<b>564757</b>	<b>556643</b>	<b>570447</b>	<b>0</b>	<b>0</b>	<b>4910693</b>
One Play				0	0	0	0	0	0	0	0	0	0
Freegal Music	6130	5868	6492	6574	6735	6752	6243	6715	5918	5913	0	0	63340
Freeding	109	83	285	418	202	144	125	84	123	119	0	0	1692
DVD Player	124	105	42	0	0	0	1	0	0	0	0	0	272
Hoopla	1959	1949	3401	4721	4116	3405	3396	3661	3183	3243	0	0	33034
Comics	384	442	648	679	640	552	529	581	452	512	0	0	5419
Kanopy	1664	1549	2048	3244	2836	2388	2323	2310	2244	2426	0	0	23032
													0
CLC	11453	10747	5503	12	1454	2378	6874	7463	8180	7845	0	0	61909
Laptop Use	1024	892	492	0	5	0	1	1	0	0	0	0	2415
Active Users	278568	278423	279677	275496	272664	270060	268202	269889	268016	266720	0	0	

Monthly Circ by Format			
	2020	2019	Change
Print	248673	318852	-22%
DVD	86299	149706	-42%
CD Music	8785	13974	-37%
CD Book	9748	15792	-38%
Playaway	4488	6952	-35%
Kit	1278	1805	-29%
Game	2051	3917	-48%
<b>TOTAL Physical Items</b>	<b>361322</b>	<b>510998</b>	<b>-29.29%</b>
ILL	988	2011	-51%
CyberShelf-OverDrive	198953	166725	19%
RB Digital Magazines	9058	6855	32%
eReader	8	4	100%
OneClick Audio	104	436	-76%
Hot Spots	14	32	-56%
Cameras & Equipment	0	86	-100%
Total e-materials	208137	174052	20%
Freegal Music	5913	6775	-13%
Freeding	119	141	-16%
DVD Player	0	160	-100%
Hoopla	3243	1848	75%
Comics	512	358	43%
Kanopy	2426	1654	47%
CLC	7845	11113	-29%
Laptop Use	0	1195	-100%
Active Users	266720	280082	-5%

MTD Total	2020	2019	Change
January	703288	627141	12%
February	653851	631741	3%
March	440931	734892	-40%
April	229841	691244	-67%
May	301866	706917	-57%
June	334184	741336	-55%
July	554885	766544	-28%
August	564757	712757	-21%
September	556643	676367	-18%
October	570447	687147	-17%
November		655982	-100%
December		642605	-100%

YTD Total	2020	2019	Change
January	703288	627141	12%
February	1357139	1258882	8%
March	1798070	1993774	-10%
April	2027911	2685018	-24%
May	2329777	3391935	-31%
June	2663961	4133271	-36%
July	3218846	4899815	-34%
August	3783603	5612572	-33%
September	4340246	6288939	-31%
October	4910693	6976086	-30%
November		7632068	-100%
December		8274673	-100%

Circulation Report  
By Item Type  
October 2020

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Penrose	27,043	23,908	11,830	5	4,085	6,441	12,913	13,254	14,633	14,436			128,548
Mobile Libraries	7,962	7,523	3,963		2,894	4,413	4,964	5,469	5,634	5,428			48,250
Calhan	1,282	1,374	656		174	288	808	788	869	800			7,039
Cheyenne	22,045	20,136	9,923		4,204	6,865	13,040	13,912	14,294	14,091			118,510
Fountain	10,276	9,032	4,219		2,359	3,738	5,921	6,538	6,699	6,742			55,524
High Prairie	16,419	14,944	7,943		3,789	5,800	9,992	10,454	10,508	11,331			91,180
Ruth Holley	17,255	15,761	7,814	6	2,988	5,447	9,108	9,261	9,782	9,213			86,635
Manitou Springs	2,403	2,147	1,130		392	636	668	628	820	830			9,654
Monument	21,604	19,810	11,144		5,676	9,078	14,410	15,253	14,830	15,469			127,274
Old Colorado City	11,218	10,480	4,876		2,419	4,016	6,652	6,793	7,028	7,153			60,635
Palmer Lake	2,357	2,437	1,239		621	866	756						8,276
Rockrimmon	21,133	18,997	9,832		5,446	8,796	14,122	14,901	14,726	14,909			122,862
Sand Creek	16,345	14,732	7,142		2,686	4,952	7,243	8,606	8,213	7,821			77,740
Ute Pass	1,575	1,294	645		475	861	1,161	1,133	1,136	1,122			9,402
Senior Van	1,259	1,253	556		570	937	688	940	826	948			7,977
East	78,498	69,508	35,962	1	11,132	24,309	45,157	44,743	45,694	45,411			400,415
Library 21c	51,876	47,318	25,020	1	10,189	17,270	29,521	30,518	28,748	30,265			270,726
<b>Total</b>	<b>310,550</b>	<b>280,654</b>	<b>143,894</b>	<b>13</b>	<b>60,099</b>	<b>104,713</b>	<b>177,124</b>	<b>183,191</b>	<b>184,440</b>	<b>185,969</b>	<b>0</b>	<b>0</b>	<b>1,630,647</b>

YTD CIRC Comparison	2020	2019	% Change
Penrose	128,548	285,370	-55.0%
Mobile Libraries	48,250	78,210	-38.3%
Calhan	7,039	0	
Cheyenne	118,510	229,090	-48.3%
Fountain	55,524	102,352	-45.8%
High Prairie	91,180	168,619	-45.9%
Ruth Holley	86,635	186,143	-53.5%
Manitou Springs	9,654	28,556	-66.2%
Monument	127,274	225,719	-43.6%
Old Colorado City	60,635	119,503	-49.3%
Palmer Lake	8,276	25,144	-67.1%
Rockrimmon	122,862	210,107	-41.5%
Sand Creek	77,740	186,913	-58.4%
Ute Pass	9,402	15,032	-37.5%
Senior Van	7,977	15,004	-46.8%
East	400,415	802,389	-50.1%
Library 21c	270,726	543,903	-50.2%
<b>Total Physical Materials</b>	<b>1,630,647</b>	<b>3,222,054</b>	<b>-49.4%</b>

Current Month CIRCULATION Comparison by Facility	2020	2019	% Change
Penrose	14436	26220	-44.9%
Mobile Libraries	5428	6989	-22.3%
Calhan	800	0	#DIV/0!
Cheyenne	14091	21214	-33.6%
Fountain	6742	9555	-29.4%
High Prairie	11331	15469	-26.8%
Ruth Holley	9213	16923	-45.6%
Manitou Springs	830	2612	-68.2%
Monument	15469	20328	-23.9%
Old Colorado City	7153	10747	-33.4%
Palmer Lake		2502	-100.0%
Rockrimmon	14909	18884	-21.0%
Sand Creek	7821	16154	-51.6%
Ute Pass	1122	1260	-11.0%
Senior Van	948	1422	-33.3%
East	45411	72111	-37.0%
Library 21c	30265	49388	-38.7%
<b>Total Physical Materials</b>	<b>185969</b>	<b>291778</b>	<b>-36.3%</b>

Current Month e-materials & Summary	2020	2019	% Change
Overdrive	198953	166725	19.3%
RB Digital Mags	9058	6855	32.1%
eReaders	8	4	100.0%
1-Click Audio	104	436	-76.1%
Hot Spots	14	32	-56.3%
<b>Total e-materials</b>	<b>208137</b>	<b>174052</b>	<b>19.6%</b>
ILL	988	2011	-50.9%
Cameras/Equip	0	86	-100.0%
<b>Physical Materials</b>	<b>185969</b>	<b>291778</b>	<b>-36.3%</b>
<b>Total Monthly Circ</b>	<b>395094</b>	<b>467927</b>	<b>-15.6%</b>

**Circulation without Renewals  
October 2020**

Current Month Comparison VISITORS	2020	2019	% Change
Penrose	11629	43542	-73.3%
Mobile Libraries	1936	3178	-39.1%
Calhan	351		
Cheyenne	7451	15716	-52.6%
Fountain	3582	8168	-56.1%
High Prairie	2429	8509	-71.5%
Ruth Holley	5645	13962	-59.6%
Manitou	326	3776	-91.4%
Monument	6594	13903	-52.6%
Old Colorado City	5593	10943	-48.9%
Palmer Lake	0	1410	-100.0%
Rockrimmon	8895	13993	-36.4%
Sand Creek	7318	20120	-63.6%
Ute Pass	1139	1468	-22.4%
East	30672	45622	-32.8%
21c	9053	42993	-78.9%
KCH	0	547	-100.0%
<b>TOTAL Visitors</b>	<b>102613</b>	<b>247850</b>	<b>-58.6%</b>
Special Collections	0	1588	-100.0%



SEPTEMBER 2020						
	SERVICES		LIBRARIES		TOTAL	
	Programs	People	Programs	People	PROGRAMS	PEOPLE
<b>ADULT EDUCATION</b>						
In person - attended	3	20	0	0	3	20
Virtual - recorded	4	58	0	0	4	58
LibGuides		793	0	0	0	793
Facebook Engagement		199		0		199
Facebook Reach		623		0		623
<b>PROGRAM TOTAL</b>	<b>7</b>	<b>78</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>78</b>
<b>ENGAGEMENT TOTAL</b>	<b>0</b>	<b>992</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>992</b>
<b>REACH TOTAL</b>		<b>623</b>		<b>0</b>		<b>623</b>
<b>ADULT SERVICES</b>						
Virtual - attended live	23	381	11	115	34	496
Virtual - recorded	9	1375	1	26	10	1401
Virtual Outreach (outside program)	7	188	0	0	7	188
LibGuides	67	11027	0	0	67	11027
Take and Make			6	119	6	119
Facebook Engagement		573		0		573
Facebook Reach		12188		0		12188
<b>PROGRAM TOTAL</b>	<b>39</b>	<b>1944</b>	<b>18</b>	<b>260</b>	<b>57</b>	<b>2204</b>
<b>ENGAGEMENT TOTAL</b>	<b>67</b>	<b>11600</b>	<b>0</b>	<b>0</b>	<b>67</b>	<b>11600</b>
<b>REACH TOTAL</b>		<b>12188</b>		<b>0</b>		<b>12188</b>
<b>FAMILY AND CHILDREN'S SERVICES</b>						
Virtual - attended	12	155	0	0	12	155
Virtual - recorded	23	705	0	0	23	705
LibGuides	2	524	0	0	2	524
Virtual booklist			0	0	0	0
Tween Challenge	1	1	0	0	1	1
Story Walk			0	12	0	12
Summer Adventure Registered		4076	0	0	0	4076
Take and Make			54	2012	54	2012
Facebook Engagement		5597		0		5597
Facebook Reach		35772		0		35772
<b>PROGRAM TOTAL</b>	<b>36</b>	<b>4937</b>	<b>54</b>	<b>2024</b>	<b>90</b>	<b>6961</b>
<b>ENGAGEMENT TOTAL</b>	<b>2</b>	<b>6121</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>6121</b>
<b>REACH TOTAL</b>		<b>35772</b>		<b>0</b>		<b>35772</b>
<b>YOUNG ADULT SERVICES</b>						
Virtual - attended			5	44	5	44
Virtual Outreach			0	0	0	0
Virtual - recorded	7	1303	0	0	7	1303
Individual/Passive program (e.g. fun at home/scavenger hunt)			3	45	3	45
LibGuides	8	779	0	0	8	779
Summer Adventure Registered		719	0	0	0	719
Take and Make			14	218	14	218
Instagram Engagement	77	363	0	0	77	363
Instagram Reach		3963		0		3963
Facebook Engagement	31	129	0	0	31	129
Facebook Reach		3712		0		3712

OCTOBER 2020						
	SERVICES		LIBRARIES		TOTAL	
	Programs	People	Programs	People	PROGRAMS	PEOPLE
<b>ADULT EDUCATION</b>						
In person - attended	5	24	0	0	5	24
Virtual - recorded	5	79	0	0	5	79
LibGuides	4	747	0	0	4	747
Facebook Engagement		258		0		258
Facebook Reach		434		0		434
<b>PROGRAM TOTAL</b>	<b>10</b>	<b>103</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>103</b>
<b>ENGAGEMENT TOTAL</b>	<b>4</b>	<b>1005</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1005</b>
<b>REACH TOTAL</b>		<b>434</b>		<b>0</b>		<b>434</b>
<b>ADULT SERVICES</b>						
Virtual - attended live	35	476	10	106	45	582
Virtual - recorded	13	615	0	0	13	615
Virtual Outreach (outside program)	4	428	1	5	5	433
LibGuides	65	13251	0	0	65	13251
Take and Make			16	339	16	339
Facebook Engagement		399		0		399
Facebook Reach		15512		0		15512
Individual/Passive program (e.g. fun at home/scavenger hunt)			2	196	2	196
<b>PROGRAM TOTAL</b>	<b>52</b>	<b>1519</b>	<b>27</b>	<b>450</b>	<b>79</b>	<b>1969</b>
<b>ENGAGEMENT TOTAL</b>	<b>65</b>	<b>13650</b>	<b>0</b>	<b>0</b>	<b>65</b>	<b>13650</b>
<b>REACH TOTAL</b>		<b>15512</b>		<b>0</b>		<b>15512</b>
<b>INDIVIDUAL/PASSIVE PROGRAM</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>196</b>	<b>2</b>	<b>196</b>
<b>FAMILY AND CHILDREN'S SERVICES</b>						
Virtual - attended	11	146	1	20	12	166
Virtual - recorded	22	1067	0	0	22	1067
LibGuides	2	5691	0	0	2	5691
Virtual booklist			0	0	0	0
Tween Challenge	1	2	0	0	1	2
Story Walk			0	0	0	0
Take and Make			80	2488	80	2488
Facebook Engagement		1556		0		1556
Facebook Reach		9771		0		9771
<b>PROGRAM TOTAL</b>	<b>34</b>	<b>1215</b>	<b>81</b>	<b>2508</b>	<b>115</b>	<b>3723</b>
<b>ENGAGEMENT TOTAL</b>	<b>2</b>	<b>7247</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>7247</b>
<b>REACH TOTAL</b>		<b>9771</b>		<b>0</b>		<b>9771</b>
<b>YOUNG ADULT SERVICES</b>						
Virtual - attended	10	145	0	0	10	145
Virtual Outreach	8	90	0	0	8	90
Virtual - recorded	11	1747	0	0	11	1747
Individual/Passive program (e.g. fun at home/scavenger hunt)			0	0	0	0
LibGuides	8	1693	0	0	8	1693
Take and Make			15	301	15	301
Instagram Engagement	31	381	0	0	31	381
Instagram Reach	0	5060		0		5060
Facebook Engagement	39	327	0	0	39	327
Facebook Reach	0	8641		0		8641



	SERVICES		LIBRARIES		TOTAL	
	Programs	People	Programs	People	PROGRAMS	PEOPLE
<b>YOUNG ADULT SERVICES</b>						
<b>PROGRAM TOTAL</b>	7	2022	19	262	26	2284
INDIVIDUAL/PASSIVE PROGRAM	0	0	3	45	3	45
<b>ENGAGEMENT TOTAL</b>	116	1271	0	0	116	1271
<b>REACH TOTAL</b>		7675		0		7675
<b>CREATIVE SERVICES</b>						
Virtual - attended	3	0	0	0	3	0
Virtual - recorded	8	161	0	0	8	161
LibGuides	13	2407	0	0	13	2407
Email - Contact Us		2		0		2
Take and Make	0	0	4	180	4	180
<b>PROGRAM TOTAL</b>	11	161	4	180	15	341
<b>ENGAGEMENT TOTAL</b>	13	2407	0	0	13	2407
<b>REQUESTS/REFERENCE TOTAL</b>		2		0		2
<b>REGIONAL HISTORY AND GENEALOGY</b>						
Virtual - attended	6	99	0	0	6	99
Virtual - recorded			0	0	0	0
PPNF requests fulfilled		178		0		178
Ref. Questions				0		0
Facebook Engagement		613	0	0	0	613
Facebook Reach		1880		0		1880
<b>PROGRAM TOTAL</b>	6	99	0	0	6	99
<b>ENGAGEMENT TOTAL</b>	0	613	0	0	0	613
<b>REACH TOTAL</b>		1880		0		1880
<b>REQUESTS/REFERENCE TOTAL</b>		178		0		178
<b>KNIGHTS OF COLUMBUS HALL (KCH)</b>						
Virtual - attended			0	0	0	0
Virtual - recorded			0	0	0	0
LibGuides			0	0	0	0
Take and Make			0	0	0	0
<b>PROGRAM TOTAL</b>	0	0	0	0	0	0
<b>ENGAGEMENT TOTAL</b>	0	0	0	0	0	0
Curbside Patrons - Holds			16183		16183	
Curbside Patrons - Printing			244		244	
Curbside Patrons - Kits			1566		1566	
Hours Open			3221		3221	
Door Count			101054		101054	
Ref. Questions	163		10114		10277	
					<b>PROGRAMS</b>	<b>PEOPLE</b>
					<b>GRAND TOTAL</b>	
<b>FACILITY PROGRAM TOTAL</b>	106	9241	89	2627	195	11868
<b>FACILITY INDIVIDUAL PROGRAM TOTAL</b>	116	1271				
<b>FACILITY ENGAGEMENT TOTAL</b>	198	23004				
<b>FACILITY REACH TOTAL</b>		45950				
<b>REQUESTS/REFERENCE TOTAL</b>		343		10099		10442

	SERVICES		LIBRARIES		TOTAL	
	Programs	People	Programs	People	PROGRAMS	PEOPLE
<b>YOUNG ADULT SERVICES</b>						
<b>PROGRAM TOTAL</b>	29	1982	15	301	44	2283
INDIVIDUAL/PASSIVE PROGRAM	0	0	0	0	0	0
<b>ENGAGEMENT TOTAL</b>	78	2401	0	0	78	2401
<b>REACH TOTAL</b>		13701		0		13701
<b>CREATIVE SERVICES</b>						
Virtual - attended	4	14	0	0	4	14
Virtual - recorded	11	136	0	0	11	136
LibGuides	17	3036	0	0	17	3036
Email - Contact Us		2		0		2
Take and Make	0	0	16	213	16	213
<b>PROGRAM TOTAL</b>	15	150	16	213	31	363
<b>ENGAGEMENT TOTAL</b>	17	3036	0	0	17	3036
<b>REQUESTS/REFERENCE TOTAL</b>		2		0		2
<b>REGIONAL HISTORY AND GENEALOGY</b>						
Virtual - attended			7	72	7	72
Virtual - recorded			0	0	0	0
PPNF requests fulfilled				184		184
Ref. Questions				0		0
Facebook Engagement			12	117	12	117
Facebook Reach				756		756
<b>PROGRAM TOTAL</b>	0	0	7	72	7	72
<b>ENGAGEMENT TOTAL</b>	0	0	12	873	12	873
<b>REACH TOTAL</b>				301		301
<b>REQUESTS/REFERENCE TOTAL</b>				184		184
<b>KNIGHTS OF COLUMBUS HALL (KCH)</b>						
Virtual - attended			0	0	0	0
Virtual - recorded			0	0	0	0
LibGuides			0	0	0	0
Take and Make			0	0	0	0
<b>PROGRAM TOTAL</b>	0	0	0	0	0	0
<b>ENGAGEMENT TOTAL</b>	0	0	0	0	0	0
Curbside Patrons - Holds				17676		17676
Curbside Patrons - Printing				226		226
Curbside Patrons - Kits				1407		1407
Hours Open				3115		3115
Door Count				102613		102613
Ref. Questions	210			11063		11273
					<b>PROGRAMS</b>	<b>PEOPLE</b>
					<b>GRAND TOTAL</b>	
<b>FACILITY PROGRAM TOTAL</b>	140	4969			286	8513
<b>FACILITY INDIVIDUAL PROGRAM TOTAL</b>	0	0				
<b>FACILITY ENGAGEMENT TOTAL</b>	166	27339				
<b>FACILITY REACH TOTAL</b>		39418				
<b>REQUESTS/REFERENCE TOTAL</b>		212		11457		11669

## Communications Department: Report for November 2020

### NEWS COVERAGE

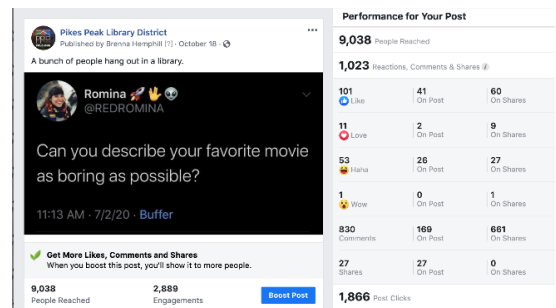
- Total features:
  - **October:** 23
  - **Year-to-date:** 551
- Highlighted coverage from past two months: (Access to the [monthly interactive report](#).)
  - The **donation of 2020 All Pikes Peak Reads' young adult title, *All the Impossible Things***, to children in foster care across El Paso County was covered by the [Gazette](#), the [Woodmen Edition](#), the [Cheyenne Edition](#), and the [Tri-Lakes Tribune](#).
  - The [Gazette](#) covered PPLD's **record-breaking two million digital checkouts** on OverDrive.
  - Updates on the renovation of Manitou Springs' historic Carnegie building and **Manitou Springs Library's move to the Manitou Art Center** were covered by the [Gazette](#).
  - The [Colorado Springs Business Journal](#) included PPLD's **resources for entrepreneurs** in their piece about buying or starting a business during the COVID-19 pandemic.
  - PPLD's **makerspaces**, in addition to the expansion of makerspaces initiated by the MAC co-location, were covered by the [Colorado Springs Business Journal](#).
  - This month's Library Limelight column covered the **Library's involvement in voting and civic engagement**. It ran in the [Cheyenne Edition](#), [Tri-Lakes Tribune](#), and the [Woodmen Edition](#).



### DIGITAL MARKETING

- PPLD.org website statistics (for October):
  - **Most popular web pages**, besides the home page: [ppld.org/elibrary](http://ppld.org/elibrary)
  - **Monthly total:** 189,642 sessions; 95,742 users, with 79,733 being new; and 319,503 pageviews
  - **Year-to-date totals:** 1,925,399 sessions; 951,919 users, with 775,361 being new; and 3,406,757 pageviews
- District-wide social media statistics (for October):
  - **Facebook:** 10,862 total followers, plus 27,308 daily engagement
  - **Twitter:** 5,241 total followers, plus 556 engagement
  - **Instagram:** 2,314 total followers, plus 2,150 engagement
  - **LinkedIn:** 1,174 total followers, plus 242 impressions
- Digital marketing highlights:
  - **PPLD has reached a milestone on Facebook!** Our main account officially surpassed 10,000 likes, and we currently have nearly 11,000 followers.

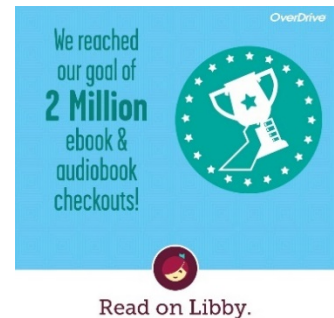
- We had several **high-performing posts on Facebook** last month, including: Celebrating our two-millionth digital checkout, High Prairie Library's 10<sup>th</sup> anniversary and limited-edition card, One Book Colorado, "Vote for Your Favorite Fictional Character" contest, PPLD's voting resources, "All You Need is Your Library" promotion, and engagement questions (like what's to the left).



## HAPPENINGS

### Key updates & partnerships:

- **Welcome to James Krebs, our new full-time Videographer/Photographer!** He rejoined the Communications department on Oct. 5 in this newly revamped role to better serve District-wide, departmental, and marketing team needs.
- We celebrated PPLD's **record-breaking milestone of achieving two million digital book checkouts** in 2020 thus far! As of late October, we were one of only 40 OverDrive digital collections worldwide to hit that monumental mark.
- East, Fountain, and Sand Creek libraries, along with Library 21c, served as **Voting Services & Polling Centers** (VSPC) from Fri., Oct. 30 – Tue., Nov. 3. (View some [scenes captured by KRCC](#) and featured by Colorado Public Radio, showcasing local polling centers like Fountain Library on Election Day.)



A total of **3,163 residents visited to vote** and **372 voters dropped off their ballots inside** at one of our sites, per the County's Election Department. Here's a breakdown by location:

- **East Library:** 872 people visited to vote; 59 people dropped-off their ballot inside
- **Fountain Library:** 1,047 people visited to vote; 229 people dropped-off their ballot inside
- **Library 21c:** 527 people visited to vote; 53 people dropped-off their ballot inside
- **Sand Creek Library:** 717 people visited to vote; 31 people dropped-off their ballot inside
- There's an official **partnership in support of New Horizons Ministries, Inc.** to provide weekly reservations at Penrose Library for the purpose of parents recently released from prison to receive weekly visits with their child(ren) in a safe and private location.
- **All you need is your library!** The [evergreen marketing campaign](#) continues through the Fall of 2020, promoting all the Library offers, with a focus on digital resources and virtual opportunities that appeal to PPLD's top potential customers across the county.

### Programs:

- **PPLD Challenge: Appreciate Veterans**  
In honor of **Veterans Day on Wed. Nov. 11**, Library patrons are invited to create a piece of art celebrating veterans! Show off what you've made digital, multimedia, drawing, molding, etc.) on Facebook **through Fri., Nov. 27** or email it to [ppldchallenges@ppld.org](mailto:ppldchallenges@ppld.org) and we'll post it for you. Entries must include #ppldchallenge and tag @ppldkids or @ppldteens to be eligible to win.

- [Celebrate Native American Heritage Month this November!](#)  
Join PPLD as we pay tribute to the rich ancestry and traditions of Native Americans all month long. We have many opportunities for you to learn and engage, along with several resources for you to use to learn more about Native American heritage! (Use the link above to check out our spotlighted programs online.)



- [Learn to Knit: Infinity Scarf](#)  
In this 5-part video series, local instructor Linda Riley will walk viewers through creating a scarf from start to finish, teaching how to cast on, knit stitch, purl stitch, cast off, and finish. The videos will be available on YouTube **through Thu., Dec. 31**. No registration needed; just gather up the following supplies, watch the videos in order, and follow along! Join Linda and others for a [live Q&A on Sat., Nov. 21 at 10 a.m.](#), where you can show off your knitting progress and ask questions about the project.

- [Pikes Peak or Bust: Colorado's Women '59ers](#)  
"In the early years of the Pikes Peak gold rush, men outnumbered women twenty to one, yet women played an important role in every aspect of mining life." **Join author J.v.L. Bell for a virtual event on Wed., Dec. 9 at 5:30 p.m.**, as she discusses the adventures of well-known frontierswomen like Elizabeth Byers, Augusta Tabor, and Addie LaMont. Spots are limited, so register in advance!

- [Prenatal Series](#)  
If you're expecting and have questions, join PPLD and Nurse Family Partnership for a series of prenatal classes that will explore a different topic each week. They take place at noon **every Wednesday through Dec. 23**.



- [Sewing: Visible Mending Clothes Clinic](#)  
In this six-part video series, learn practical sewing skills including how to hem, patch, and adjust the fit of your existing garments, in addition to new ways to customize your clothes for your own unique style. The videos will be available **through Thu., Dec. 31**. No registration necessary; just gather some supplies, watch the videos, and follow along!

### Meeting & study rooms:

- **Online patron requests:** 0 during last month, leaving the YTD total to 15,728
- **Phone & email inquiries:** 9 for last month, bringing the YTD total to 2,094
- **Cancellations:** 717 for last month, bringing the YTD total to 11,461

### Internal communications:

- **The Bookmark**, PPLD's weekly email newsletter for all staff
- **PPLDCon (all-staff development day) involvement**, including planning support, emcee duties, and hosting a marketing-focused breakout session
- **Intranet** updates and spotlights
- **Staff input and feedback** via online surveys

## COVID-19 PANDEMIC

The Communications team continues to support of key District-wide efforts, as it relates to the ongoing pandemic, in the following ways:

- **Internal communications:**

- Email communication: The Bookmark, our weekly newsletter
- Intranet: Dedicated web page and home page spotlight
- Phone system: Staff phone line updates
- Handling patron inquiries: Talking points and FAQs

- **External communications:**

- Website: Home page sliders, web pages, and Library Market
- Email and text notifications: Holds ready for pick up, due date reminders, etc. (for subscribed Library cardholders)
- Social media: Facebook, Twitter, Instagram, LinkedIn, and YouTube
- Signage: Library facilities (exterior and interior), book drops, and curbside services
- Phone system: Main message, special extension, and recorded greetings by locations
- Online calendar listings: [Virtual Library event listings](#) on Library Market, Peak Radar, Colorado Springs Independent, Macaroni Kids, and the State Library's virtual calendar
- Email newsletters: NextReads (opt-in book recommendations to subscribed patrons)
- Local media: Pitching story ideas, responding requests, scheduling interviews, etc.



## Facilities Department Report November 18, 2020

### COVID-19 Response

The facilities department is distributing electrostatic sprayers to each branch facility and training staff on their use. Dan Collins, in the Penrose Facilities Department has also created a power point presentation that has been distributed to all managers for use in training other staff at their locations. These sprayers are additional tools for sanitizing all high-touch surfaces and will help in providing a safe environment for all our patrons, coworkers and the public in general.

### Projects

Nunn Construction was awarded the contract to provide Construction Manager/General Contractor (CM/GC) services for the tenant improvement at the Manitou Arts Center for the new Manitou Springs Library.

Nunn is currently developing their Guaranteed Maximum Price (GMP) and anticipates its submittal on November 17. The initial schedule is being impacted by some materials having longer lead times than anticipated. Currently, this schedule has a completion date of February 10. We are working with Nunn Construction to see how we can improve on that date. We anticipate that certain tasks the library will need to complete such as shelving installation, can be accomplished while these materials are being procured.

The RFQ for the Cheyenne Mountain Library service desk replacement has been awarded to Shelf Image. Facilities, IT and Cheyenne Mountain Library staff are coordinating schedules for this replacement. Current lead time for delivery of the desk is 4-6 weeks.

The Old Colorado City wood floor replacement RFQ was had been awarded to Hardwood Flooring Specialists in the amount of \$70,390. Facilities will be meeting with this contractor, Old Colorado City Library staff, and IT to determine closure dates and coordination of all work associated with this replacement. At this time, closure is anticipated to be approximately one (1) month. Final determination will be made once a schedule is agreed to. All stakeholders will be meeting November 12<sup>th</sup> to kick off planning.

The Interior painting of the Knights of Columbus Hall has been completed and has given a much-needed facelift to this historic building. Further improvements planned for this facility in 2021 includes wood floor refinishing and recarpeting as well as exterior paint.

The fire alarm panel at East Library is planned for replacement in November. Engineered drawings are currently with the Colorado Springs Fire Department for approval. Once the plans clear this review, a firm schedule will be determined.

The replacement of the boiler at Library 21c is still in process. Most of the installation has been completed with the final phase, the installation of the flue, yet to be done. The new flue shipped on October 29, 2020 and is anticipated for arrival on November 9. As soon as this critical part arrives, the contractor will expedite installation.

Facilities has incorporated industrial heating units to try and maintain comfort within the building during colder days. In the past few weeks, we have been fortunate to have warm temperatures during the day and tolerable nights.

### Monthly Statistics

In the month of October, the Facilities department completed a total of (78) routine visits to district library facilities. Routine visits are done weekly and allow Facilities Specialists and Supervisors to complete any pending work orders, inspect location for safety issues, address minor projects, restock building supplies and meet with managers regarding any concerns or requests.

Also in the month of October, Facilities staff completed a total of (76) demand work orders (work orders submitted by PPLD staff) accounting for (147.5 hrs.) of staff time and (185) preventive maintenance work orders (work orders scheduled for equipment, etc.) to account for (290.7 hrs.) of staff time. A total of (261) work orders. Along with work orders, Facilities on-call personnel did not respond to any afterhours calls in October. Emergency calls address issues that cannot wait until the next business day.



**Human Resources Report  
Nov 2020  
Heather Laslie, Chief of HR**

**Human Resources:**

Major projects included the following:

- Organizational Development (Cody Logsdon)
  - PPLD's (Virtual) Staff Development Day was a success
  - Management Team's discussions on the book Radical Candor continue
  - Co-facilitated retreats for PS directors and Leadership Team with Sarah Marshall
  - Leadership Program had its second session – topics included Organizational Communication and Conflict Management
- HRIS/Benefits/Compliance (Cristina Jaramillo)
  - Open Enrollment Preparation (Open enrollment starts 11/9/20)
  - FFCRA/COVID questions and situations continue needing management
  - Workers Comp Audit Completion
  - Medicare Part D Compliance
  - ACA lookback for eligible employees
- Wellness program and Records Retention (Laurie Jackson)
  - PPLD will receive the Cigna Wellbeing Award for 2020 and will attend a virtual awards celebration on November 16. This award recognizes our efforts and dedication to employee wellness.
  - The Wellness Team is launching a final 6-week health challenge for employees to participate in for the end of the year, and the Hiking Club will be meeting for a hike on Saturday. Eleven employees participated in the Preventative Wellness Exam Challenge in the 3<sup>rd</sup> Quarter of 2020.
- Volunteer program (Karen Goates)
  - Feedback about volunteer reengagement has been positive and we are up to about 47 total across the district, in eight libraries.
  - Set up for VolunteerHub is continuing.
- Recruitment (Soumya Gollapalli)

<b>Recruitment / Selection Activity</b>	<b>Oct 2020</b>
Jobs Posted	10
Newly Hired Employees	1
Promoted Employees	5
Transferred Employees	1
Separated Employees	5

- Streamline the recruitment process and the recruitment folders / paperwork.
- Training (Sarah Marshall)
  - PPLDCon highlights:
    - Staff missed seeing their colleagues in person but enjoyed the convenience and access of a virtual staff development day
    - Popular breakout sessions: "Shifting the Narrative about our Library," "Who me? Tackling bias in all that we do," "Abeni's Letter," "Change is the Only Thing that Stays the Same"
    - Recordings: <https://research.ppld.org/c.php?q=1037149&p=7954958>
  - Worked with Circulation Trainers to develop survey to gain feedback on improving circulation training
  - Co-facilitated staff retreats with Cody for Public Service Directors and Leadership Team
  - Launched National Safe Place training for all staff
- Other Projects (Heather Laslie)



- Continued with ongoing employee relations, COVID-19 staff issues, and disciplinary issues
- Preparations for the Equal Pay for Equal Work Act compensation audit
  - Contracted with Employers Council for data analysis and legal review
- Continued supporting the amazing team that I'm honored to guide!

# Information Technology (IT) Department Report

October 2020

## **Infrastructure Team**

E-Rate. Planning continues for FY21 cycle for Category 1 broadband services and Category 2 internal connection services (i.e., cabling, managed services, etc.).

Networking Infrastructure. Planning continues for re-cabling of public area at East and Penrose libraries. Work starting in first quarter FY21. Staff area re-cabling planning continues.

Surveillance System Replacement Project. Request for Proposal 5202009 released.

### Servers and Applications.

- Migrating staff to Office 365 for file sharing and collaboration while also removing risk associated with single failure point.
- Scheduling transition of some hardware from on-site data center to off-site data center for backup and disaster recovery.

Voice System. Project on hold resources diverted for other higher priority project.

Manitou Relocation. Infrastructure team leading department effort supporting Manitou Springs Library transition to the Manitou Arts Center.

Web Services Team. Working on transitioning web content management platform to the next version to allow continued support beyond FY21. Estimated 30% complete.

## **End User Services (EUS) Team**

Multi-Function Device (MFD) Project. Implementation in progress with planned completion 30 November.

Help Desk Software Project. Implementation starting in November.

Staff Transition to Mobile Workforce Project. Laptops to facilitate transition in acquisition process. Objective to transition before 31 December contingent on vendor equipment delivery.

### October Statistics.

- Worked on 336 tickets and closed 303 tickets.
- Computer Usage was 12,681 sessions.
- Hotspot Circulation to Library Patrons was 13.
- Printed Pages 78,945.
- Laptop Circulation was 0.
- AWE Early Literacy Station use was 0.