

PIKES PEAK LIBRARY DISTRICT BOARD OF TRUSTEES

June 16, 2021 4 pm

Penrose Library – Columbine Room

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

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

Meeting ID: 999 9730 6850

Passcode: 399338

Article 4 (6) of the Bylaws of the Pikes Peak Library District Board of Trustees authorizing Public Comment

An opportunity for public participation shall be provided at each regular meeting of the Board during a portion of the agenda set aside for this purpose. Each member of the public wishing to participate shall introduce him or herself and shall speak when recognized by the presiding officer. All speakers will be asked to state their name and address. The Board President may establish reasonable rules for public participation, including without limitation limits on the time provided for public participation based on the time set aside for public comment and the number of persons wishing to participate. In some instances, it may not be possible for all to speak.

REGULAR MEETING OF THE BOARD OF TRUSTEES

- I. CALL TO ORDER
- II. ITEMS TOO LATE FOR THE AGENDA
- III. CORRESPONDENCE AND PRESENTATIONS
 - A. Correspondence
 - 1. School District 11 letter (p. 3)
 - B. Presentations
 - 1. Panorama Park Presentation (A. Simpson)
 - 2. Social Worker Presentation (K. Rockhold)
- IV. PUBLIC COMMENT (*3 Minute Time Limit per Person*)
- V. BUSINESS ITEMS
 - A. Decision 21-6-1: Minutes of the May 19, 2021 Meeting (p. 4)
 - 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. Discussion: IT Overview (R. Peters) (p. 9)
- VI. REPORTS
 - A. Friends of the Pikes Peak Library District Report (S. Adams) (p. 14)
 - B. Pikes Peak Library District Foundation Report (L. James) (p. 16)
 - C. Financial Report (M. Varnet) (p. 18)
 - D. Public Services Report (T. Shainidze Krebs) (p. 41)
 - E. Support Services Reports: Communications Report, Facilities Report, Human Resources Report, Information Technology Report, and Safety, Social Services & Security Report (p. 59)
 - 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

VII. 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

Inspire Every Mind.

(719) 520-2001
michael.thomas@d11.org

Spring, 2021

Mr. John Spears
Pikes Peak Library District
20 North Cascade Avenue
Colorado Springs, CO 80903

Dear Mr. Spears:

True heroism is remarkably sober, very undramatic. It is not the urge to surpass all others at whatever cost, but the urge to serve others at whatever cost.

Arthur Ashe

Today's youth are looking for heroes. Mass media and pop culture provide suggestions of pseudo-heroes. However, the values and ethics represented by these superstars may not provide an ideal foundation for lasting success. District 11 students need true heroes who model commitment, responsibility, and integrity.

Your commitment to the education of District 11 students and your willingness to contribute the treasures of time and resources to enrich the experiences of our students demonstrate your heroic characteristics. Meeting the challenge of engagement during a worldwide pandemic raises the bar another notch.

This year Beca Philipsen gave 6 presentations to 210 students.

Heroes who serve others no matter the cost are the kind of leaders we want our students to follow. As a District 11 partner, you are setting the standard for civic engagement and service to our community. Our students preparing to assume positions of responsibility need exemplary models like you to imitate.

Thank you for valuing education and the youth of our community. Your contribution is appreciated by the staff and students of District 11.

Yours in partnership,


Michael James Thomas
Superintendent



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BOARD MEMBERS, PIKES PEAK LIBRARY STAFF & OTHERS PRESENT

President Wayne Vanderschuere, Secretary/Treasurer Dora Gonzales, Trustee Debbie English, Trustee Cathy Grossman, Trustee Mina Liebert, Trustee Dr. Ned Stoll

Chief Librarian and CEO John Spears, Director of Public Relations and Marketing Denise Abbott, Friends of the Pikes Peak Library District Board of Directors President Stephen Adams, Chief Safety, Social Services & Security Officer Michael Brantner, Executive Assistant Laura Foster, County Commissioner Carrie Geitner, Director of Adult Services Janina Goodwin, Fountain Library Manager Gigi Holman, Chief Development Officer and Foundation Executive Officer Lance James, Chief Human Resources and Organizational Development Officer Heather Laslie, Adult Education Manager Christine Layton, Chief Information Technology Officer Rich Peters, Chief Communications Officer Michelle Ray, Chief Public Services Officer and Deputy Chief Librarian Teona Shainidze Krebs, Southeast Region Director Abby Simpson, Chief Facilities Management Officer Gary Syling, Internal Communications Specialist Jeremiah Walters, County Commissioner Holly Williams, Beth Fisher, Thea Jackson, SJ Morrone, Christy

Absent: Vice President Scott Taylor

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REGULAR MEETING OF THE BOARD OF TRUSTEES

CALL TO ORDER

President Vanderschuere called the May 19, 2021 regular meeting of the Pikes Peak Library District Board of Trustees to order at 5:01 p.m.

DECISION 21-5-1: Ratify decision of Board President and CEO to hold the May 19, 2021, Regular Meeting of the Board of Trustees online.

Motion: Cathy Grossman made a motion that the May 19, 2021, Regular Meeting of the Board of Trustees be held online as stated.

Second: Dora Gonzales seconded the motion.

Vote: The motion was approved unanimously.

ITEMS TOO LATE FOR THE AGENDA

There were no items to add to the agenda.

CORRESPONDENCE AND PRESENTATIONS

Correspondence

A patron letter was included in the Board packet. The patron expressed their appreciation for the Interlibrary Loan department staff for the excellent service they provide.

Presentations

The presentation on Panorama Park was rescheduled for the June meeting.

Staff Promotions and New Hires

Director of Adult Education Tammy Sayles introduced Christine Layton, the new Adult Education Manager. Chief Public Services Officer and Deputy Chief Librarian Teona Shainidze Krebs introduced Janina Goodwin, the new Director of Adult Services.

PUBLIC COMMENT

Commissioner Holly Williams acknowledged she received an email with a copy of the PPLD Board of Trustees Bylaws and an explanation of the Boards desires regarding Public Comment and is concerned that the Public Comment statement limits the voice of the community she represents. Commissioner Williams shared her disappointment in learning that an opportunity to relocate the Monument Library was not pursued. A resident of Commissioner Williams district contacted her to express their dissatisfaction with the Monument Library, especially considering the increase in the assessed value of their home. Commissioner Williams also indicated her hope that the Library District is collaborating with organizations that support the homeless community in El Paso County.

Beth Fisher provided a public comment at the March 17, 2021, and April 21, 2021 Board meetings regarding the mask policy of the Library District. Ms. Fisher appreciates that we heard her voice and she attended today's meeting from inside the Library, where she and her daughter Faith are enjoying selecting books.

Commissioner Carrie Geitner agrees with the comments made by Commissioner Holly Williams. Commissioner Geitner acknowledged receiving the message regarding Public Comment and a copy of the PPLD Board of Trustees Bylaws and believes the intent is to disinvite participation of the City and County liaisons at Board meetings. Commissioner Geitner would like to speak with Board members to discuss their position and discuss how the interests of the City and County citizens who fund the Library District are considered.

BUSINESS ITEMS

Decision 21-5-2: Minutes of the April 21, 2021 Meeting

The minutes of the April 21, 2021 regular meeting of the Pikes Peak Library District Board of Trustees were included in the Board packet.

Motion: Debbie English made a motion to approve the minutes of the April 21, 2021 regular meeting of the Pikes Peak Library Board of Trustees as presented.

Second: Dora Gonzales seconded the motion.

Vote: The motion was approved unanimously.

Consent Items

There were no consent items on the agenda.

Unfinished Business

Decision 21-5-3: Changes to the requirement for facial coverings in Pikes Peak Library District facilities

President Wayne Vanderschuere explained that the Board may vote to approve the provided recommendation from the Pikes Peak Library District legal counsel, to make no change, or to end the policy to require facial coverings in Pikes Peak Library District facilities approved in May 2020.

Chief Librarian John Spears thanked Trustee Cathy Grossman for drafting a change to the mask policy. The document provided in the packet reflects a review by legal counsel. Chief Librarian Spears expressed support of ending the mask policy approved in May 2020 and following state and local Public Health guidelines moving forward.

Motion: Dr. Stoll made a motion to repeal the 2020 mask policy requiring facial coverings in Pikes Peak Library District facilities.

Second: Debbie English seconded the motion.

Vote: The motion passed with a vote of five trustees in favor of repealing the policy and one vote in dissent.

New Business

There was no new business to discuss.

REPORTS

Friends of the Pikes Peak Library District Report

The Friends of the Pikes Peak Library District Report was included in the Board packet. Friends of the Pikes Peak Library District Board of Directors Stephen Adams stated he will be contacting Chief Development Officer and Foundation Executive Officer Lance James to discuss how future donations of revenue will be handled.

Pikes Peak Library District Foundation Report

The Pikes Peak Library District Foundation Report was included in the Board packet. In response to a question from Trustee Mina Liebert, Chief Development Officer and Foundation Executive Officer Lance James clarified that the discussion with the Adolf Coors Foundation regarding workforce development is primarily in regard to the food industry training and the 360 skills program that are offered to the public through Adult Education and Creative Services. Mr. James highlighted several comments received by donors during the Library Giving Day campaign.

Financial Report

The Financial Report for the period ending April 30, 2021 was included in the Board packet. Chief Financial Officer Mike Varnet was unable to attend today's meeting as he is serving on jury duty. In Mr. Varnet's absence, Chief Librarian John Spears shared that savings through the end of 2021 as a result of vacant positions will be put into the reserve fund. Mr. Spears also highlighted that PPLD has received the full disbursement of the \$500,000 awarded to PPLD from the Coronavirus Relief Fund.

Public Services Report

The Public Services Report was included in the Board packet. Chief Public Services Officer and Deputy Chief Librarian Teona Shainidze Krebs announced that Discovery Kits were offered at 5 Libraries in April and that these kits will now be available at all Library District locations.

PPLD will continue to provide curbside service and is hosting vaccination clinics at several libraries across the District. The vaccination clinics hosted at Sand Creek Library and Fountain were a success. Future vaccination clinics have been approved for High Prairie and Penrose Libraries with approval pending for other libraries. Ms. Shainidze Krebs thanked Michelle Ray, Shirley Martinez, Abby Simpson, and Kayla Rockhold for collaborating with local partners and Library Managers to provide this service to the community.

In response to a question from Trustee Dora Gonzales, Ms. Shainidze Krebs shared that although PPLD applied to host a vaccination clinic at the Calhan Library, another location was selected for a clinic in the Calhan area.

Trustee Dora Gonzales congratulated both the PPLD Foundation and Public Services for the grant received from the NextFifty Initiative's Community Response Fund for Mobile Library Services. Ms. Shainidze Krebs gave credit to Chief Foundation Officer Lance James and Public Services staff who worked together to submit a successful grant application.

Support Services Reports

The Communications Report, Facilities Report, Human Resources Report, Information Technology Report, and Safety, Social Services & Security Report were included in the Board packet. President Wayne Vanderschuere called for questions or comments regarding the written reports. There were no questions or comments.

Chief Librarian's Report

Chief Librarian John Spears announced that he was in contact with El Paso County Public Health regarding the recent changes at the local, state, and federal level about wearing masks, resulting in the elimination of the mask policy for patrons. As of yesterday, PPLD staff are also no longer required to wear masks. The only exception is for the Manitou Springs Library as the City of Manitou Springs continues to have a mask policy in place. When the Manitou Springs City Council makes a change to their policy, PPLD will comply with the decision of the MAC, as owners of the building, to continue, modify, or lift the requirement.

All Libraries have returned to full capacity and furniture has been returned to public spaces. Many of the Libraries will no longer have a greeter station at the entrance as the primary functions were to monitor building capacity and mask wearing. Most meeting rooms have returned to full capacity except for the Venue at Library 21c, the Columbine Room at Penrose Library, and the Community Room at East Library due to a staffing shortage. These rooms will return to full capacity upon hiring of staff to support room setup in these large spaces. Computer labs will operate at full capacity once IT staff bring computers back online that have been unused since March 2020. Maker Spaces and Studios will also operate at full capacity once staff is available to support those areas. As we return to in-person programming, attendance has been minimal but is expected to increase as patrons become more comfortable with attending programs in person.

Board Reports

Governance Committee Report

Governance Committee Chair Debbie English reported that the Committee met on May 4, 2021. The decision to publish the Bylaw statement was made by the Governance committee, and Ms. English clarified that public comment has been and will continue to be encouraged and welcome at meetings of the Board of Trustees. The Board of Trustees appreciates the County Commissioners' faithful attendance and sharing of perspectives at meetings, and apologized for any misunderstanding of the intent of sharing the Bylaw statement. Publishing the statement regarding Public Comment is an effort to communicate the structure used in meetings prior to the pandemic, to bring consistency to Board of Trustee meetings for all who attend, and to inform those who wish to attend of what to expect in our public meetings.

Other topics discussed at the Governance Committee included the mask policy and a progress report from Chief Librarian John Spears on his goals. A more formal review of the Chief Librarian's goals will take place later in the year.

Internal Affairs Committee Report

Internal Affairs Committee Chair Dr. Ned Stoll reported that the Committee met on May 4, 2021. The mask policy was discussed, and Chief Financial Officer Mike Varnet provided an overview of the development of the 2022 budget.

Public Affairs Committee Report

Public Affairs Committee Chair Mina Liebert reported that the Committee met on May 4, 2021. The discussion included the mask policy and moving forward with 6035 Strategies in partnership with the Communications department.

Ms. Liebert shared there was a phenomenal turnout for the Panorama Park groundbreaking launch and acknowledged the great partnership with the staff at Sand Creek Library. Jake, Jordan, Jenny, Abby, and the rest of the team have coordinated the tile project, participated with mural design, and provided logistical support including computer access, hotspots, and registration of participants. She looks forward to the presentation at next month's Board meeting

Trustee Dr. Ned Stoll thanked Lance for sharing the positive comments from the community, as those voices are often not heard. Those comments are a testament to the work that District staff do on a regular basis that make a difference to our community.

Board President's Report

President Wayne Vanderschuere suggested meeting in-person again and asked Trustees to send their availability to meet in person to either him or John by next week.

ADJOURNMENT

There being no further business to conduct, President Wayne Vanderschuere adjourned the May 19, 2021 meeting of the Pikes Peak Library Board of Trustees at 4:52PM.

Journey to Excellence: Transforming Information Technology to Support Current and Future Library Operations

The Information Technology (IT) Department provides IT resources used by PPLD patrons and staff. IT includes:

- Chief Information Technology Officer and Administrative Specialist
- IT Infrastructure Team
- End User Support Team
- Web Services Team

Our 16 member staff create and maintain vital systems, such as providing enterprise-wide network, wireless, and telephone connectivity; administering over 1,500 endpoints (i.e., desktop computers, laptop computers, mobile IT devices, etc.) supporting patrons and staff; providing district wide audio and visual services; providing direct IT customer support (i.e., helpdesk) for Library Operations; and directing IT support for vendor provided services including the Enterprise Resource Planning System (Tyler Munis) and Sirsi/Dynix Integrated Library System (ILS). Through engagement with the library staff to meet community requirements for library services, the IT Department actively responds to the evolving technical needs and challenges of the District.

The Information Technology Department's mission—in support of PPLD's Strategic Plan—is to provide, through customer engagement, outstanding technology infrastructure, services, and solutions that advance the organization's mission to “seek, engage, and transform” the lives of PPLD patrons while empowering staff to provide exceptional services, enrich the patron experience, and effectively manage and protect institutional data.

The IT Department is on a journey, in partnership with Public Services and Support staff, to transition IT services, with the objective to provide efficient, effective service to the District. The three main pillars associated with this journey are: 1) transforming IT services by incorporating IT industry best practices and standards; 2) improving the patron experience; and 3) reducing operating costs.

Infrastructure Team

Telephone System – previous system installation started in 2014 and achieved full operational capability (FOC) at all locations in 2016. This was replaced with the current system in 2019 when the IT staff determined the previous system was at end of life (EOL) and required significant upgrades to extend service life. The current system planned life expectancy is to last through 2027 or beyond. Capital Expense (CAPEX) of \$230K.

Networking Infrastructure (includes switches, uninterruptable power supplies (UPS), firewalls, routers, cybersecurity infrastructure, and cabling infrastructure) – the planned five-year replacement schedule is in place vs. waiting for components to go EOL, go beyond EOL, or experience catastrophic failure requiring emergency replacement.

Affordability challenges require staggering procurement of component systems. For example, the switch infrastructure represents a \$1.1M capital investment over five years executed in annual \$200K (or greater) increments. This staggered approach contributes to less efficient operations due to the constant need to maintain compatible switching systems throughout the District brought about by advances in switch technology.

Cabling Infrastructure – is currently undergoing significant changes to incorporate IT industry standards to ensure compliance with local fire codes for cabling (i.e., firestops systems, disaster avoidance, removing previous cabling “abandoned in place,” etc.) while also incorporating industry “best practices” for telecommunications administration (identification systems, labeling and recordkeeping, etc.). Establishing the cabling infrastructure baseline is still in progress, with the District taking advantage of the Federal Government E-Rate Category 2 program to defray 80% of the costs associated with this program. The cost for the Penrose Library Campus and East Library was approximately \$150K. The cabling infrastructure is crucial to supporting the Security and Safety Department’s services, including the cabling for the surveillance system, access control, intrusion alarm, and proposed Security Operations Center.

Cybersecurity Infrastructure – the current firewall system is scheduled for replacement in 2025 at a planned CAPEX of \$60K. Technological advances in cybersecurity threats arrayed against the District require a cybersecurity infrastructure able to flexibly respond to emerging threats. Unfortunately, the current planned five-year replacement cycle may require adjustment with threat actors harnessing the capabilities of artificial intelligence (AI). Historically, the IT Department’s risk mitigation response to cybersecurity threats was typically reactive vs. proactive depending on the capabilities of the current firewall hardware.

Wireless Infrastructure – the current system is beyond EOL and is planned for replacement in 2022. The current wireless infrastructure represents a hybrid, with the IT Department maintaining both the legacy EOL system and a new wireless system at the Manitou Library new location. The current system does not meet emerging requirements. For example, although the libraries were closed during the pandemic, patrons could still access WiFi services from the library parking lots. This was a residual, unintended benefit from radio waves extending beyond the original design for wireless service internal to the library building. The replacement system will ensure WiFi service coverage to the perimeter of each library property vs. only the interior of the buildings. Planned CAPEX for replacement system is \$250K.

Data Center Infrastructure – Currently the District has two data centers. Unfortunately, these data centers are not redundant, and the data centers do not serve as backups for each other. The IT staff is working to establish a redundant, hybrid data center environment, with the data center at Library 21c serving as the primary data center and the second data center hosted off-site (i.e., cloud based). Once the environment achieves FOC, the District will have fully redundant data centers for disaster recovery and continuity of library operations.

Microsoft Licenses – The District has transitioned in 2020 to Microsoft Academic License level A3 for Microsoft 365 Office suite and Microsoft Windows Operating System (OS) 10 subscription licensing. This represents a transition from services that the IT Department previously owned, operated, and maintained on-site. For example, the District owned licenses for Microsoft Office 2016 and the associated Exchange Server licenses to allow staff use of the Microsoft Office suite (i.e., Outlook, Word, Excel, and PowerPoint). Previously, this transition would have involved a CAPEX and Operational Expense (OPEX) due to the associated costs of purchasing the licenses and annual subscription to maintain these licenses. This transition removes the CAPEX requirements and makes the licensing an annual OPEX only. This makes the District more efficient in delivering this capability, while also removing the on-site hardware and software associated with the legacy Microsoft services.

End User Services (EUS) Team

Systems or Services Supporting Staff – these systems are for the District’s supporting staff, including Finance; Human Resources; Safety, Social Services, and Security; Communications; Facilities; and other PPLD staff.

Tyler Munis Service – the Finance and Human Resource Departments use this Enterprise Resource Planning (ERP) software. This subscription service is cloud hosted, and the IT Department performs the “due diligence” review and certification to ensure the vendor adheres to Personal Identifiable Information (PII) and Health Insurance Portability and Accountability Act (HIPAA) cybersecurity compliance requirements.

SolarWinds – the IT Department transitioned to this helpdesk software subscription in 2020. This is an annual subscription service used to improve and increase efficiency of the IT Department in providing services to the PPLD staff.

Audio and Visual (AV) Services – this new PPLD staff position in the IT Department was created to standardize AV capabilities throughout the District for effective and efficient delivery of AV services supporting patrons and staff. The current capital budget is \$56K to standardize systems, but future capital expenditures are dependent on an ongoing standardization project.

Multi-Function Devices (MFD) – the copiers were replaced in FY21, as they were beyond EOL. This was a \$325K CAPEX. The replacement cycle for these systems is planned for FY26 in the current 20-year budget projection.

Endpoints (desktop computers, laptop computers, patron computer labs) – the endpoints represent the patron and staff computers. The District has over 1,500 endpoints (430+ staff computers and over 1,000 patron facing computers). The IT Department has implemented a technology refresh cycle for replacing staff and patron computers. The objective of the refresh cycle is to replace aging computer systems that require increased maintenance and support resulting from operating beyond service life. For example, some computers are removed from the inventory if they do not have

sufficient computing power to run the District's standard OS or if they do meet the minimum needed for running the OS but still have performance issues impacting the patron experience. The IT Department implemented the patron and staff technology refresh cycle starting in FY18. However, because of the cost associated with the refresh cycle, the initial refresh cycles were staggered over the last several years. The IT Department was able to remove the computers that had over 10 years of service life in 2020. Ideally, the technology refresh cycle would be targeted for every 4 to 5 years, but evolving requirements (i.e., additional computer labs, increased patron computers, staff increase, etc.) added new computers to the inventory, resulting in pushing the technology refresh cycle to 5 to 6 years. Extending the refresh cycle impacts the EUS staff as they still must maintain the older computers.

Systems and Services Directly Supporting Library Operations

Integrated Library System (ILS) – the Collection Management Department is the lead for these services within the staff. The IT staff supports Collection Management in providing technical support, as needed, cybersecurity review, and cybersecurity certification of vendor services. This is a vendor provided, cloud-based subscription service that transitioned from on-site to the vendor cloud in 2019. The Board of Trustees was informed during the transition that one of the deciding factors in transitioning to cloud services was the increased cybersecurity protections associated with the vendor provided services. The vendor possessed cybersecurity capabilities and certifications that the IT staff could not attain or maintain if the service remained on-site. This transition increased the protections of patron personal information from potential cybersecurity threats.

Security Gates – these gates are used primarily as a deterrence of book and media theft. Eight gate systems are beyond EOL and the remaining 7 gates are nearing EOL. The IT staff is maintaining two different generations of security gates, requiring additional resources. There has been no previous Capital budget submission for replacement, resulting in budget set aside for FY22 and FY23 to allow for replacement in FY23. Replacement cost is estimated at \$198K.

Self-Check Systems – these systems support library operations and allow patrons to check out their materials without staff involvement. The District has 42 self-checks, representing three different generations of equipment. The IT staff expends additional resources operating and maintaining these three generations. The current self-checks use the Windows 7 operating system, representing a potential cybersecurity risk and require replacement or upgrade. These self-checks were procured and implemented in two different phases (phase 1 in 2014 and phase 2 in 2016). Consequently, transitioning to Windows 10 will require replacing the phase 1 self-checks and upgrading the phase 2 self-checks. Unfortunately, the vendor has indicated that the upgraded self-check performance will not equal the performance associated with new systems, possibly compromising our objective of having a “common patron experience,” regardless of which library is used. In addition, the new self-check software allows greater interaction between the Communications Department and patrons.

Chief Information Technology Officer Assessment

The library service landscape is changing, and the IT Department will adjust and respond accordingly. PPLD, as a government entity, often operates in the same arena as businesses, sometimes to augment their services and others as direct competitors. In the technology area, large on-line businesses are competing with libraries in providing access to digital media. The IT Department staff is working in conjunction with Public Services to ensure PPLD can compete in this changing landscape. The IT Advisory Team, comprised of Public Service and IT staff, is working together in laying the foundation for ensuring our policies and procedures are positioned to ensure the IT infrastructure allows the District to compete to provide these services to the patrons.

Over the last four years, a common thread associated with IT hardware and software acquisitions, whether it is directly related to IT services (i.e., infrastructure, endpoints, MFD, self-checks, etc.) or IT support services (i.e., surveillance system, access control, etc.), is board presentation where systems require replacement because they are either at EOL or beyond EOL. These include the Multi-Function Devices (copier replacement), computer technology refresh cycle, self-checks, and security gates. The Capital Budget for some systems sometimes move to another FY due to higher priority requirements. The most recent example is the descoping of the surveillance replacement system that was originally a \$1.1M CAPEX to a phased approach for an interim system in FY21 (\$300K CAPEX) and objective system in FY25. Often, the IT staff is working to maintain older equipment, requiring more resources (time and money) and, as in the case of the current surveillance system, we can no longer maintain the systems and will have to assume some risks until the interim systems are installed.

The IT landscape is changing as technological advances occur, and as the industry changes their business models, the IT Department must adjust accordingly. The IT industry business model is moving towards a more subscription-based model for software and services vs. the customer purchase and customer sustainment model. For example, the IT Department went away from on premise Microsoft Office to cloud-based Microsoft Office and now pays an annual subscription price for these services. The IT industry embrace of Artificial Intelligence (AI) in products and services presents another challenge to IT staff on how best to take advantage of these technological advances to achieve improved capabilities and efficiencies. For example, a 5G wireless infrastructure could possibly replace the current IT wired networking infrastructure that the IT staff needs to plan. In addition, the introduction of AI as cybersecurity threat vector requires a risk mitigation response that may also require incorporating defensive AI within the District's IT infrastructure. Consequently, the IT staff that focuses on doing day-to-day operations must pivot to plan for future services and capabilities to incorporate these new technologies and business processes.

Friends of the PPLD May 2021 Report

May 12 meeting: Agreed to purchase a book for PPLD in memory of Albert Gonzales. Aida will handle the \$100.00 project. A \$100.00 gift card will be presented to Beth’s family for their help with the Facebook sales. It was moved, seconded and passed to give \$15,000.00 to the Foundation for use by PPLD. The Executive Board will meet with Lance to clarify the use of donations to the Foundation. Steve will set up the meeting. The next meeting of the Board will be held on Wednesday, June 9, 2021, at 4:30 via Zoom. We will shoot for in-person at the July 14 meeting.

Status of Operations as of May 30, 2021

Sales for May		
	Amazon	\$2,176
	eBay	\$1,902
	Facebook	\$0
	Web storefront*	\$884
	East Bookstore	\$2,305
	Library 21C	\$1,369
	Penrose	\$496
TOTAL SALES	*\$405 of this amount to be reimbursed to MOA for their purchase of Joe Kenda books to sell	\$9,132

- Current volunteer count is 34 for District Friends, May hours totaled 447. All bookstore volunteers have completed training in attendant duties.
- Bookstores are open on a self-serve basis whenever the host library is open. Attendant hours are as follows, as of June 1st:
 - East bookstore will be attended from 10-4 Monday through Saturday.
 - Library 21c will be attended Mondays and Wednesdays 10-4, and alternate Saturdays 1-4.
 - Penrose will be staffed 12-4 on Tuesdays.
- Donations are continuing to come in on an appointment basis and as drop-ins while store is attended (up to one grocery-sized bag). The East basement is approaching capacity at over 625 boxes of books ready for the next big book sale.
- Library 21c has offered The Venue for a summer book sale and the date has been set. This will not be a traditional “Big Book Sale” as the vast majority of our inventory is located at East Library and our lead time is 6 weeks rather than our usual 6 months. The theme for the sale is Summer Reading, and we will be offering Children’s, Juniors and Teen books along with Adult mass market size paperbacks and DVDs. We have requested assistance from Facilities to transport up to 75 boxes from East to our temporary work room at 21c. To save

time on set-up day, volunteers will be preparing boxes for display during the weeks in advance of the sale. **Set-up will be on Friday July 16th from 9 AM to 1 PM with Member's Only sale hours from 2PM to 4PM. The sale will be open to the public on Saturday, July 17th from 10 AM to 3 PM.** Clean-up needs to be completed same day by 5 PM.

- Feasibility testing for converting our point-of-sale to Square has been completed. A project proposal will be submitted to the Executive Board in early June.
- An update to our Donation bookmarks has been submitted to PPLD Marketing. Finished product is expected by the end of June. The task of updating the member information bookmark was taken over by Susan and the membership committee.



REPORT

2021 Library Giving Day update - 1057 gifts totaling \$108,350.04

Submitted final CVRF reimbursement request to the Department of Local Affairs to complete \$500,000 reimbursement award

Applied for and received \$34,800 from the Caring for Colorado Foundation for ten vaccination clinics being held at PPLD library locations

Received \$28,612 grant from the Colorado Department of Education for Integrated English Language and Civics Engagement (IELCE) English as a Second Language program support

Received \$18,988 grant from the Colorado Department of Education for AEFLA program

Received \$6,116.58 from the Wal-Mart Foundation (pass through from the Workforce Development Center) for the Talent Accelerator workforce development program

Received in-kind donation of 6400 adult face shields, 189 children's face shields, and 1092 8 oz. bottles of hand sanitizer from Rocky Mountain Hero Outreach

Submitted 2021-22 application to the Temple Hoyne Buell Foundation requesting a renewal of funds to LENA Start program, as well as the 2020-2021 Grant Interim Report

Submitted application to Half the Sky Giving Fund of the Pikes Peak Community Foundation for the LENA Start program.

Researched funding possibilities for fire safety trainings for PPLD Safety, Security & Social Services

Met with Ecocycle/Cand'Aid program officer and PPLD Green Team to assess readiness and discuss capacity building proposal possibilities for PPLD recycling efforts

Met with BKD for PPLD Foundation annual audit interview

Held PPLD Foundation ad hoc Events Committee meeting

Attended Friends of PPLD monthly board meeting

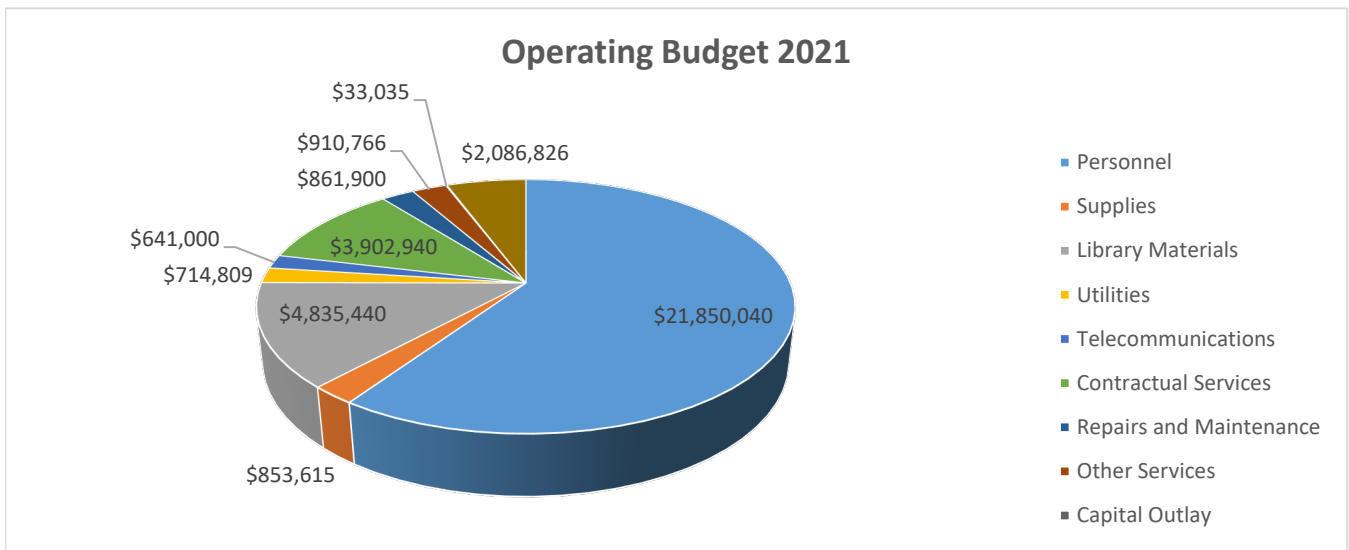
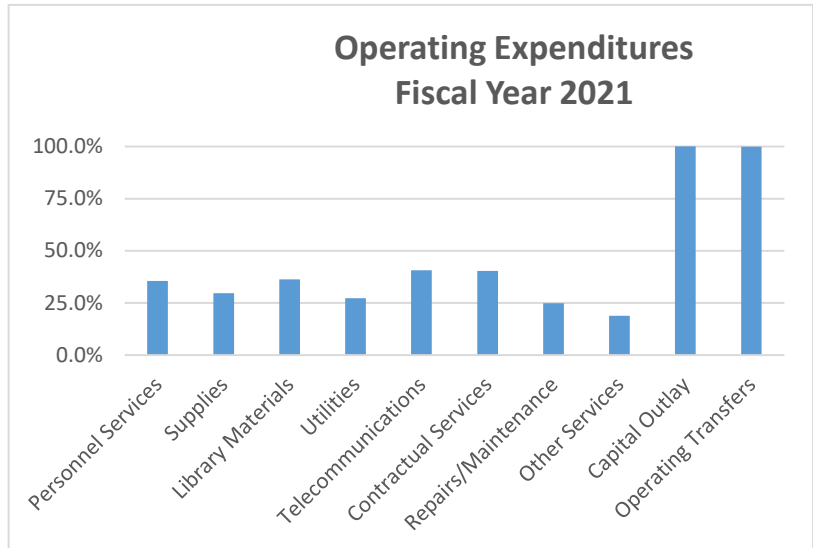
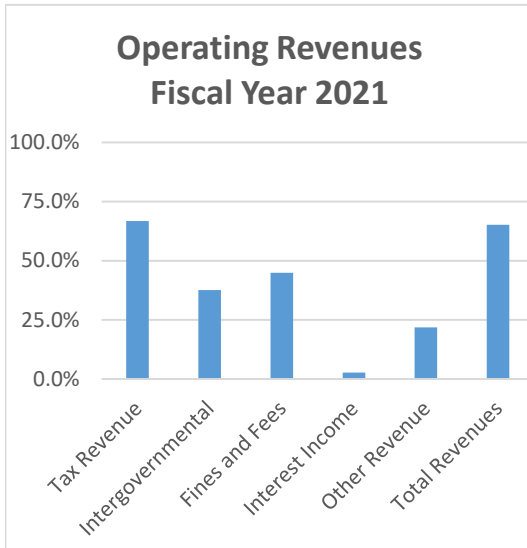
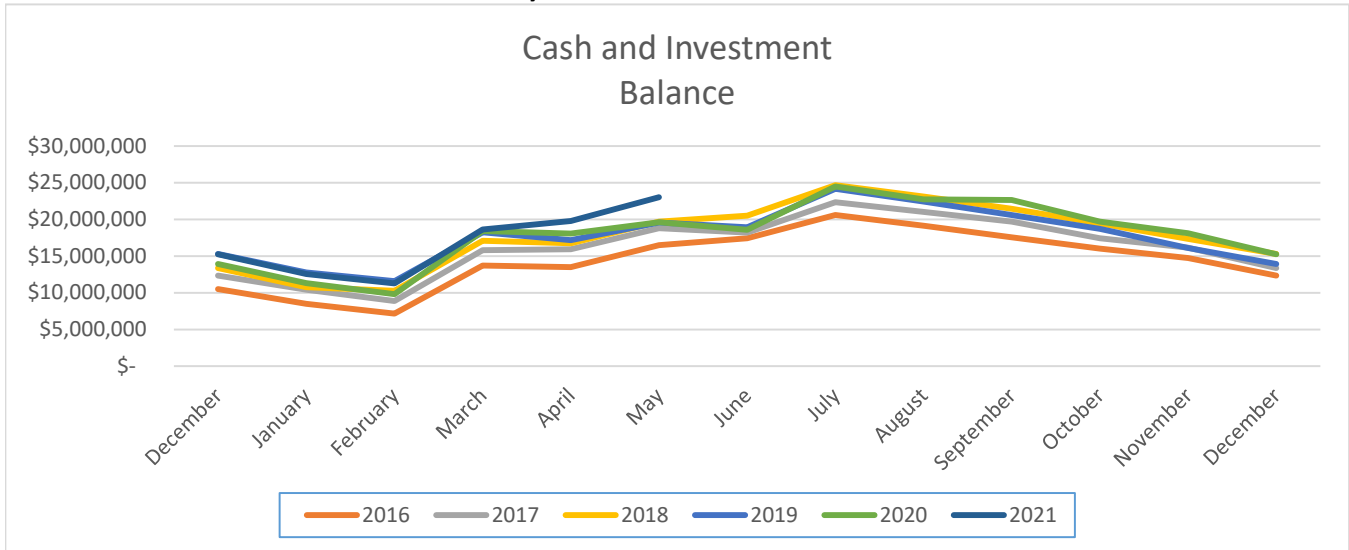
THANKS FOR BEING EXTRAORDINARY

I borrow frequently to read on my Kindle. Borrowing from the library has saved me \$\$\$ a year. Love the service!
Wren
Libraries are the backbone of the community
Abigail
I believe the library is one of the most important parts of this community
Abigail
The best free entertainment available!
Zoe
I've needed so much money reading library books instead of buying them. You provide a wonderful community service! Thank you!
Rachel
PPLD is a valuable community service, one I don't want to lose.
Abigail
I think PPLD is the best quality organization in the United States. Much love to Pikes County!
Abigail
Thank you for your service! We love reading books and watching movies!
Rachel
Our family has really appreciated all of the services and activities that PPLD provides. Please keep up the excellent programs and services.
John
I really appreciate the library and everything you've done for the community, especially during the tough pandemic months.
Shelby
Happy to support PPLD!
Joshua
Library 21C is such a great resource for our community. I'm happy to support PPLD.
John
I love the library! You do a great service!
Abigail
Thank you PPLD for helping us get thru 2021!!
David
Love the Kindle service!
Quinn
Thanks for being there and supporting learning in such creative ways.
John
Public libraries are important.
Abigail
I would feel lost without PPLD. I check out multiple books every week.
Abigail
I am grateful for the amazing resources and the savings from borrowing books.
John
The Shivers Fund and Peggy make a BIG difference in Colorado Springs. Thank you!!
David & Patsie
What I would miss in late April if you all were still charging. Thank you for all of the work needed to keep me and my family in books!!
John
I have always considered my library card to be like gold or as the credit card and commercial says, "Don't leave home without it." Thanks for all that you do.
Abigail
Growing up in the Springs during the 60's, the best day of my week was spending Saturday afternoon at the Grand Library adventure overflow of the fabulous East branch.
Abigail
I have been borrowing books from PPLD since I was a child. I love how you do it on Saturdays and loved getting books and seeing the pre-rolls.
Abigail
PPLD has enriched my life and I hope to see it continue watching the community.
Abigail
I love PPLD!
Abigail
PPLD had a HUGE impact on me growing up and was a safe haven for me to hang out, read, do homework, etc. The books they put on throughout the year were amazing. I did a lot of great work reading. I did a lot of volunteer work and loved every moment. Thank you for your hard work!
John
I have been borrowing books from PPLD since I was a child. I love how you do it on Saturdays and loved getting books and seeing the pre-rolls.
Abigail
I love PPLD!
Abigail
I believe PPLD is a superior not just an organization and a huge community asset.
Abigail
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Abigail
I love PPLD!
Abigail

Thank you for all you do!
Abigail
PPLD is the best, especially the Bon bookmobile service and online ordering! Love all the new books always being acquired, too!
Abigail
Thanks for all you do.
John
In honor of the great staff and volunteers at the Trilake Branch.
John
I can't be grateful for the many ways PPLD has enriched my life. I love how you do it on Saturdays and loved getting books and seeing the pre-rolls.
Abigail
The other I get, the more I appreciate the PPLD. How I love books. I also appreciate the "Favorite Authors" feature. Thank you for all the work you do.
Abigail
Thank you for all you do!
Abigail
Continue doing such great work.
Abigail
We miss the Palmer Lake Library VERY MUCH!
John
I was visiting from out of town, and your level of service was above and beyond to help with a unique problem. You have GREAT staff! Thank you!
Abigail
My family loves PPLD. Thank you for all you do in our community.
Abigail
I love libraries! All have been the most useful, fun benefit of my life - from childhood to now. Thank you to PPLD. You're great!
John
Thank you for 11 years as branch representative in Monument and Palmer Lake and for helping me join my MLS from Emporia State University.
John
PPLD is a terrific asset to the community and one of the best library systems in the country!
Abigail
The library here in the Springs is a wonderful resource.
Abigail
My teacher and my twin sister were librarians. I, too, believe in free and equal access to information for all.
John
Monument Library is the best!
John
Thank you PPLD and especially the Bookmobile Branch team. Our theme was "From History to the Future" for all that you do! Our theme was "From History to the Future" for all that you do! Our theme was "From History to the Future" for all that you do! Our theme was "From History to the Future" for all that you do!
John
Please continue the great services you offer.
John
I appreciate the online services.
John
Thank you for all you do for the community!
John
Libraries are an essential service and a vital part of our local community.
Abigail
A great resource, always trying to keep ahead of the changing technology in research for learning, reading, and connecting.
Abigail
I use the Cheyenne library frequently and to enjoy it.
John
Please keep up your impact in the community.
Abigail
Thank you for all the services you provide.
Abigail
God bless the library and all who serve our beloved patron!
John
I appreciate the online services.
John
Thank you for all you do for the community!
John
I use the Cheyenne library frequently and to enjoy it.
John
Please keep up your impact in the community.
Abigail
Thank you for all the services you provide.
Abigail
God bless the library and all who serve our beloved patron!
John
I appreciate the online services.
John
Thank you for all you do for the community!
John

Pikes Peak Library District Financial Dashboard

May 2021



Pikes Peak Library District

May 2021 Financial Report

Presented to Board of Trustees on June 16, 2021

**Pikes Peak Library District
General Fund Summary
For the Five-Month Period Ended May 31, 2021**

General Fund	Year-To-Date				Notes
	2021	2020	Change	% Chg.	
Revenues					
Property taxes	\$ 21,614,986	\$ 19,468,658	\$ 2,146,328	11.0%	
Specific ownership taxes	1,531,058	1,274,865	256,193	20.1%	
Fines/fees	35,561	33,182	2,379	7.2%	
Investment earnings	5,020	83,678	(78,658)	-94.0%	
Other	429,046	139,655	289,391	207.2%	1
Total Revenues	\$ 23,615,671	\$ 21,000,038	\$ 2,615,633	12.5%	

Note - The Coronavirus pandemic began locally in March 2020. At that time, PPLD operations changed significantly, including periods of operational shutdown and reduced hours open to the public. The limited/different services model continues during 2021.

Tax revenue was impacted in 2020 as deadlines to pay property taxes were extended. Interest rates bottomed out after March 2020. The economic recovery has begun during 2021. In April 2021, PPLD received a CVRF payment of \$234,403, of which \$101,026 pertained to 2021 activity.

1. PPLD recognized CVRF revenue of \$353,735 during 2021.

**Pikes Peak Library District
Statement of Revenues
General Fund
For the Five-Month Period Ended May 31, 2021**

Percent of Year 41.7%

Account Description	2021 Budget	YTD Actual	Variance	% Used
Tax Revenue				
Property taxes				
Current	\$ 31,312,948	\$ 21,662,838	\$ (9,650,110)	69.2%
Abatements/refunds	(122,400)	(60,876)	61,524	49.7%
Omitted properties	7,140	1,296	(5,844)	18.2%
Delinquent	18,360	8,734	(9,626)	47.6%
Penalties/interest	36,720	2,994	(33,726)	8.2%
Specific ownership taxes	3,382,500	1,531,058	(1,851,442)	45.3%
Local government in lieu of prop. taxes	10,200	-	(10,200)	0.0%
Total Tax Revenue	34,645,468	23,146,044	(11,499,424)	66.8%
Intergovernmental				
Federal funds - other categories	106,974	353,735	246,761	330.7%
Federal - eRate Funding	690,600	-	(690,600)	0.0%
State Grant - library materials	143,445	-	(143,445)	0.0%
Total Intergovernmental	941,019	353,735	(587,284)	37.6%
Fines and Fees	79,200	35,561	(43,639)	44.9%
Interest Income	183,750	5,020	(178,730)	2.7%
Other Revenue				
Donations/grants/gifts				
PPLD Foundation	242,100	31,656	(210,444)	13.1%
Other	-	18,881	18,881	100.0%
Copier charges/PMS charges	80,400	13,414	(66,986)	16.7%
Parking lot collections	12,060	2,901	(9,159)	24.1%
Merchandise sales	-	283	283	100.0%
Miscellaneous	4,523	4,196	(327)	92.8%
Asset sales proceeds	5,025	3,980	(1,045)	79.2%
Total Other Revenue	344,108	75,311	(268,797)	21.9%
Total General Fund Revenues	\$ 36,193,545	\$ 23,615,671	\$ (12,577,874)	65.2%

**Pikes Peak Library District
General Fund Summary
For the Five-Month Period Ended May 31, 2021**

General Fund	Year-To-Date				Notes
	2021	2020	Change	% Chg.	
Expenditures					
Personnel	\$ 7,759,477	\$ 7,995,177	\$ (235,700)	-2.9%	
Supplies	253,415	232,990	20,426	8.8%	
Library materials	1,753,255	1,643,384	109,871	6.7%	
Utilities	194,632	172,012	22,619	13.1%	
Telecommunication costs	260,670	261,321	(651)	-0.2%	
Contractual services	1,576,835	1,582,713	(5,878)	-0.4%	
Repairs and maintenance	214,701	240,576	(25,875)	-10.8%	
Other services	171,651	165,306	6,345	3.8%	
Capital outlay	103,858	10,572	93,285	882.3%	1
Operating transfers - other funds	2,086,826	-	2,086,826	0.0%	2
Total Expenditures	\$ 14,375,320	\$ 12,304,052	\$ 2,071,268	16.8%	

1 PPLD spent \$101,025 on laptop purchases during January, the majority of which was funded through the CVRF grant.

2 Fund transfers to the Capital Project Funds were made in accordance with the approved 2021 Budget. The fund transfer occurred earlier during 2021 as compared to 2020.

**Pikes Peak Library District
Statement of Expenditures
General Fund
For the Five-Month Period Ended May 31, 2021**

Percent of Year 41.7%

Account Description	2021 Budget	YTD Actual	Available Budget	% Used
Personnel Services				
Regular employees	16,811,878 \$	5,889,714 \$	10,922,164	35.0%
Temporary employees	3,800	-	3,800	0.0%
Substitute employees	33,500	-	33,500	0.0%
Work-Study And internship	16,500	607	15,893	3.7%
Social security contributions	1,310,623	432,490	878,133	33.0%
Retirement contributions	1,108,739	402,788	705,951	36.3%
Health Plan contributions	2,300,000	932,679	1,367,321	40.6%
Unemployment insurance	40,000	10,637	29,363	26.6%
Workers compensation	55,000	39,960	15,040	72.7%
Vision Plan insurance	65,000	22,849	42,151	35.2%
Life A&D insurance	65,000	24,752	40,248	38.1%
Tuition assistance	40,000	3,000	37,000	7.5%
Total Personnel Services	21,850,040	7,759,477	14,090,563	35.5%
Supplies				
General	284,052	40,922	243,130	14.4%
Microform	2,450	-	2,450	0.0%
Software purchases/licenses	296,500	145,043	151,457	48.9%
Computer supplies	44,000	7,041	36,959	16.0%
Processing	85,000	1,116	83,884	1.3%
Office	63,750	7,864	55,886	12.3%
Other	77,863	51,429	26,434	66.1%
Total Supplies	853,615	253,415	600,200	29.7%
Library Materials				
Audio-visual materials	783,300	114,581	668,719	14.6%
Books	1,327,814	325,720	1,002,094	24.5%
e-materials	1,773,767	791,462	982,305	44.6%
Library materials - other	203,000	73,457	129,543	36.2%
Microforms	5,000	-	5,000	0.0%
Periodicals	110,250	91,577	18,673	83.1%
Serials	25,000	8,600	16,400	34.4%
Databases - online services	607,309	347,246	260,063	57.2%
Memorials	-	612	(612)	0.0%
Total Library Materials	4,835,440	1,753,255	3,082,185	36.3%

**Pikes Peak Library District
Statement of Expenditures
General Fund
For the Five-Month Period Ended May 31, 2021**

Percent of Year 41.7%

Account Description	2021 Budget	YTD Actual	Available Budget	% Used
Utilities				
Gas	88,643	52,558	36,085	59.3%
Electric	490,236	129,389	360,847	26.4%
Water/sewer	128,086	10,127	117,959	7.9%
Storm water fees	7,844	2,557	5,287	32.6%
Total Utilities	714,809	194,632	520,178	27.2%
Telecommunications				
Data	460,000	197,984	262,016	43.0%
Voice	77,000	34,720	42,280	45.1%
Cellular	104,000	27,966	76,034	26.9%
Total Telecommunications	641,000	260,670	380,330	40.7%
Contractual Services				
Janitorial services	341,000	136,251	204,749	40.0%
Carpet cleaning services	136,000	55,160	80,840	40.6%
Laundry services	5,500	-	5,500	0.0%
Library facility rental	674,558	268,859	405,699	39.9%
Common area maintenance	175,761	53,429	122,332	30.4%
Storage rental	3,000	-	3,000	0.0%
Audit	42,500	24,000	18,500	56.5%
Legal	50,000	14,430	35,570	28.9%
Consultant	293,650	33,363	260,287	11.4%
Cataloging	40,000	15,673	24,327	39.2%
Trash removal	23,345	6,797	16,548	29.1%
Copier services	61,000	-	61,000	0.0%
Courier services	224,476	6,842	217,634	3.0%
Liability/property insurance	160,693	153,092	7,601	95.3%
Printing	80,000	31,808	48,192	39.8%
Programming	376,500	61,895	314,605	16.4%
Treasurer fees	462,000	299,538	162,462	64.8%
Warrantire	37,000	-	37,000	0.0%
Microfilming services	19,600	2,495	17,105	12.7%
Computer support agreements	111,882	78,769	33,113	70.4%
Computer equipment maintenance	397,000	278,735	118,265	70.2%
Software licenses	78,950	8,140	70,810	10.3%
Software subscriptions	29,307	24,307	5,000	82.9%
Employee Assistance Program	21,218	1,047	20,171	4.9%
Parking	58,000	22,205	35,796	38.3%
Total Contractual Services	3,902,940	1,576,835	2,326,105	40.4%

**Pikes Peak Library District
Statement of Expenditures
General Fund
For the Five-Month Period Ended May 31, 2021**

Percent of Year 41.7%

Account Description	2021 Budget	YTD Actual	Available Budget	% Used
Repairs and Maintenance				
Grounds maintenance	88,000	31,242	56,758	35.5%
Vehicle operating costs	74,500	26,155	48,345	35.1%
Equipment maintenance	453,300	120,984	332,316	26.7%
Equipment repairs	60,350	1,517	58,833	2.5%
Furniture repairs	35,000	2,380	32,620	6.8%
Building repairs	150,750	32,423	118,327	21.5%
Total Repairs and Maintenance	861,900	214,701	647,199	24.9%
Other Services				
Translation services	300	-	300	0.0%
Advertising	1,000	89	911	8.9%
Bank And trustee Fees	8,000	3,478	4,522	43.5%
School engagement	3,000	48	2,952	1.6%
Mileage/Travel reimbursement	77,250	11,355	65,896	14.7%
Employee recruitment	37,500	3,821	33,679	10.2%
Dues and memberships	63,352	19,525	43,827	30.8%
Merchandising	8,000	-	8,000	0.0%
Employee recognition	20,525	11,561	8,964	56.3%
Board of Trustees	7,000	488	6,512	7.0%
Community outreach	135,500	38,574	96,926	28.5%
Training	290,138	31,446	258,692	10.8%
Signage	30,000	2,106	27,894	7.0%
Bindery	5,000	1,132	3,868	22.6%
Book mending	1,500	-	1,500	0.0%
Safety	14,250	1,453	12,797	10.2%
Summer Adventure Club	35,786	11,159	24,627	31.2%
Patron reimbursement	500	-	500	0.0%
Postage	61,500	15,308	46,192	24.9%
Volunteer program	6,500	673	5,827	10.4%
Safety and wellness	7,000	2,105	4,895	30.1%
Other grant/donation expenditures	4,799	360	4,439	7.5%
Other	92,366	16,972	75,394	18.4%
Total Other Services	910,766	171,651	739,115	18.8%
Capital Outlay				
Other	33,035	103,858	(70,823)	314.4%
Total Capital Outlay	33,035	103,858	(70,823)	314.4%
Operating Transfers to Other Funds				
Fund transfers out	2,086,826	2,086,826	-	100.0%
Total Expenditures	\$ 36,690,372	\$ 14,375,320	\$ 22,315,052	39.2%

**Pikes Peak Library District
Special Revenue Funds
For the Five-Month Period Ended May 31, 2021**

Fund Balance - January 1, 2021	\$ 105,721
Expenditures	-
Fund Balance - May 31, 2021	<u>\$ 105,721</u>
Fund Balance - By Fund - May 31, 2021	
Cheyenne Mountain Library Fund	\$ 812
High Prairie Library Fund	92,626
Sand Creek Library Fund	12,283
	<u>\$ 105,721</u>

**Pikes Peak Library District
East Library Capital Projects Fund
For the Five-Month Period Ended May 31, 2021**

Account Description	Multi-Year Budget	Activity			Encumbrances	Available Budget
		2019	2020	2021		
Revenues and Other Sources of Funds						
Donation - Foundation	\$ 5,000	\$ -	\$ -	\$ -	\$ -	\$ (5,000)
Fund transfers in	232,372	139,627	8,545	84,200	-	-
Total Revenues and Other Sources of Funds	237,372	139,627	8,545	84,200	-	(5,000)
Expenditures						
2021 Projects						
Add a closet with cooling for IT	25,000	-	-	20,344	-	4,656
Contingency	25,000	-	-	-	-	25,000
Computer lab tables	20,000	-	-	-	-	20,000
COVID upgrades	14,200	-	-	-	-	14,200
Pre-2021 projects						
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	17,140	-	10,282	5,944	914	-
Convert sound booth room to storage	3,000	-	-	-	-	3,000
Replace emergency lighting generator	97,224	1,950	95,274	-	-	-
Furniture	30,000	-	-	-	5,038	24,962
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	17,143	-	-	9,093	-	8,050
IT equipment	2,071	-	253	-	-	1,818
Total Expenditures	\$ 310,596	\$ 22,549	\$ 129,505	35,381	\$ 5,952	\$ 117,209
Excess Revenues over Expenditures				48,819		
Fund Balance - January 1, 2021				74,342		
Fund Balance - May 31, 2021				<u>\$ 123,161</u>		

**Pikes Peak Library District
Penrose Library Capital Projects Fund
For the Five-Month Period Ended May 31, 2021**

Account Description	Multi-Year Budget	Expenditures			Encumbrances	Available Budget
		2019	2020	2021		
Revenues and Other Sources of Funds						
Fund transfers in	\$ 97,224	\$ 96,700	\$ -	\$ 524	\$ -	\$ -
Expenditures						
2021 Projects						
Open chairs for Adult Education Services	2,500	-	-	-	-	2,500
Roofing consultant to evaluate existing roof	35,000	-	-	-	-	35,000
Install glass wall structure - Executive Assistant area	15,000	-	-	-	-	15,000
Building maintenance/minor renovation projects						
Add office for Manager	20,000	-	-	-	-	20,000
Add IT closet	25,000	-	-	-	-	25,000
Add messinine door structure	15,000	-	-	-	-	15,000
Painting allowance	25,000	-	-	-	-	25,000
Contingency	25,000	-	-	-	-	25,000
Pre-2021 Projects						
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

**Pikes Peak Library District
 Penrose Library Capital Projects Fund
 For the Five-Month Period Ended May 31, 2021**

Account Description	Multi-Year Budget	Expenditures			Encumbrances	Available Budget
		2019	2020	2021		
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	-	9,140	21,070
Total Expenditures	\$ 1,100,592	\$ 608,450	\$ 73,674	-	\$ 9,140	\$ 409,328
Excess Revenues over Expenditures				524		
Fund Balance - January 1, 2021				417,945		
Fund Balance - May 31, 2021				<u>\$ 418,469</u>		

**Pikes Peak Library District
Library 21c Capital Projects Fund
For the Five-Month Period Ended May 31, 2021**

Account Description	Multi-Year Budget	Expenditures			Encumbrances	Available Budget
		2019	2020	2021		
Revenues and Other Sources of Funds						
Fund Transfers In	\$ 1,384,467	\$ 1,156,100	\$ 63,367	\$ 165,000	\$ -	\$ -
Expenditures						
2021 Projects						
Awning for curbside service	25,000	-	-	-	-	25,000
Back up generator	105,000	-	-	-	-	105,000
Contingency	25,000	-	-	-	-	25,000
Closet UPS	10,000	-	-	-	-	10,000
Pre 2021 Projects						
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	-	32,392	31,567	1,175	20,886
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	-	-	-	9,277	223
Boiler replacement	275,000	-	291,744	-	-	(16,744)

**Pikes Peak Library District
Library 21c Capital Projects Fund
For the Five-Month Period Ended May 31, 2021**

Account Description	Multi-Year Budget	Expenditures			Encumbrances	Available Budget
		2019	2020	2021		
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
Total Expenditures	\$ 1,601,787	\$ 924,181	\$ 389,250	31,567	\$ 10,452	\$ 246,337
Excess Revenues over Expenditures				133,433		
Fund Balance - January 1, 2021				189,865		
Fund Balance - May 31, 2021				<u><u>\$ 323,298</u></u>		

**Pikes Peak Library District
Capital Reserve Fund
For the Five-Month Period Ended May 31, 2021**

Account Description	Multi-Year Budget	Activity			Encumbrances	Available Budget
		2019	2020	2021		
Revenues and Other Sources of Funds						
Fund transfers in	\$ 4,363,542	\$ 1,050,984	\$ 1,475,456	\$ 1,837,102	\$ -	\$ -
Tenant improvement reimbursement	61,874	-	61,695	-	-	(179)
Donation - Foundation	123,000	-	-	-	-	(123,000)
Sale of assets	12,500	-	12,500	-	-	-
Total Revenues and Other Sources of Funds	4,560,916	1,050,984	1,549,651	1,837,102	-	(123,179)

Expenditures

Facilities Capital

2021 Projects

City bookmobile headlight upgrade	2,500	-	-	-	-	2,500
City bookmobile leaf spring upgrade	5,000	-	-	-	-	5,000
County bookmobile - back-up camera upgrade	1,500	-	-	-	-	1,500
Lobby stop van - replace lift gate	4,000	-	-	-	-	4,000
Chetenne Mountain - Meeting room tables	5,000	-	-	-	-	5,000
Ruth Holley - Curbside drive-up window	10,000	-	-	-	-	10,000
Ruth Holley - Learning lab - tables	5,000	-	-	-	-	5,000
Monument - Four (4) Rtu's replacement allowance	12,500	-	-	-	-	12,500
Old Colorado City - HVAC replacement/upgrades	5,000	-	-	-	-	5,000
Sand Creek - Replace rooftop unit	50,000	-	-	-	-	50,000
Sand Creek - Replace crash bar and lock on front door	5,568	-	-	-	5,568	-
Sand Creek - Adjustable height tables	2,052	-	-	-	-	2,052
Sand Creek - Locking drive-up book returns	6,000	-	-	-	5,300	700
Concrete replacement - districtwide allowance	10,000	-	-	-	-	10,000
Upgrade fire system dialers to cellular	12,000	-	-	1,685	1,885	8,430
Asphalt repairs and maintenance - districtwide allowance	15,000	-	-	-	-	15,000
Capital contingency	50,000	-	-	-	-	50,000
Furniture replacement contingency	25,000	-	-	-	-	25,000
Roof inspections, preventative maintenance repairs	15,000	-	-	-	-	15,000

Pikes Peak Library District
Capital Reserve Fund
For the Five-Month Period Ended May 31, 2021

Account Description	Multi-Year Budget	Activity			Encumbrances	Available Budget
		2019	2020	2021		
Story walks at East, Penrose 21c and Fountain Libraries	16,000	-	-	-	-	16,000
Elevator electronic access at East and Penrose	3,966	-	-	-	-	3,966
Purchase uniform recycling retainers at all facilities	10,000	-	-	-	-	10,000
Pre-2021 Projects						
District-wide - asphalt maintenance	7,628	7,628	-	-	-	-
Landscape allowance	40,000	-	37,354	-	2,506	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	-	-	70,390	-	4,610
Roof inspection	25,000	-	8,992	-	-	16,008
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	1,578	-	-	15,759
Ruth Holley leasehold improvements	61,874	-	-	-	-	61,874
Manitou Arts Council (MAC) project	203,971	-	24,480	145,553	3,834	30,104
MAC - intrusion alarms	12,559	-	6,279	6,280	-	-
MAC - furniture	33,669	-	18,543	12,739	1,001	1,386
Improvements other than buildings	15,111	-	14,263	-	848	-
District-wide - concrete replacement	23,560	5,630	-	-	-	17,930
District-wide - asphalt repairs	47,072	716	20,107	-	-	26,249
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	-	2,787	-	-	12,213
Furniture	25,000	-	8,502	12,888	-	3,610

**Pikes Peak Library District
Capital Reserve Fund
For the Five-Month Period Ended May 31, 2021**

Account Description	Multi-Year Budget	Activity			Encumbrances	Available Budget
		2019	2020	2021		
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	-	-	-	1,883	617
Cheyenne Mountain circulation desk replacement	15,000	-	-	15,035	-	(35)
Fountain - furniture teen gaming area	5,000	-	-	-	-	5,000
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	-	-	-	2,880	120
Shelving	14,428	14,428	-	-	-	-
Replace tractor	10,000	-	9,975	-	-	25
Replace generator bookmobile	12,500	-	-	-	-	12,500
Contingency	341,609	61,055	85,521	38,139	9,000	147,894
Signage allowance	7,618	7,615	3	-	-	-
Total Facilities Capital	1,771,816	456,831	259,276	302,709	38,705	714,295

**Pikes Peak Library District
Capital Reserve Fund
For the Five-Month Period Ended May 31, 2021**

Account Description	Multi-Year Budget	Activity			Encumbrances	Available Budget
		2019	2020	2021		
Communications Capital						
2021 Projects						
Signage projects	7,550	-	-	-	-	7,550
Pre 2021 Projects						
MAC projects	25,450	-	168	11,679	150	13,453
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
Total Communications Capital	42,500	-	168	11,679	150	30,503

**Pikes Peak Library District
Capital Reserve Fund
For the Five-Month Period Ended May 31, 2021**

Account Description	Multi-Year Budget	Activity			Encumbrances	Available Budget
		2019	2020	2021		
Information Technology Capital						
2021 Projects						
Telecommunications switches and UPS	576,000	-	-	-	-	576,000
UPS rotation	96,000	-	-	-	-	96,000
Router replacement	10,000	-	-	-	-	10,000
Cabling infrastructure repair	25,000	-	-	-	25,000	-
East Admin and staff cabling	85,000	-	-	19,919	65,962	(881)
Penrose Admin and staff cabling	35,000	-	-	-	35,000	-
Contingency cabling (non eRate)	10,000	-	-	-	-	10,000
Technology refresh (staff)	110,000	-	-	-	2,125	107,875
Technology refresh (patrons)	230,000	-	-	-	-	230,000
AWE literacy stations	55,000	-	-	35,700	-	19,300
Adult Education Chromebook and hotspots	5,000	-	-	-	-	5,000
Creative Service specialized sap top (3D Capable)	3,200	-	-	1,414	-	1,786
Young Adult Services programming Chromebook	5,300	-	-	-	-	5,300
Security system elevator access control	3,966	-	-	-	-	3,966
Staff and public printers	5,000	-	-	-	-	5,000
Contingency	15,000	-	-	6,639	3,220	5,141
Access control	60,000	-	-	-	-	60,000
Surveillance cameras	100,000	-	-	-	100,000	-
District-wide audio-visual equipment standardization	56,000	-	-	212	3,299	52,489
Receipt printers	12,500	-	-	-	-	12,500
Barcode scanners	12,500	-	-	97	-	12,403
Upgrade to Drupal	40,000	-	-	-	-	40,000
Pre 2021 Projects						
Servers-East Library data updates	2,000	-	2,000	-	-	-
Data center redesign	90,000	-	90,000	-	-	-
PC purchases	371,525	-	20,067	-	-	351,458
Technology refresh (staff)	44,000	18,221	1,295	13,284	-	11,200
Technology refresh (patrons)	131,000	130,845	155	-	-	-

**Pikes Peak Library District
Capital Reserve Fund
For the Five-Month Period Ended May 31, 2021**

Account Description	Multi-Year Budget	Activity			Encumbrances	Available Budget
		2019	2020	2021		
PCs-video editing	11,114	-	-	-	-	11,114
Replace computers	39,484	28,497	9,712	245	-	1,030
Technology refresh (patrons)	43,795	3,279	17,945	-	-	22,571
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	272,771	1,255	2,755	9,755
Network switches/UPS	346,000	82,739	2,332	16,206	130,439	114,284
MAC - networking	80,125	-	80,030	222	-	(127)
MAC - phone system	7,672	-	4,498	617	-	2,557
MAC - other	800	-	-	-	-	800
MAC - endpoints	31,944	-	13,106	17,502	-	1,336
MAC - security	97,456	-	35,439	59,454	-	2,563
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	7,541	14,006	-
Switches/UPS replacement	40,000	11,606	11,559	5,892	10,943	-
ILS peripherals	265,000	-	27,434	4,688	50,081	182,797
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	-	4,220	-	9,400
East Library teen computers	4,000	-	4,000	-	-	-
Datacenter project	111,399	-	54,563	1,530	8,052	47,254
Security system	203,077	-	-	-	190,449	12,628
AV Equipment - districtwide	126,676	-	1,676	-	-	125,000
IT management reserve	13,492	-	-	-	-	13,492
Contingency	2,320	2,320	-	-	-	-
Total Information Technology Capital	4,246,416	448,476	720,666	196,637	641,331	2,239,306

**Pikes Peak Library District
Capital Reserve Fund
For the Five-Month Period Ended May 31, 2021**

Account Description	Multi-Year Budget	Activity			Encumbrances	Available Budget
		2019	2020	2021		
Video Studio Capital						
2021 Projects						
Video projector replacements and additions	5,000	-	-	-	-	5,000
Pre 2021 Projects						
Wireless mic kit	1,300	748	579	-	-	(27)
Audio recorder	300	-	272	-	-	28
Audio recorder kit	1,200	-	1,064	-	-	136
Microphones	9,000	-	-	8,192	-	808
Video equipment and accessories	1,620	-	-	-	-	1,620
Video projectors replacement and additions	5,000	-	-	-	-	5,000
Cameras - Studio21c	37,500	-	33,960	-	-	3,540
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	-	-	-	-
Total Video Studio Capital	99,510	24,948	40,834	8,192	-	25,536

**Pikes Peak Library District
Capital Reserve Fund
For the Five-Month Period Ended May 31, 2021**

Account Description	Multi-Year Budget	Activity			Encumbrances	Available Budget
		2019	2020	2021		
Creative Services Capital						
2021 Projects						
3D scanner	3,000	-	-	-	2,920	80
Pre 2021 Projects						
Equipment initiatives	27,900	-	19,987	-	3,285	4,628
Cricut machines	1,200	412	-	-	-	788
Sand Creek-larger kiln	3,000	-	-	2,994	-	6
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	158	-	46,053
Total Creative Services Capital	108,986	18,644	25,162	3,152	6,205	55,823
Total Expenditures	\$ 6,269,227	\$ 948,899	1,046,106	522,369	\$ 686,391	\$ 3,065,462
Excess Revenues over Expenditures				1,314,733		
Fund Balance - January 1, 2021				2,313,943		
Fund Balance - May 31, 2021				<u>\$ 3,628,676</u>		

**Pikes Peak Library District
 Receipts and Disbursements by Cash Account
 For the Month of May, 2021**

	COLOTRUST Investments	US Bank Checking	Total Cash
Cash and Investments Balance May 1, 2021	\$ 19,521,631	\$ 253,766	\$ 18,623,224
Receipts			
Property Taxes	5,693,908	-	5,693,908
Cash Receipts	-	32,049	32,049
Credit card and other activity	-	3,517	3,517
CVRF grant receipt	-	119,331	119,331
Interest	1,111	-	1,111
Disbursements			
Payment of Bills week of	-	(420,362)	(420,362)
Payment of Bills week of	-	(129,161)	(129,161)
Payment of Bills week of	-	(150,991)	(150,991)
Payment of Bills week of	-	(341,030)	(341,030)
Payroll	-	(669,749)	(669,749)
Payroll	-	(888,717)	(888,717)
Payroll and end of month	-	-	-
Transfer between funds	(2,200,000)	2,200,000	-
Cash and Investments May 31, 2021	<u>\$ 23,016,650</u>	<u>\$ 8,653</u>	<u>\$ 23,025,303</u>

Public Services Report May 2021

Combatting Loneliness

The new Young Adult Services senior library associate starts on June 7. We hosted a virtual get together with Young Adult Services staff and an in-person meet and greet with young adult staff from throughout the District. It was wonderfully awkward to get together and enjoy each other's company.

Staff at Penrose Library has been busy working to make our space feel comfortable to our patrons. With the pandemic guidelines shifting we have been able to put more furniture and display materials out so that patrons have more access to using our library resources onsite. Kayla Rockhold, our licensed clinical social worker, has also been very busy holding open hours to assist patrons in finding resources that are essential to their well-being. Taryn Malila, Librarian (PE/AS), and Alison Kelly, Senior Library Associate (PE/AS), also held our Penrose Perk Program (Coffee) on May 7. We will continue to expand services that are vital to our entire community as we can and take special care with our more vulnerable community members.

North Region Community

Throughout the month of May, Liz Phillips (Calhan) communicated with Dayna Buffington, Fair and Events Center Program Supervisor, Melody Alvarez (Family & Children's Services, FCS) and Christa Funke (FCS) regarding possible Summer Adventure programming coordination at the El Paso County Fair in July. Christa will be sending Liz Cubelets and Squishy Circuits for the Library tent/table at the El Paso County Fair.

Resources

The High Prairie garden, which we grow in partnership with Fresh Start Center, has been fortified with llama manure to help the pumpkins grow, and covered with a thick layer of mulch to help reduce our water usage.

Rockrimmon now has both of our AWE Learning computers in use daily by visiting kids. Parents are also happy being able to use our Kids PC while their kids are in the Children's Area.

Starting in June, Monument will be offering in-person Storytimes. They will happen twice a month to start and then reevaluated in the fall.

Jean Carrier, Liz Turner, Meredith Moore, and Athena Cazier of Monument spent one Friday cleaning Palmer Lake. They cleared the spider webs from the windows, organized the programming supplies, and cleared out the quarantining materials from last year. There are some pieces of furniture that need to be repurposed in the district, but this will have to wait until the ramp is finished. Once the town of Palmer Lake is able to move forward on finishing the ramp project, the library staff look forward to reopening to the community.

Innovation/Creativity

High Prairie Library offered a Seed Library Take and Make Kit in lieu of in-person seed library programs this Spring. It was "Bee Nice to Bees" and included supplies to make a bee waterer and wildflower seeds.





In-person Story Time returned to the great indoors on May 18.

Library 21c Children's team was set to host their first-ever Outdoor Storytime on Tuesday, May 18. Rainy weather threatened to cancel the event, but Children's staff did not let it discourage them. With the permission of Leadership, two sessions of Storytime were held indoors in the Venue with 46 people, the highest attendance of Library 21c's programs since the pandemic began. Due to the success of this in-person, indoor event, Library 21c staff are making plans to move forward with more indoor Storytimes.

Rockrimmon hosted in-person Storytime with Family and Children's Services staff on May 16, in the parking lot at Christ the King Lutheran Church across the street from the library. Twelve people attended. It was wonderful to see the smiling and engaged children and their caregivers enjoying songs and stories together again. The next Rockrimmon parking lot Storytime date is August 20.

Service

On May 25, Library 21c reopened its lower-level entrance, book drop, and holds area to patrons. For the past year, patrons were instructed to use only the second level east entrance of Library 21c. The lower-level south entrance and holds area were both closed to the public so staff could offer curbside service; the lower-level book drop was blocked since it was attached directly to the AMH belt and quarantining items was impossible. Library 21c staff had been preparing for the entrance to reopen for some time. Once word came out May 18 that all libraries could resume normal operations with multiple entrances, staff launched into action, completing several tasks to ready the area for shared use with patrons. Patrons have conveyed surprise and joy at this additional "return to normal."

In the North Region, most study and meeting rooms reopened for use, and staff placed more tables and chairs for patrons seeking space to work and collaborate. With services resuming, resources returning, and masks no longer required, more people are visiting our libraries again.

In mid-May, the Children's desk at Library 21c resumed staffing on a limited basis. Current hours are Monday - Friday from 10 a.m. - noon and 3 p.m. - 5 p.m., and Saturday from 10 a.m. - noon. Staff are evaluating this service point's hours and plan to expand as able to meet patron needs.

Internal/Staff

High Prairie filled our last open assistant position, welcoming Shayna M., who starts on June 7.

Liz Willhoff at High Prairie participated in a focus group for the Environmental Leadership Program. They are re-designing the program and looking for input from program members. They will do more in-depth focus groups this summer and Liz will continue to participate since the library is a unique member in the program and run differently.

Library 21c's May Public Services meeting was a collaboration with Calhan and High Prairie staff. The meeting was largely focused on serving children and families; it began with a presentation by Early Literacy Librarian Milissa Fellers about the LENA Start program and concluded with Librarians SarahEllen Hickle and Cathy Wood discussing the importance of Summer Adventure. Staff from the three branches communicated their plans for Summer

Adventure promotion, programming, and prize distribution. Staff also shared some helpful reader's advisory tools they use on the job.

We congratulate Rockrimmon Library Associate Shannon Miller on completing her MLIS through Clarion University! She did it while working full-time during the pandemic and still received a 4.0 GPA.

Accountability

The trash bags High Prairie had used for quarantine came in handy within the Falcon community. Susan Grosenhieder took a box of bags to a community clean up. They had about a dozen people helping clean the road and they used almost the whole box of bags that she took.

Teen volunteers are returning to Library 21c. Librarian Cathy Wood has reached out to previous volunteers who in 2020 expressed interest in helping the library. She provides a refresher training on what may have changed since the teens last volunteered. Cathy works with two individuals at a time to ensure they have a thorough understanding of expectations, and she is working with more teen volunteers to schedule additional trainings. Library 21c staff is grateful to have additional volunteer support as services expand.

Monument currently has 21 volunteers back. They are helping with the pull list, bins, and shelving holds. They have been a huge help over the last few months and have freed up staff to be able to do professional development, training, and other side projects. Many of the volunteers are grateful to be able to volunteer again. They very much value being able to help the library and the community.

Southeast Region

Community

Sand Creek was able to start getting back into the community this month as the swing into summer started. Sand Creek staff attended the Panorama Park Renovation ground breaking event, they brought Chromebooks for registration. Jordan Romero (Sand Creek Senior Library Associate) and Jenny Kremyar (Southeast Librarian) also participated in the actual ground breaking. Sand Creek also hosted a water station at the RISE Southeast "Get Up and Move" event over Memorial Day weekend.



Resources

Shannon Heffner, East Librarian, was assigned as the resource specialist for the Colorado Academy of Veterinary Technology.

Thea Martinez, East Senior Library Associate, helped a 4th grader who chose an animal for a report that was very obscure and we did not have any print resources on the topic. She taught the 4th grader and their mother to use our databases. The mother was very pleased and said she would continue to come to our East since Thea went so far to make sure they had viable sources for the report even if it was only 4th grade.

Innovation/Creativity

The updates to our safety policy allowed for us to adjust the buffer times between reservations in our makerspaces and studio. For Studio916 this means we will be able to book more than one patron per day for recording sessions.

Service

After replacing nearly half the staff, Ruth Holley was able to return to service hours consistent with the rest of the District.

Trent Templeton, East Library Associate, researched and answered 45 mail (USPS) requests from patrons at Department of Corrections.

PPLD began hosting Vaccine Equity Clinics in May. Sand Creek hosted both first and second dose Pfizer clinics. Fountain hosted a first dose clinic, with the second dose clinic beginning of June. More clinics are scheduled in June at locations around the District.



Internal/Staff

Rebecca Conrad (East Shelver), Caitlin Horton (East Library Assistant), Stacey Marin (Sand Creek Library Associate), Angie Aguilar (East Senior Library Associate), Mikayla Contreras (East Senior Library Associate), Shannon McDonald (East Librarian), and Jenny Kremyar (Southeast Librarian) successfully completed PPLD's leadership program in May.

Janina Goodwin, East Library Manager, transitioned to her new role in Adult Services. Recruitment for a new manager will continue into June.

Accountability

East hosted a weeklong "bootcamp" for all the May new hires in the Southeast region. This helped us streamline the training process for nine new staff and take advantage of the several circulation trainers at East. Feedback from new hires and Southeast managers and supervisors was very positive, and they felt that the training was effective.

West Region

Community

Felisha Port, Adult Senior Library Associate at Penrose, continued to work on prioritizing DEI in Readers' Advisory; specifically, for reading lists and displays, she is working to ensure consistent representation of diverse identities and voices, and for May 2021 she created a Sci-Fi/Fantasy display and reading list that heavily feature #OwnVoices authors and diverse representation.

In May, Mobile Library Services added three new stops: Aspen Trail, Hope Montessori, and Legend Senior Living. The patrons' contagious excitement was gratifying, especially the kids at Hope Montessori.

Cheyenne Mountain Library staff are thrilled to have eleven volunteers back into action! They are a significant part of the library's operation—assisting with shelving, pull lists, and the Friends' book sale. The difference they make is evident by the empty book carts and smiles on all the faces.

Celia Egghart, Manitou Springs and Ute Pass Libraries' Senior Library Associate (Family and Children's Services), hosted a Storytime at Manitou Springs, held outside, at Memorial Park, with 23 attendees. Another Storytime was given, this one indoors, after a class tour of the Manitou Art Center and Library for a group of 12. In the days following, some of the preschoolers brought their parents in and gave them mini-tours!

Resources

Amber Cox, Old Colorado City Manager, and Sarah Hoelting, Senior Regional Associate (Family and Children's Services) presented a Stroll-a-Story community partnership proposal to the Old Colorado City Association (OCCA) marketing team on Tuesday, May 4, and the OCCA board members on Thursday, May 13. The OCCA marketing team and board members responded with enthusiasm to the proposal. On Tuesday, May 18, an OCCA marketing team member sent an e-blast that included the stroll-a-story pitch with Sarah's contact information to 200+ members.

Service

Colbrunn Ct. underwent significant construction for a few weeks in May, which required Old Colorado City to temporarily halt Park & Text service. Staff and patrons were all relieved when construction was completed. A patron left a comment, "Happy days are here again..." on the Facebook post about Park & Text service resuming!

Internal/Staff

Lisa Ward, Mobile Library Services Manager, and January Fairfield, Library Associate (MLS/FCS) participated in the quarterly Rocky Mountain Outreach and Interest Group meeting. Lisa presented about the nuts and bolts of scheduling Outreach Events in the Mobile Libraries.

Accountability

Funds from the NextFifty grant that the Mobile Library Services department was awarded earlier this year were used to purchase a new lift for the Lobby Stop Van. The lift was approved in the 2020 budget, so the budgeted funds are freed to be used for other vehicle related expenses.

Adult Education

Community

In January, we began a partnership with District 11's Adult & Family Education and the Pikes Peak Workforce Center to provide digital literacy skill training using Northstar Digital Literacy. Thirty individuals completed program enrollment. From April to May, we offered eight classes twice a week for a total of 16 classes serving 76 participants. We also offered eight open labs for students to practice their digital literacy skills in Northstar or take a proctored certification exam. We have issued fifty certificates.

Lacey Miller participated in the Subcommittee on Digital Literacy and Inclusion's statewide Data and Promising Practices work groups.

Service

Two students graduated from Career Online High School in May.

Internal/Staff

Urszula Ciara began working as the Administrative Assistant on May 31.

Adult Services **Community**

On May 1, we held our largest Mountain of Authors event to date, with over 300 people in attendance to watch Keynote Speaker Joe Kenda. The video of his presentation was viewed almost 700 times. We also had our virtual Book Buzz videos post, along with a Publishing Workshop, and the live, in-person true crime panel videos post.

Resources

The City of Colorado Springs, Colorado Legal Services, The Justice Center, Colorado Housing Connects, and PPLD offered a virtual Renter's Rights Workshop. We had 25 attendees. This event usually draws a mix of both tenants and landlords, and this week's event also had several service providers in the audience, like The Independence Center, Rocky Mountain Victim Law Center, etc. We will hold this event again in August and November.

Innovation/Creativity

Deb Hamilton finished her portion of the data collection for the Local Government Council for the United Way's Peak Progress Report - formerly Quality of Life Indicators. They are using a print source called County and City Extra that compiles local government information from various federal resources, and there were two years that she could not access anywhere in Colorado or through interlibrary loan. While on vacation, she was able to stop at Montana State University on her way to Idaho and pull the last sets of data from the books there.

Adult Services worked with Young Adult Services to launch All Pikes Peak Writes writing contest for ages 12+. We will accept submissions until July 15.

Service

Melissa Mitchell joined the Executive Council of the Colorado Black Library Association. She was already a member, and she is very excited to help move the organization forward and to mentor and develop librarians of color.

Meagan Huber, Bryan Matthews, and Sandy Hancock all assisted in Vaccine Clinics held at PPLD locations.

Internal/Staff

Janina Goodwin joined the Adult Services team as the Director of Adult Services on May 3. She spent the first two weeks focusing on Adult Services half of the time and focusing on East Library (previously the East Library Manager) for the other half. As of May 17, she is completely focused on Adult Services and busily learning about the team and the work they are doing.

Heidi Buljung posted all of the Finding Info videos, slides, and handouts that she has developed to Bridge for PPLD staff to view.

Joe Paisley will be taking over as the coordinator for book clubs at PPLD.

Accountability

Our Mountain of Authors Keynote provided his services for free. We also purchased a large number of books signed by him and sold them through our Friends store as a fundraiser for them. This was a win/win for everyone involved.

Book a Librarian (BAL) has been updated to allow for in-person meetings. In early 2020 we transitioned to Virtual (Zoom) BAL appointments only and occasionally in-person appointments

were scheduled. The form has been updated to allow people to request virtual or in-person appointments at select locations. [Book a Librarian | PPLD.org](#)

Creative Services

Community

Dustin Booth took over as the lead on reigniting the Pikes Peak Poet Laureate Program in May. Jennifer Eltringham is also lending her expertise on programming for this project. The committee, which includes community members, is working toward selecting a new Poet Laureate in October 2021 for Arts Month. This person and program will promote the love and joy of poetry to everyone in the community.

Resources

May's Take and Makes offered watercolor supplies and instruction. The video garnered over 400 views, and location staff have reported that the Creative Services Take and Makes are popular with families.

Discovery Kits continued to be popular in May as more patrons learned about the new resources. Staff are working through some of the bumps to starting a new service.

Innovation/Creativity

The final episode of the second season of the Artist of the Knight aired at the end of May. This episode featured Sharon Carvell, a local artist who has been creating in Colorado Springs for over 50 years. After the show aired, Carvell's daughter contacted Dustin Booth to let him know that they were able to share the episode with many of their family members who live far away and are not able to visit often. She thanked him for providing a catalyst for the family to contact Sharon and talk about her life and artwork.

Service

Becca Cruz met with location managers to discuss how to make the creative spaces more accessible with the relaxed guidelines. Many changes have already been put into place, like no buffer times between reservations for equipment in the makerspaces and shorter buffer times in the studios. Reservations are still available for people who would like to guarantee the use of equipment in the makerspaces, but walk-ins are welcome. Studios still require advanced reservation for staffing purposes.

Jennifer Eltringham created draft procedures for how to operate the creative spaces during a network outage based on a discussion with the Creative Services staff and the creative librarians. These guidelines will help us to keep the makerspaces and studios going even if we don't have access to various software that we usually use to do so.

Internal/Staff

During the April Creative Services professional learning community meeting, staff discussed maker-centered learning, as well as how it connects with workforce development. The notes from this discussion helped to create a document to explain why Creative Services is focused on maker-centered learning, and the 6 C's of 21st Century Learning (character, citizenship, collaboration, communication, creativity, critical thinking). This information will be used in discussion for what kinds of activities should be focused on and how they should be developed.

Accountability

Work began on the new vestibule for the mezzanine at the Knights of Columbus Hall in May. This addition will make it easier to separate the mezzanine from the main hall and to ensure that the 17-person capacity of the space will not be exceeded.

Two Lulzbot Mini 3D printers and two sewing machines were purchased for Make at Manitou Springs, the PPLD makerspace equipment that will be available at the Manitou Art Center. This equipment will be overseen by PPLD staff and will be a great complement to other services available through the MAC. Other supplies are being purchased to complete these stations before they are made available to the public.

Diversity, Equity, and Inclusion Service

Community

Shirley Martinez has been working in our community to have PPLD staff do outreach to our patrons for Juneteenth City Celebration, Colorado Springs 150 Celebration, the Everybody Welcome Community Celebration at the Vibes Stadium for first responders, front line workers, veterans, and the September 11 event at the UC Health Vibes Stadium this summer.

Resources

Delania Massie and Shirley Martinez attended the Pikes Peak Interagency Transition Team Resource Fair on May 8 and provided 15 new library cards and spoke to 50 community members.

Shirley Martinez and Denise Abbott were interviewed by KOAA about the areas of inclusion that have started at the libraries.

Innovation/Creativity

Shirley Martinez collaborated with the Health Department to provide Covid vaccines to our community ages 12 and up at the Fountain Library.

Service

Shirley Martinez met with Communications to provide information on closed captioning requirements for library materials and what areas need additional Spanish translation materials. This project will move into 3rd and 4th quarters.

Internal/Staff

Interviews were conducted and an internal employee selected for the senior library associate – DEI.

Accountability

Conversations have started with Facilities for the renovation of the former print shop at East Library for the DEI office spaces.

Family and Children's Services

Community

Family and Children's Services staff attended over fifty school outreaches to promote Summer Adventure. FCS staff throughout the district have worked hard to make in-person and virtual school visits this month. In addition, FCS, Young Adult Services, and Communications

collaborated to promote Summer Adventure through live interviews on KKTU, KRDO, and Living Local.

PPLD provided six Stroll-a-Stories to Trails and Open Space, and Parks (TOPS). The stories and activities will be displayed at Red Rocks Open Space, Ute Valley Park, Stratton Open Space, Bluestem Prairie Open Space, Blodgett Open Space, and High Chaparral Open Space. While families are out hiking they can enjoy a story and learn more about Summer Adventure.

Resources

Laura Broderick's Foster Care Awareness Month webpage was posted to our PPLD website. It provides a wealth of information from around the city.

Working with Meg Poole, educator at the Colorado Springs Pioneer Museum, Joy Fleishhacker proposed that PPLD locations serve as distribution points for the 150th Adventure Passports, part of our city-wide sesquicentennial celebration. These passports encourage families to visit a variety of cultural and historical sites throughout the region, where they will receive stamps and explore each destination through interactive activities. Not only do the passports encourage awareness of many of our community partners, but they can also be used by participants to earn points that count toward Summer Adventure completion. The museum provided 2,000 passports, and Joy Fleishhacker facilitated the distribution throughout all PPLD locations along with information emails to children's staff.

Melody Alvarez collaborated with Academy Christian West Campus to promote their free tutoring program at our West Region Libraries.

Innovation/Creativity

Carol Scheer (FCS) and Evan Childress (Penrose Library) had an integral part in making the Jean Ciavonne Poetry Contest a success. Carol and Evan completed the site visit for the use of the George Fellows Park behind East Library for the ceremony, purchased the cookies and water for the reception, coordinated with staff to create a program for the event, and made sure the reception went smoothly. It was a wonderful outdoor event on a beautiful day. Winners felt affirmed and were grateful for the opportunity to be honored.

Laura Broderick attended an amazing Sensory Support Group meeting with librarians from Rhode Island. She was able to network and see what services other libraries are offering for families. Through a recommendation from the meeting, Laura reached out to Libraries & Autism, and is being sent stickers to use at library entrances to show support for people with autism, as well as a DVD with educational information to help train staff.

Service

Melody Alvarez and Milissa Fellers completed two LENA Start cohorts. We had 16 families graduate from the ten-week program. Many families are new to library programs and felt this program opened their eyes to communicating with their infants and toddlers.

Internal/Staff

FCS provided several staff trainings this month. Betty McDonald offered a Finding Info class for PPLD Kids. Milissa Fellers offered an Early Literacy Training for staff who will be offering Storytime and Toddler Time. Christa Funke offered our new Tween training. This training is designed for all front-line staff to learn how to interact with children ages 9 - 12. Christa, Joy Fleishhacker (FCS), Britt Bloom (YAS), Becca Phillipson (YAS) and Brenna Hemphill

(Communications) provided a new Summer Ambassador Training for all front-line staff. In addition, Christa and Becca provided Beanstack trainings for staff.

Accountability

Working with Barb Huff, Joy Fleishhacker has utilized a variety of community presenters for many Homeschool Science programs, saving money on paying presenters and highlighting our community partners.

Regional History & Genealogy Community

Pikes Peak Genealogical Society (PPGS) was founded in 1980 in partnership with PPLD. The charter members planned to assist PPLD in acquiring more genealogical materials and producing informative programs. A library staff member was the first president. Currently Brett Lobello, the library liaison, serves on the PPGS Executive Committee. Another library staff member, Takiyah Jemison, sits on the PPGS book committee, which purchases material for the PPLD Genealogy collection. This longstanding partnership has been natural and beneficial due to our shared goals and values. In May, Brett Lobello and Kim Weber, the PPGS President, formalized this relationship with the execution of the first partnership agreement between the two organizations.

Resources

Erinn Barnes and Shawn Ho initiated a project to comprehensively survey and digitize thousands of negatives in the Stewart Brothers Commercial Photograph Collection. This tactic represents a shift in our approach to the digitization process, and allows for a systematic digitization of an entire collection. Typically, a patron request triggers the digitization of a specific image. Ideally, Special Collections staff will be able to focus on complete collections moving forward, while also satisfying patron requests. However, large scale digitization remains out of reach at current staffing levels.

Service

The Regional History and Genealogy team hosted a virtual Pikes Peak Regional History Symposium on May 22. Since 2003, our team has hosted a daylong event at East Library, which became our signature event. Topics ranged from commemorating the centennial of the 1903 Labor Wars to *Poets, Professors, and Provocateurs of the Pikes Peak Region* most recently. Due to the emerging pandemic, the team canceled the 2020 symposium. Planned during the pandemic, *Nice, Naughty, and Notable: Colorado Springs at 150*, is unique as it is both virtual and divided into four monthly installments. The May session attracted 70 attendees as we kicked off this iteration of the Pikes Peak Regional History Symposium. While sparking conversation and interest, many attendees missed the face-to-face interaction and community found at the in-person event.

Accountability

In conjunction with the Regional History and Genealogy transition to Windows 10, the team officially completed the consolidation and clean-up of the Special Collections file share. Prior to this project, the file share included over 200 folders with little organization. Erinn Barnes led our team through a process ensuring information is easy to find and consistently organized. Staff removed redundant and obsolete information. Currently, the RH*G file share contains 16 folders with a clear logical organizational structure based on function.

Young Adult Services **Community**

Melody Alvarez and Joanna Nelson Rendon were interviewed on Fox 21 Living Local's morning show to promote Summer Adventure. Find the [video here](#). Becca Philipsen created two new handbooks for Summer Adventure Ambassadors. These will be living documents to better support staff in promoting Summer Adventure at their libraries and providing clear guidelines on responsibilities and expectations.

Cameron Riesenberger scheduled a booktalk at Coperni3 Charter School, which PPLD has not previously visited. Becca Philipsen and Britt Bloom of Young Adult Services led the booktalk to about 50 students.



Larissa Powers continued to assist with the United Way Quality of Life study as a member of the Education Council.

Resources

Mikaela Fortune (Penrose Library), Rebecca Operhall (Penrose Library), and Elyse Jones (Communications) coordinated outreach to The Place and Springs Rescue Mission. We will compile "swag bags" to drop off at the locations, a stopgap measure for outreach until we are able to do in-person outreach at the shelters.

The Workforce Readiness Training is well received by other library systems. We are working with the Colorado State Library's Library Research Service to strategize on how to share this with other library systems. Arapahoe Library District is interested in utilizing this with their teen volunteers.

The All Pikes Peak Writes contest launched in May. Cameron Riesenberger developed the program with Heidi Buljung of Adult Services. Young Adult Authors (ages 12-24) are asked to write a story set in Colorado Springs's past, present, or future in order to celebrate the city's 150th birthday. After much discussion, the Friends of PPLD decided to discontinue the Betty Field Memorial Writing Contest. Cameron Riesenberger is working to name the first-place awards of All Pikes Peak Writes after Betty Field, in order to honor her legacy of promoting youth literacy and her contribution to the Friends of PPLD.

Innovation/Creativity

Cathy Wood at Library 21c is doing a lot with board games for the District. A local game store, Petrie's, held a game trade earlier this month that we participated in to obtain new games.

Cameron Riesenberger has continued to work on a project to align each library branch with their local schools. He wrote a draft of the procedures and guidelines. He presented this information at the May joint YA meeting, and has already received constructive feedback.

Service

Mikaela Fortune at Penrose Library prepared the teen space for re-opening. She reintroduced video gaming into the space and opened the chalk wall for teen use. She also updated the teen game check out procedure to be more in line with laptop check outs, based on a plan created by Shannon McDonald (East Library) in late 2019.

Larissa Powers coordinated five sessions of the new virtual Dungeons & Dragons campaign, and with the help of Collection Management was able to provide copies of the Player's Handbook to players to keep for the duration of the campaign.

Cathy Wood at Library 21c is welcoming teen volunteers back into the library. She has requests from ten teens.

Internal/Staff

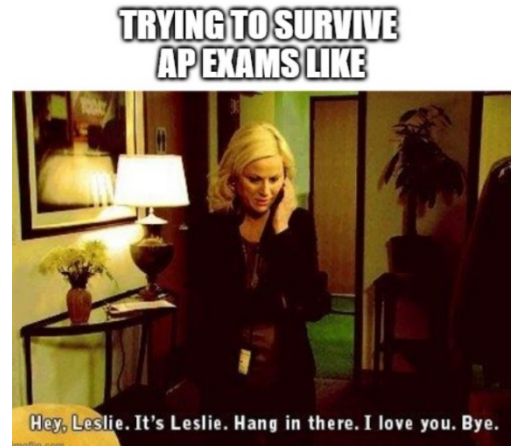
Anna Shaw, our young adult Master of Library Science intern started on Wednesday, May 26. Anna will be working with us through the summer on a variety of projects, as well as at Manitou Springs Library, Fountain Library, and on the bookmobile.

Joanna Nelson Rendon and Dr. Kawanna Bright (East Carolina University) wrote a blog post about the Privilege Layer Cake activity for American Library Association's Intersections blog. It is [here](#).

Becca Philipsen started a state-wide Summer Reading Interest group with CAL. The group is featured in the [May CAL newsletter](#) and Becca is interviewed to share information about the group.

Accountability

Becca Philipsen and Britt Bloom continued to oversee the PPLD Teens Instagram and Facebook accounts with help and guidance from Brenna Hemphill in Communications. See our most popular meme on Instagram.



2021 Circulation by Facility	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD TOTAL
Penrose	19930	27967	30814	25275	24471	0	0	0	0	0	0	0	128457
Mobile Libraries Total	7799	7874	8576	8284	8378	0	0	0	0	0	0	0	40911
Calhan	1366	1597	1783	1444	1230	0	0	0	0	0	0	0	7420
Cheyenne	18418	24980	29124	23684	22348	0	0	0	0	0	0	0	118554
Fountain	8096	10698	12260	10485	10388	0	0	0	0	0	0	0	51927
High Prairie	13552	17345	20921	19216	17423	0	0	0	0	0	0	0	88457
Holley	11490	13994	15668	14351	14304	0	0	0	0	0	0	0	69807
Manitou	1540	1516	2145	1726	1478	0	0	0	0	0	0	0	8405
Monument	18631	23180	28401	25282	24719	0	0	0	0	0	0	0	120213
Old Colorado City	1736	532	3212	7670	8953	0	0	0	0	0	0	0	22103
Palmer Lake	0	0	0	0	7	0	0	0	0	0	0	0	7
Rockrimmon	18811	22947	26263	23908	23403	0	0	0	0	0	0	0	115332
Sand Creek	9445	12878	14372	12131	11983	0	0	0	0	0	0	0	60809
Ute Pass	1646	1842	1873	2187	1787	0	0	0	0	0	0	0	9335
Senior Van	991	928	1051	939	1129	0	0	0	0	0	0	0	5038
Bookmobiles	6808	6946	7525	7345	7249	0	0	0	0	0	0	0	35873
East	50944	72000	86929	81407	79466	0	0	0	0	0	0	0	370746
Library 21c	36833	49441	57706	50667	52005	0	0	0	0	0	0	0	246652
Parenting	105	90	105	96	95	0	0	0	0	0	0	0	491
Total Physical Materials	220342	288881	340152	307813	302438	0	0	0	0	0	0	0	1459626

YTD CIRC Comparison	2021	2020	% Change
Penrose	128457	114372	12.3%
Mobile Libraries Total	40911	35511	15.2%
Calhan	7420	5386	37.8%
Cheyenne	118554	87186	36.0%
Fountain	51927	41897	23.9%
High Prairie	88457	69247	27.7%
Holley	69807	71325	-2.1%
Manitou	8405	9858	-14.7%
Monument	120213	90527	32.8%
Old Colorado City	22103	45922	-51.9%
Palmer Lake (bookmobile only)	7	10791	-99.9%
Rockrimmon	115332	86299	33.6%
Sand Creek	60809	70261	-13.5%
Ute Pass	9335	5941	57.1%
Senior Van	5038	4509	11.7%
Bookmobiles	35873	31002	15.7%
East	370746	327562	13.2%
Library 21c	246652	220152	12.0%
Parenting	491	332	47.9%
Total Physical Materials	1459626	1292569	12.92%

* Old Colorado City Library was closed for maintenance from January 7 - March 15, 2021.

Current Month Comparison CIRCULATION	2021	2020	% Change
Penrose	24471	4811	408.6%
Mobile Libraries Total	8378	3710	125.8%
Calhan	1230	182	
Cheyenne	22348	4634	382.3%
Fountain	10388	2627	295.4%
High Prairie	17423	4188	316.0%
Holley	14304	3419	318.4%
Manitou	1478	443	
Monument	24719	6282	293.5%
Old Colorado City	8953	2689	232.9%
Palmer Lake	7	675	-99.0%
Rockrimmon	23403	6123	282.2%
Sand Creek	11983	3076	289.6%
Ute Pass	1787	547	226.7%
Senior Van	1129	616	
Bookmobiles	7249	3094	134.3%
East	79466	12422	539.7%
Library 21c	52005	11357	357.9%
Parenting	95	27	
Total Physical Materials	302438	67212	349.98%

Circulation Report By Facility May 2021

Current Month Comparison VISITORS	2021	2020*	% Change
Penrose	11997	0	
Mobile Libraries Total	1948	0	
Calhan	313	0	
Cheyenne	7887	0	
Fountain	4103	0	
High Prairie	2784	0	
Holley	4919	0	
Manitou	1284	0	
Monument	6992	0	
Old Colorado City	4288	0	
Palmer Lake (book mobile only)		0	
Rockrimmon	8080	0	
Sand Creek	5991	0	
Ute Pass	535	0	
Knights of Columbus Hall	44	0	
East	19219	0	
Library 21c	11017	0	
TOTAL	91401	0	
Special Collections	580	0	

*Libraries were closed March 16, 2020 through May 12, 2020
Curbside service only from May 13, 2020 - June 30, 2020.

2021 Circulation ITEM Summary													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD TOTAL
Print	158899	203580	241895	223285	219854	0	0	0	0	0	0	0	1047513
DVD	45907	65152	74691	62754	61068	0	0	0	0	0	0	0	309572
CD Music	5364	7041	7584	6724	6456	0	0	0	0	0	0	0	33169
CD Book	5979	7191	8540	8114	8252	0	0	0	0	0	0	0	38076
Playaway	2359	3293	4165	3886	3846	0	0	0	0	0	0	0	17549
Kit	584	823	1234	1274	1105	0	0	0	0	0	0	0	5020
Game	1250	1801	2043	1738	1778	0	0	0	0	0	0	0	8610
Discovery Kits	0	0	0	38	79	0	0	0	0	0	0	0	117
TOTAL Physical Items	220342	288881	340152	307813	302438	0	0	0	0	0	0	0	1459626
													0
ILL	793	1036	1191	1084	1025	0	0	0	0	0	0	0	5129
CyberShelf-OverDrive	224978	200339	215715	201889	210906	0	0	0	0	0	0	0	1053827
OverDrive eMags	8495	7996	8343	4633	4434	0	0	0	0	0	0	0	33901
eReader	1	1	3	1	3	0	0	0	0	0	0	0	9
Hot Spots	21	13	28	19	27	0	0	0	0	0	0	0	108
Cameras & Equipment	1	20	16	38	45	0	0	0	0	0	0	0	120
													0
TOTAL STATE Circ	454631	498286	565448	515477	518878	0	0	0	0	0	0	0	2552720
Freegal Music	6125	5716	6015	5646	5744	0	0	0	0	0	0	0	29246
Freading	175	148	110	110	117	0	0	0	0	0	0	0	660
DVD Player	0	0	0	1	3	0	0	0	0	0	0	0	4
Hoopla	2802	3519	3345	3205	3263	0	0	0	0	0	0	0	16134
Comics	506	721	532	524	618	0	0	0	0	0	0	0	2901
Kanopy	2977	2822	3639	2535	2485	0	0	0	0	0	0	0	14458
													0
CLC	5306	6531	6365	5977	5572	0	0	0	0	0	0	0	29751
Laptop Use	2	0	6	7	25	0	0	0	0	0	0	0	40
Active Users	262787	261515	260265	258658	257267	0	0	0	0	0	0	0	1300492

Monthly Circ by Format			
	2021	2020	Change
Print	219854	46272	375%
DVD	61068	15200	302%
CD Music	6456	2373	172%
CD Book	8252	2135	287%
Playaway	3846	778	394%
Kit	1105	121	
Game	1778	333	434%
Discovery Kits	79		
TOTAL Physical Items	302438	67212	349.98%
ILL	1025	1242	-17%
CyberShelf-OverDrive	210906	225644	-7%
OverDrive eMags	4434	7273	-39%
eReader	3	4	-25%
Hot Spots	27	8	238%
Cameras & Equipment	45	0	
Total e-materials	215370	232929	-8%
Freegal Music	5744	6735	-15%
Freading	117	202	-42%
DVD Player	3	0	
Hoopla	3263	4116	-21%
Comics (included in Hoopla)	618	640	-3%
Kanopy	2485	2836	-12%
CLC	5572	1454	283%
Laptop Use	25	5	
Active Users	257267	272664	-6%

*Libraries were closed March 16, 2020 through May 12, 2020

MTD Total	2021	2020	Change
January	454631	703288	-35%
February	498286	653851	-24%
March	565448	440931	28%
April	515477	229841	124%
May	518878	301866	72%
June		334184	-100%
July		554885	-100%
August		564757	-100%
September		556643	-100%
October		570447	-100%
November		521888	-100%
December		428559	-100%

YTD Total	2021	2020	Change
January	454631	703288	-35%
February	952917	1357139	-30%
March	1518365	1798070	-16%
April	2033842	2027911	0%
May	2552720	2329777	10%
June		2663961	-100%
July		3218846	-100%
August		3783603	-100%
September		4340246	-100%
October		4910693	-100%
November		5432581	-100%
December		5861140	-100%

Circulation Report By Item Type May 2021

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Penrose	12,534	14,592	15,405	13,973	13,180								69,684
Mobile Libraries	4,943	5,289	5,379	5,396	5,365								26,372
Calhan	940	819	1,096	816	689								4,360
Cheyenne	12,129	14,974	16,817	14,459	13,433								71,812
Fountain	5,319	6,297	7,322	6,070	6,258								31,266
High Prairie	8,836	10,638	12,492	11,332	9,896								53,194
Ruth Holley	7,169	7,870	8,556	8,587	8,271								40,453
Manitou Springs	948	983	1,400	857	834								5,022
Monument	11,860	14,473	16,737	15,316	14,762								73,148
Old Colorado City	136	4	2,525	5,041	5,472								13,178
Palmer Lake					5								5
Rockrimmon	12,150	14,143	15,368	14,447	14,098								70,206
Sand Creek	5,926	7,732	7,903	7,081	6,695								35,337
Ute Pass	1,063	1,077	1,214	1,402	1,215								5,971
Senior Van	733	745	743	770	909								3,900
East	34,248	41,240	47,695	46,567	45,314								215,064
Library 21c	24,676	29,363	33,055	28,902	30,433								146,429
Total	143,610	170,239	193,707	181,016	176,829	0	0	0	0	0	0	0	865,401

YTD CIRC Comparison	2021	2020	% Change
Penrose	69,684	66,871	4.2%
Mobile Libraries	26,372	22,342	18.0%
Calhan	4,360	3,486	25.1%
Cheyenne	71,812	56,308	27.5%
Fountain	31,266	25,886	20.8%
High Prairie	53,194	43,095	23.4%
Ruth Holley	40,453	43,824	-7.7%
Manitou Springs	5,022	6,072	-17.3%
Monument	73,148	58,234	25.6%
Old Colorado City*	13,178	28,993	-54.5%
Palmer Lake	5	6,654	-99.9%
Rockrimmon	70,206	55,408	26.7%
Sand Creek	35,337	40,905	-13.6%
Ute Pass	5,971	3,989	49.7%
Senior Van	3,900	3,638	7.2%
East	215,064	195,101	10.2%
Library 21c	146,429	134,404	8.9%
Total Physical Materials	865,401	795,210	8.8%

* Old Colorado City Library was closed for maintenance from January 7 - March 15, 2021.

Current Month CIRCULATION Comparison by Facility	2021	2020	% Change
Penrose	13180	4085	222.6%
Mobile Libraries	5365	2894	85.4%
Calhan	689	174	296.0%
Cheyenne	13433	4204	219.5%
Fountain	6258	2359	165.3%
High Prairie	9896	3789	161.2%
Ruth Holley	8271	2988	176.8%
Manitou Springs	834	392	112.8%
Monument	14762	5676	160.1%
Old Colorado City	5472	2419	126.2%
Palmer Lake	5	621	-99.2%
Rockrimmon	14098	5446	158.9%
Sand Creek	6695	2686	149.3%
Ute Pass	1215	475	155.8%
Senior Van	909	570	59.5%
East	45314	11132	307.1%
	30433	10189	198.7%
Total Physical Materials	176829	60099	194.2%

Current Month e-materials & Summary	2021	2020	% Change
OverDrive	210906	225644	-6.5%
OverDrive eMags	4434	7273	-39.0%
eReaders	3	4	-25.0%
Hot Spots	27	8	237.5%
Total e-materials	215370	232929	-7.5%
ILL	1025	1242	-17.5%
Cameras/Equip	45	0	
Physical Materials	176829	60099	194.2%
Total Monthly Circ	393269	294270	33.6%

Circulation without Renewals May 2021

Current Month Comparison VISITORS	2021	2020**	% Change
Penrose	11997	0	
Mobile Libraries	1948	0	
Calhan	313	0	
Cheyenne	7887	0	
Fountain	4103	0	
High Prairie	2784	0	
Ruth Holley	4919	0	
Manitou (curbside only)	1284	0	
Monument	6992	0	
Old Colorado City	4288	0	
Palmer Lake		0	
Rockrimmon	8080	0	
Sand Creek	5991	0	
Ute Pass	535	0	
East	19219	0	
21c	11017	0	
KCH	44	0	
TOTAL Visitors	91401	0	
Special Collections	580	0	

**Libraries were closed March 16, 2020 - through May 12, 2020.
Curbside service only from May 13, 2020 - June 30, 2020.

APRIL 2021						
	DISTRICT		LIBRARIES		TOTAL	
	Programs	People	Programs	People	PROGRAMS	PEOPLE
ADULT EDUCATION						
Virtual - attended live	7	27	0	0	7	27
Virtual - recorded	4	85	0	0	4	85
In-house/in-person programming			1	6	1	6
Outside/in-person programming	1	6	0	0	1	6
Digital Literacy	12	53	0	0	12	53
LibGuides	4	697	0	0	4	697
Facebook Engagement		97		0		97
Facebook Reach		500		0		500
VIRTUAL PROGRAM TOTAL	11	112	0	0	11	112
IN-PERSON PROGRAM TOTAL	13	59	1	6	14	65
ENGAGEMENT TOTAL	4	794	0	0	4	794
REACH TOTAL		500		0		500
ADULT SERVICES						
Virtual - attended live	20	427	6	61	26	488
Virtual - recorded	9	253	0	0	9	253
Virtual Outreach (outside program)	5	137	1	5	6	142
All Ages in-house/in-person programming			0	0	0	0
All Ages outside/in-person programming			0	0	0	0
In-house/in-person programming	1	12	1	8	2	20
Outside/in-person programming			0	0	0	0
LibGuides	67	12756	0	0	67	12756
Take and Make			25	167	25	167
Telegram (same as Dial-a-Story)		4	0	0	0	4
Facebook Engagement		98		0		98
Facebook Reach		2487		0		2487
Individual/Passive program (e.g. fun at home/scavenger hunt)			3	59	3	59
VIRTUAL PROGRAM TOTAL	34	821	32	233	66	1054
IN-PERSON PROGRAM TOTAL	1	12	1	8	2	20
ENGAGEMENT TOTAL	67	12854	0	0	67	12854
REACH TOTAL		2487		0		2487
INDIVIDUAL/PASSIVE PROGRAM	0	0	3	59	3	59
FAMILY AND CHILDREN'S SERVICES						
Virtual - attended live	21	255	0	0	21	255
Virtual - recorded	8	147	0	0	8	147
In-house/in-person programming	4	88	3	60	7	148
Outside/in-person programming	3	55	2	58	5	113
Outreach (In-person)	5	166	0	0	5	166
LibGuides	6	645	0	0	6	645
Tween Challenge			0	0	0	0
Story Walk			1	0	1	0
Summer Adventure Registered			0	0	0	0
Take and Make	9	3452	23	1030	32	4482
Dial-A-Story	1	10	1	0	2	10
Drive-in Storytime	2	44	2	54	4	98
Facebook Engagement		2205		0		2205
Facebook Reach		12416		0		12416
VIRTUAL PROGRAM TOTAL	49	4129	27	1084	76	5213
IN-PERSON PROGRAM TOTAL	7	143	5	118	12	261
ENGAGEMENT TOTAL	6	2850	0	0	6	2850
REACH TOTAL		12416		0		12416
OUTREACH TOTAL	5	166	0	0	5	166

MAY 2021						
	DISTRICT		LIBRARIES		TOTAL	
	Programs	People	Programs	People	PROGRAMS	PEOPLE
ADULT EDUCATION						
Virtual - attended live	10	38	0	0	10	38
Virtual - recorded	4	72	0	0	4	72
In-house/in-person programming			1	1	1	1
Outside/in-person programming	1	5	0	0	1	5
Digital Literacy	12	53	0	0	12	53
LibGuides	5	774	0	0	5	774
Facebook Engagement		236		0		236
Facebook Reach		404		0		404
VIRTUAL PROGRAM TOTAL	14	110	0	0	14	110
IN-PERSON PROGRAM TOTAL	13	58	1	1	14	59
ENGAGEMENT TOTAL	5	1010	0	0	5	1010
REACH TOTAL		404		0		404
ADULT SERVICES						
Virtual - attended live	21	686	7	64	28	750
Virtual - recorded	18	1309	1	8	19	1317
Virtual Outreach (outside program)	2	30	0	0	2	30
All Ages in-house/in-person programming			0	0	0	0
All Ages outside/in-person programming			0	0	0	0
In-house/in-person programming			1	6	1	6
Outside/in-person programming			0	0	0	0
LibGuides	66	10114	0	0	66	10114
Take and Make			26	502	26	502
Telegram (same as Dial-a-Story)	1	2	0	0	1	2
Facebook Engagement		77		0		77
Facebook Reach		446		0		446
Individual/Passive program (e.g. fun at home/scavenger hunt)			2	50	2	50
VIRTUAL PROGRAM TOTAL	42	2027	34	574	76	2601
IN-PERSON PROGRAM TOTAL	0	0	1	6	1	6
ENGAGEMENT TOTAL	66	10191	0	0	66	10191
REACH TOTAL		446		0		446
INDIVIDUAL/PASSIVE PROGRAM	0	0	2	50	2	50
FAMILY AND CHILDREN'S SERVICES						
Virtual - attended live	13	145	0	0	13	145
Virtual - recorded	13	342	0	0	13	342
In-house/in-person programming	4	89	5	85	9	174
Outside/in-person programming	7	166	2	72	9	238
Outreach (In-person)	3	600	0	0	3	600
LibGuides	5	10949	0	0	5	10949
Tween Challenge			0	0	0	0
Story Walk			0	0	0	0
Summer Adventure Registered			0	0	0	0
Take and Make	5	2350	0	0	5	2350
Dial-A-Story			0	0	0	0
Drive-in Storytime	4	64	2	20	6	84
Facebook Engagement		3098		0		3098
Facebook Reach		16652		0		16652
VIRTUAL PROGRAM TOTAL	45	3667	2	20	47	3687
IN-PERSON PROGRAM TOTAL	11	255	7	157	18	412
ENGAGEMENT TOTAL	5	14047	0	0	5	14047
REACH TOTAL		16652		0		16652
OUTREACH TOTAL	3	600	0	0	3	600

APRIL 2021

	DISTRICT		LIBRARIES		TOTAL	
	Programs	People	Programs	People	PROGRAMS	PEOPLE
YOUNG ADULT SERVICES						
Virtual - attended live	10	160	0	21	10	181
Virtual Outreach			0	0	0	0
Virtual - recorded	33	2836	0	0	33	2836
In-house/in-person programming			0	0	0	0
Outside/in-person programming	5	81	0	0	5	81
Individual/Passive program (e.g. fun at home/scavenger hunt)			0	0	0	0
LibGuides	9	2379	0	0	9	2379
Summer Adventure Registered			0	0	0	0
Take and Make			17	413	17	413
Dial-A-Story			0	0	0	0
Instagram Engagement	183	640	0	0	183	640
Instagram Reach		29974	0	0		29974
Facebook Engagement	30	221	0	0	30	221
Facebook Reach		6068	0	0		6068
VIRTUAL PROGRAM TOTAL	43	2996	17	434	60	3430
IN-PERSON PROGRAM TOTAL	5	81	0	0	5	81
INDIVIDUAL/PASSIVE PROGRAM	0	0	0	0	0	0
ENGAGEMENT TOTAL	222	3240	0	0	222	3240
REACH TOTAL		36042		0		36042
CREATIVE SERVICES						
Virtual - attended live			0	0	0	0
Virtual - recorded	3	763	0	0	3	763
In-house/in-person programming			0	0	0	0
Outside/in-person programming			0	0	0	0
LibGuides	20	5994	0	0	20	5994
Email - Contact Us		4	0	0		4
Take and Make			4	140	4	140
VIRTUAL PROGRAM TOTAL	3	763	4	140	7	903
IN-PERSON PROGRAM TOTAL	0	0	0	0	0	0
ENGAGEMENT TOTAL	20	5994	0	0	20	5994
REQUESTS/REFERENCE TOTAL		4		0		4
REGIONAL HISTORY AND GENEALOGY						
Virtual - attended live	7	117	0	0	7	117
Virtual - recorded			0	0	0	0
All Ages in-house/in-person programming			0	0	0	0
All Ages outside/in-person programming			0	0	0	0
In-house/in-person programming			0	0	0	0
Outside/in-person programming			0	0	0	0
PPNF requests fulfilled		163	0	0		163
Ref. Questions		440	0	0		440
Facebook Engagement	14	266	0	0	14	266
Facebook Reach		7280	0	0		7280
VIRTUAL PROGRAM TOTAL	7	117	0	0	7	117
IN-PERSON PROGRAM TOTAL	0	0	0	0	0	0
ENGAGEMENT TOTAL	14	266	0	0	14	266
REACH TOTAL		7280		0		7280
REQUESTS/REFERENCE TOTAL		603		0		603

MAY 2021

	DISTRICT		LIBRARIES		TOTAL	
	Programs	People	Programs	People	PROGRAMS	PEOPLE
YOUNG ADULT SERVICES						
Virtual - attended live	8	41	0	0	8	41
Virtual Outreach			0	0	0	0
Virtual - recorded	44	2352	0	0	44	2352
In-house/in-person programming			1	17	1	17
Outside/in-person programming	2	50	0	0	2	50
Individual/Passive program (e.g. fun at home/scavenger hunt)			0	0	0	0
LibGuides	9	1845	0	0	9	1845
Summer Adventure Registered			0	0	0	0
Take and Make			15	351	15	351
Dial-A-Story			0	0	0	0
Instagram Engagement	173	616	0	0	173	616
Instagram Reach		29974	0	0		29974
Facebook Engagement	30	221	0	0	30	221
Facebook Reach		6068	0	0		6068
VIRTUAL PROGRAM TOTAL	52	2393	15	351	67	2744
IN-PERSON PROGRAM TOTAL	2	50	1	17	3	67
INDIVIDUAL/PASSIVE PROGRAM	0	0	0	0	0	0
ENGAGEMENT TOTAL	212	2682	0	0	212	2682
REACH TOTAL		36042		0		36042
CREATIVE SERVICES						
Virtual - attended live			0	0	0	0
Virtual - recorded		453	0	0		453
In-house/in-person programming			0	0	0	0
Outside/in-person programming			0	0	0	0
LibGuides		4531	0	0		4531
Email - Contact Us		4	0	0		4
Take and Make			4	342	4	342
VIRTUAL PROGRAM TOTAL		453		4		457
IN-PERSON PROGRAM TOTAL	0	0	0	0	0	0
ENGAGEMENT TOTAL		4531		0		4531
REQUESTS/REFERENCE TOTAL		4		0		4
REGIONAL HISTORY & GENEALOGY						
Virtual - attended live	174	6	6	174	180	180
Virtual - recorded			0	0	0	0
All Ages in-house/in-person programming			0	0	0	0
All Ages outside/in-person programming			0	0	0	0
In-house/in-person programming			0	0	0	0
Outside/in-person programming			0	0	0	0
PPNF requests fulfilled	191	0	191	0	191	191
Ref. Questions	333	0	0	0	333	0
Facebook Engagement	73	12	0	0	73	12
Facebook Reach	1309	12	0	0	1309	12
VIRTUAL PROGRAM TOTAL	174	6	6	174	180	180
IN-PERSON PROGRAM TOTAL	0	0	0	0	0	0
ENGAGEMENT TOTAL	73	12	0	0	73	12
REACH TOTAL		12		191		203
REQUESTS/REFERENCE TOTAL		0		191		191

APRIL 2021						
	DISTRICT		LIBRARIES		TOTAL	
	Programs	People	Programs	People	PROGRAMS	PEOPLE
KNIGHTS OF COLUMBUS HALL						
Virtual - attended live			0	0	0	0
Virtual - recorded			10	267	10	267
All Ages in-house/in-person programming			9	37	9	37
All Ages outside/in-person programming			0	0	0	0
In-house/in-person programming			0	0	0	0
Outside/in-person programming			0	0	0	0
LibGuides			0	0	0	0
Take and Make			0	0	0	0
VIRTUAL PROGRAM TOTAL	0	0	10	267	10	267
IN-PERSON PROGRAM TOTAL	0	0	9	37	9	37
ENGAGEMENT TOTAL	0	0	0	0	0	0
Curbside Patrons - Holds			10642		10642	
Curbside Patrons - Printing			109		109	
Curbside Patrons - Kits			848		848	
Hours Open			3354		3354	
Door Count			90293		90293	
Ref. Questions	72		8115		8187	
Bundles			15		15	
					PROGRAMS	PEOPLE
					GRAND TOTAL	
VIRTUAL SERVICES PROGRAM TOTAL	147	8938	90	2158	237	11096
IN-PERSON PROGRAM TOTAL	26	295	16	169	42	464
SERVICES INDIVIDUAL PROGRAM TOTAL	0	0	3	59	3	59
SERVICES ENGAGEMENT TOTAL	333	25998	0	0	333	25998
SERVICES REACH TOTAL		58725		0		58725
OUTREACH (In-person) TOTAL	5	166	0	0	5	166
REQUESTS/REFERENCE TOTAL	679		8187		8866	
BUNDLES TOTAL			15		15	

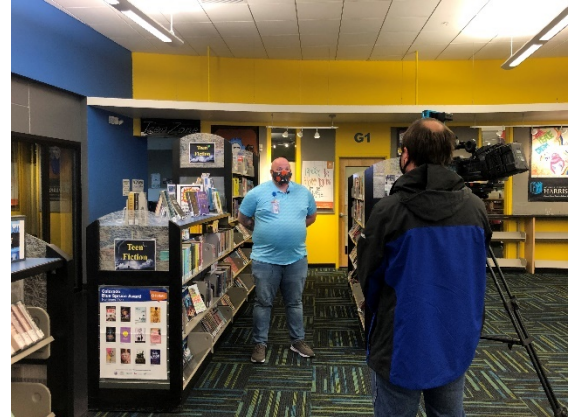
MAY 2021						
	DISTRICT		LIBRARIES		TOTAL	
	Programs	People	Programs	People	PROGRAMS	PEOPLE
KNIGHTS OF COLUMBUS HALL						
Virtual - attended live	0	0	0	0	0	0
Virtual - recorded	15	1508	0	0	15	1508
All Ages in-house/in-person programming	8	44	0	0	8	44
All Ages outside/in-person programming	0	0	0	0	0	0
In-house/in-person programming	0	0	0	0	0	0
Outside/in-person programming	0	0	0	0	0	0
LibGuides	0	0	0	0	0	0
Take and Make	0	0	0	0	0	0
VIRTUAL PROGRAM TOTAL	15	1508	0	0	15	1508
IN-PERSON PROGRAM TOTAL	8	44	0	0	8	44
ENGAGEMENT TOTAL	0	0	0	0	0	0
Curbside Patrons - Holds			6522		6522	
Curbside Patrons - Printing			94		94	
Curbside Patrons - Kits			362		362	
Hours Open			3231		3231	
Door Count			91937		91937	
Ref. Questions	62		6866		6928	
Bundles			3		3	
					PROGRAMS	PEOPLE
					GRAND TOTAL	
VIRTUAL SERVICES PROGRAM TOTAL	342	10164	514	1008	856	11172
IN-PERSON PROGRAM TOTAL	34	407	10	181	44	588
SERVICES INDIVIDUAL PROGRAM TOTAL	0	0	2	50	2	50
SERVICES ENGAGEMENT TOTAL	361	32473	4531	-4531	4892	27942
SERVICES REACH TOTAL		53556		0		53556
OUTREACH (In-person) TOTAL	3	600	0	0	3	600
REQUESTS/REFERENCE TOTAL	66		7115	0	7181	
BUNDLES TOTAL			3		3	

Communications Department: Report for June 2021

NEWS COVERAGE

- Total features and mentions:*
 - **May:** 88
 - **Year-to-date:** 398
 - **Average per month:** 79.6

- Highlighted coverage from last month:
 - **Vaccine clinics hosted at PPLD locations** received a lot of coverage by several news outlets, including KOAA, KKTV, FOX21, [Southeast Express](#), and [Fountain Valley News](#).
 - The upcoming **Summer Adventure** program, was spotlighted by [FOX21's Living Local](#) at East Library, as well as picked up by KRDO, KOAA, and the *Colorado Springs Independent*.
 - **PPLD's video/audio recording studios and services** were spotlighted by FOX21 in a dedicated story about [Studio916](#) at Sand Creek Library and another about [Studio21c](#) at Library 21c.
 - Sand Creek Library's involvement with the **community tile art project for Panorama Park** was featured by the [Colorado Springs Independent](#) and *Southeast Express*.
 - PPLD was included in a [KOAA](#) feature about our **local community one year after the death of George Floyd**.
 - PPLD's **PowerPass partnership with Harrison School District 2** was covered by the [Colorado Springs Independent](#).
 - The monthly Library Limelight column focused on **PPLD's investment in early childhood development**, including Family Place Libraries, LENA Start, and Storytimes. It was featured online and in print for [three local editions of The Gazette](#).



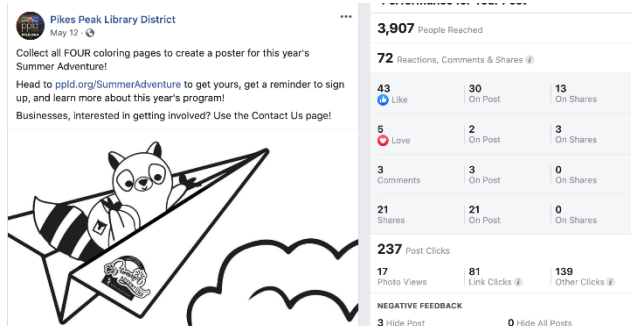
**NOTE: The total figure above includes all tracked and/or known TV, print, online, and/or radio coverage by news outlet, including on-air mentions and stories that ran on multiple newscasts. It excludes online or print event listings, in addition to unknown radio features due to tracking limitations.*

DIGITAL MARKETING

- PPLD.org website statistics (as of last month):
 - **Most popular web page**, besides the home page: ppld.org/jobs
 - **Monthly totals:** 166,316 sessions; 89,023 visitors, with 75,696 being new users; and 290,993 pageviews
 - **Year-to-date totals:** 928,733 sessions; 467,769 visitors, with 393,264 being new users; and 1,666,041 pageviews

- District-wide social media statistics (as of last month):
 - **Facebook:** 12,887 total followers, plus 19,264 daily engagement

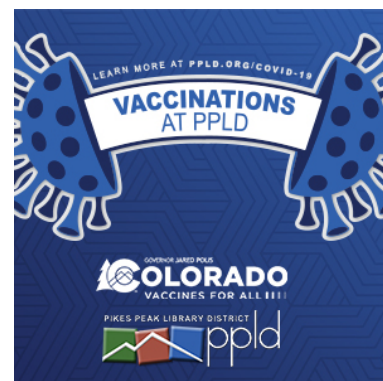
- **Twitter:** 5,192 total followers, plus 855 engagement
- **Instagram:** 2,643 total followers, plus 1,510 engagement
- **LinkedIn:** 1,233 total followers, plus 179 engagement
- **Video & social media highlights:**
 - **Facebook milestone:** PPLD has more than doubled its fans/followers since September 2019!
 - **Artists of the Knight:** The Library premiered season #2 via YouTube and social media in late April through May.
 - **Other high-performers on social media:** Hosting vaccine clinics, COVID-19 update, Summer Adventure, Discovery Kits, All Pikes Peak Writes, Storytimes, videos, testimonials, quotes, and memes
 - **New and notable web pages:**
 - Month celebrations: [Asian-Pacific American Heritage Month](#), [Jewish American Heritage Month](#), and [National Foster Care Month](#)
 - Programs and events (not highlighted below): [Storytimes](#) and [National Week of Making](#)



HAPPENINGS

Key updates & other news:

- **COVID-19 vaccine clinics:** The Communications team supported information-sharing and promotion around Library-hosted vaccine clinics in partnership with Governor Polis' Vaccines for All plan. Two were held in May at Sand Creek and Fountain libraries in May, with more clinics in June at Penrose, Ruth Holley, Cheyenne Mountain, and High Prairie libraries. Fountain, and Sand Creek libraries are both hosting another clinic on Sat., June 12 and June 19 respectively.
- **Summer Adventure:** PR and marketing for the annual program began during the week of May 24, including earned media, paid advertising, and Library promotion.
- **Publications:** The Summer 2021 issue of our quarterly magazine, [District Discovery](#), is dedicated to Summer Adventure for kids, teens, families, and adults. It's been distributed to local community and business partners, in addition to being available online and at all PPLD locations.



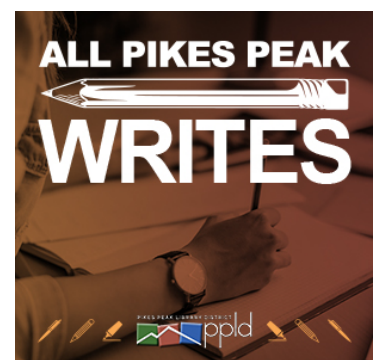
Current & upcoming partnerships:

- **Active community partnerships** (as of last month): 21
- **Vaccine clinics:** PPLD continues to [host COVID-19 vaccine clinics](#) in partnership with Governor Polis' Vaccines for All plan.

- **City of Colorado Springs' [Human Relations Commission](#)**: As a partner, PPLD will support the production for a series of community roundtable dialogue and forums addressing relevant topics of diversity, equal rights, and equal opportunity priorities that affect underserved communities and populations. The first event is scheduled for Tue., June 22 from 2-3 p.m. in the venue at Library 21c.

Current & upcoming programs:

- **[Summer Adventure](#)**
June 1 – August 14
 Have an adventure with Pikes Peak Library District this summer! Presented by Children's Hospital Colorado, this year's annual program helps kids and teens stay engaged and active over the summer months, despite the COVID-19 pandemic. Anyone ages 0 - 18 can participate and win prizes through reading, moving, and imagining.
- **[Pikes Peak Regional History Symposium](#)**
Nice, Naughty, & Notable: Colorado Springs at 150
Part 2: Sat., June 26 at 10 a.m. (virtual)
 In a year marking the 150-year anniversary of the founding of Colorado Springs by William Jackson Palmer, PPLD is pleased to offer our 2021 Pikes Peak Regional History Symposium virtually! This year's program has been divided into four separate virtual events, taking place once a month beginning at 10 a.m. After June 26, the next two dates are July 24, and August 28.
- **[Math Stroll](#)**
- Come and enjoy a math stroll at your local library! Families will enjoy doing interactive math activities outdoors during this engaging program for ages 3 - 10. These window and outdoor strolls are available at various locations in English and Spanish.
- **[All Pikes Peak Writes](#)**
Submissions accepted through 9 p.m. on Thu., July 15
 The Library's annual fiction writing contest for ages 12 seeks to highlight writers in our community. This year's contest will have three categories for middle school and high school (ages 12 - 18), young adult (ages 19 - 24), and adult (ages 25+). Interested writers are encouraged to review the guidelines, rules for entry, and submission form for their category.
- **Manitou Springs Library's Lawn Concert Series**
Wednesdays, beginning at 6 p.m.
 The following six concerts are scheduled through mid-August:
 - July 7 - Edie Carey (pop folk)
 - July 14 - Skean Dubh (Celtic)
 - July 21 - Red Mountain Boys (Bluegrass)
 - July 28 - Roma Ransom (Eclectic Bohemian world folk)
 - August 4 - Frog and Fiddle
 - August 11 - Archtop Eddy (Latin)



Meeting & study rooms:*

- **Library-hosted programs & room use (including Virtual Library):** 131 for last month, bringing the year-to-date total to 711
- **Patron reservations:** 250 for last month, bringing the year-to-date total to 445
- **Online patron requests:** 185 during last month, bringing the year-to-date total to 555
- **Phone & email inquiries:** 79 for last month, bringing the year-to-date total to 299

**NOTE: During the ongoing pandemic, a [limited number of rooms reopened](#) to the public on Feb. 9 for reservations. A majority of meeting and study rooms have reopened across the District as of late May.*

Internal communications:

- **The Bookmark**, PPLD's weekly email newsletter for all staff
- **Staff talking points**
- **Intranet** updates and spotlights – and the new intranet launched late May!
- **Staff input and feedback** via online surveys

Facilities Department Report June 16, 2021

Projects

The project for the construction of a new network closet, office for the Director of Regional History and Genealogy and the enclosure of the Executive Assistance lobby area kicked off on Wednesday, June 2nd. Lead time on materials is approximately 6-weeks. Duration of the project is anticipated to be about 2-weeks.

The mezzanine structure in the Knights of Columbus Hall has also started but there has been a delay with the Regional Building department issuing the permit. GE Johnson will be following up on a regular basis and we don't anticipate the delay to be extensive.

The facilities department has been working with Mike Varnet, PPLD Chief Finance Officer and Sourcewell Cooperative Purchasing on the projects of district-wide asphalt maintenance and repair as well as the replacement of the building back-up generator for Library 21c. Sourcewell is a national purchasing cooperative for government, education and non-profit organizations. Sourcewell has hundreds of competitively solicited cooperative contracts for a wide variety of products and services and by utilizing this service, it is anticipated to save the library district both time and money.

We're finalizing proposals for district asphalt maintenance and repair at this time and in consideration of final costs and budgeted funds, we will evaluate our next step.

We also have scheduled an on-site Joint Scope Meeting with the Sourcewell representative and the generator supplier to discuss the replacement project. These joint meetings are a requirement by Sourcewell for all projects and purchases so that all participants are on the same page with regards to the projects scope. More to come.

The Penrose roof replacement planning continues. Roof Tech Consultants have been on site gathering all information, measurements, etc. Next phase will include completing all project documents (specifications and drawings). Based on final plans, budget estimates will be provided. It still remains our intention that this project, pending budget approval, will be released for bidding in October/November of 2021 for project completion in the spring and early summer of 2022.

Facilities continues to evaluate the Cale S5 Parking system by Flowbird Urban Intelligence that the city of Colorado Springs will be installing at various locations throughout the city. We have been in touch with a product representative from Flowbird and are planning further discussion and presentations of the product once our evaluation is complete.

We have also followed up on the status of the intergovernmental agreement and requested one minor change. The Parking Enterprise has not provided a date for when the agreement will go to city council for approval.

The department has been working with the IT and Security departments in determining cable pathways for the new surveillance camera systems at a few challenging locations. We met with the Cascade Fire Department, owner of the Ute Pass Library building, and received their approval for our proposed plan.

We are currently working with the State Historical Fund in determining camera locations at the Old Colorado City Library. This location is much more difficult. We are working to coordinate an onsite meeting with SHF representatives later in June. Date is unknown at this time.

Operations

The RFP for janitorial and carpet cleaning services has been completed and it is planned to be released for bidding by the end of June.

Staffing

As noted in the May, 2021 board report, David Garcia, Facilities Supervisor at East Library retired after more than 34 years with PPLD.

We posted for his replacement and that posting closed on the evening of June 2nd. We had a total of four (4) applicants, all internal to the facilities department. Interviews are scheduled for Monday and Tuesday, June 7 and 8.

Monthly Statistics

In the month of May, 2021, the Facilities department completed a total of (141) 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 May, 2021, Facilities staff completed a total of (136) demand work orders (work orders submitted by PPLD staff) accounting for (202.26 hours) of staff time and (156) preventive maintenance work orders (work orders scheduled for equipment, etc.) to account for (221.28 hours) of staff time. A total of (292) work orders. Along with work orders, Facilities on-call personnel responded to (2) after-hours calls in May, 2021. Emergency calls address issues that cannot wait until the next business day.

**Human Resources Report
June 2021
Heather Laslie, Chief HR & OD Officer**

Human Resources:

Major projects included the following:

- Organizational Development (Cody Logsdon)
 - Concluded Spring 2021 Leadership Program with 14 staff members completing Cohort B
 - Worked with Sarah and Soumya to figure out actions and deadlines for completing objectives in DEI audit dashboard
 - Updated Feedback Session forms for 2021 use
 - Updated Onboarding guide with new hire trainings that will be assigned via Bridge moving forward: Safe Place, Preventing Sexual Harassment and Understanding Diversity
 - Updated job description section of Intranet
 - Worked on several employee relation issues; two included ADA components
- HRIS/Benefits/Compliance (Cristina Jaramillo)
 - Continuing to work on updating and/or improving policies in Personnel Policy Manual
 - Worked on Intranet transfer and confirmation of HR links/web pages from old Intranet
 - Wrapped up last session of Leadership Program (as a participant) with presentation
 - Worked on DEI audit dashboard and added two additional DEI activities not proposed by DEI audit
 - Developed workflows for Personnel Actions process for implementation by Carol Morrow, Systems Support Specialist; also continued to brainstorm and research how to implement PA process in MUNIS
 - Conducted two Quickstarts for a large number of new hires, promotions and transfers; addressed their questions throughout the month; and helped process their benefits paperwork
- Administrative Support Specialist (Laurie Jackson)
 - Facilitated the removal of 48 boxes of records from the vault by the shredding contractor; continued progress towards full compliance with our records retention plan
 - Worked on building the new HR Intranet site
 - Assumed responsibility for administering the Tuition Assistance program (formerly with Training)
- Volunteer program (Karen Goates)

May 2021	Total # of Volunteers	Total # of Hours
Adult Volunteers	83	563
Teens: Review Crew and Workforce Readiness	16	36
Friends of the Library	49	506

- One more library welcomed the return of volunteers in May. We now have active volunteers at eight locations across the district
- The online volunteer application is being finalized and the projected 'live' date is August 1, 2021
- Updating volunteer form access as files transfer to the new employee intranet on Sharepoint
- Participating in Association of Leaders in Volunteer Engagement (ALIVE) mentor program

- Recruitment (Soumya Gollapalli)

Recruitment / Selection Activity	May 2021
Jobs Posted	7
Newly Hired Employees	15
Promoted Employees	3
Transferred Employees	4
Separated Employees	3

- Coaching employees on interview preparation
- Continued processing New Hire paperwork, background verifications and POPP tests (pre-occupational physicals)
- Worked on updating new Intranet
- Processed job postings and closing documents
- Training (Sarah Marshall)
 - Concluded Spring 2021 Leadership Program with 19 staff members completing in Cohort A
 - Editing and revising Training site on new SharePoint Intranet
 - Created new Staff Development page on SharePoint Intranet and uploaded content
 - Worked with Young Adult Services to upload staff Summer Adventure training
 - Continued discussions/planning for in-service day
- Other Projects (Heather Laslie)
 - Ongoing conversations with IDEA analytics regarding Equal Pay for Equal Work Act pay analysis tool
 - Continued work with Employers Council on Equal Pay for Equal Work pay analysis
 - Continued with ongoing employee relations, COVID-19 staff issues, and disciplinary issues
 - Continued supporting the amazing team that I'm honored to guide!

Information Technology (IT) Department Report

June 2021

Web Team

Intranet Transition. IT Department project still open because of staff directory transition to SharePoint “lite” requiring Microsoft technical support to resolve. Staff directory issue impacts small number of staff members plus issue with some staff photos that did not warrant maintaining legacy intranet.

End User Services (EUS) Team

Staff Transition to Mobile Workforce Project. EUS continues to deploy laptops to provide staff mobility to operate in post-pandemic environment in office or at home.

Windows 10 Project. The Windows 10 project has resumed and is on schedule to finish mid-summer.

Self-Check Upgrade. On-hold pending outcome of Solutions as a Service (SaaS) proposal to Board of Trustees.

Statistics.

- Worked on 340 tickets and closed 301 tickets.
- Computer Usage was 11,485 sessions.
- Hotspot Circulation to Library Patrons was 31.
- Printed Pages 77,270.
- Laptop circulation was 25.
- AWE Early Literacy Station circulation was 143.

Infrastructure Team

Data Center Transition. Work continues to close East Library Data Center.

Network Transport Transition (E-Rate Funded). IT staff continues to work with Allstream in planning and preliminary installations for transition of services starting July 1, 2021.

East Library Cabling Project. Work continues for staff area and new IT closet on main floor. Project completion originally scheduled for end of May delayed until end of June.

Surveillance System Replacement Project. Project planning continues.

Network Restructure. Required to mitigate cybersecurity risk associated with network architecture.

Safety/Security/Social Services

June 16, 2021

Safety has been very busy the last month. We have completed the Emergency Operations Procedures for the new District wide fire drill. This is replacing the outdated fire plan that was individual to each facility. With a district wide workforce that continue to be mobile to save on costs and increase flexibility and training, a consolidated plan that staff are able to be aware of no matter where they are is important. Additionally, we completed the Fire extinguisher training guidelines and are working on a grant to purchase a fire extinguisher training module that we can utilize to teach all staff as well as provide education programs to the public at all branches.

We have begun holding fire drills at all branches. These have not been conducted at the district in 8 years. We walk through evacuation rally points and staff and patron accountabilities. We have been able to consolidate keys for all fire systems as well as panels and work these into the training scenarios as well.

We continue to teach CPI and CPR/AED across the district and are nearing our completion of training quotas for the year on each.

Security has seen a rise in reports, but a fall in suspensions. The rise in reports is due to a new mandatory tracking of overnight alarms. We are tracking all false alarms at the facilities and cross referencing to determine factors leading to them. This allows us to determine placement and other issues leading to false alarms. We attribute the reduction in suspensions to continued work with all branches on CPI concepts and Officers spending more time communicating expectations and having discussions with irate patrons.

We continue to install the bridge camera system across the district. East is nearing completion, Palmer Lake and Rockrimmon are completed as well.

Southeast Region



Security staff responded to a report of a female that had was bleeding in the lady's room in the hallway, main floor, of the East Library.

Security staff responded and confirmed that a female staffmember was suffering from a bleeding nose, possibly due to a medical condition.

The area was cordoned off, due to the amount of blood-splatter presenting a hazard to anyone that may enter.

After ensuring that the staff member was alright and no further medical attention was required, utilizing one of the facility's Blood-borne Pathogen Kits, the area was cleaned and rendered safe by Security Staff.



One of my responsibilities at Ruth Holley Library is to make sure that I am checking all areas of the library consistently throughout the day. This includes making sure rooms are not occupied by people that aren't supposed to be in them, and that patrons are following the rules of the library.



1. Security staff at the East Library issue and receive security badges for all volunteers.
2. Presently we maintain accountability of 10 badges.

North Region

1. North Region Security maintains a high level of performance by trading staff members from one location to another. Rich Hemphill is assigned to High Prairie and does a great job as reported by the Branch Manager and other staff members. North Region Security has the supervisory expectation of the ability to work anywhere within the region and continue to provide excellent patron service for PPLD. A Security trade means a 21c Security person goes to a location they are not assigned to and the branch Security person works a day at 21c. This provides greater awareness of PPLD operations and ability to work anywhere within the North Region. The goal of this trade program is to have non-21c Security attain performance standards needed to work at 21c without 21c Security being present. So far, the results have been better than expected.
2. Penrose region requested assistance with a Tyco project regarding sensor locations. This was not an assigned project but due to the teamwork demonstrated by all 3 regions we were able to provide great backup to Penrose region. North Region Security is always ready to assist wherever we are needed or requested even though we are the smallest Security team in PPLD



Pikes Peak Library District Board of Trustees
June 16, 2021



West Region

1. Helped set up and organize the vaccine clinic at PENROSE on June 2.



2. Training a new officer (David Ladner) on returns and workflow.



- 3. Completed first walk-through Fire drill for 9 employees at Old Colorado Library



Social Work

Activities for May 2021 – Kayla Rockhold

1. Biweekly Security appeal meetings
2. Networking/collaboration meetings with: Pat (Front Range Clinic); Kristiana (Voces Unidas for Justice); Bob (Connect – restarting group July 6th); Eric (Partners in Housing)
3. Internal meeting/collaboration with: Hillary & Liz (POD app for CA); Abby, Fran, Alicia, & Michael D (RU & PE Vaccine Equity Clinics); Abby, Shirley, & Janina (DV resources/partnerships)
4. 115 separate patron meetings, serving 69 individuals; 55 of which were new clients
5. Weekly CE meetings
6. Security Staff meeting (Boundaries training)
7. COVID-19 Vaccine Equity Clinics: SA (May 5th - 1st dose), FO (May 19th - 1st dose), SA (May 26th - 2nd dose); prep for PE and RU clinics (June 1st - 1st dose)
8. Open hours - 8 hrs/month at PE, 4 hrs/month at SA, 4 hrs/month at RU, 3 hrs/month at CA, and 3 hrs/month at HI
9. UCCS MSW student intern confirmed for 21/22 school year (Macie Campbell)

“Accomplishments”

10. Provided 43 bus passes for patrons to access food, DHS, SSA, and job opportunities
11. Successfully assisted 4 patrons in getting verified through ID.me for unemployment benefits
12. Assisted teen patron (aged out of foster care) in applying for SNAP benefits and cancelling out-of-state Medicaid to be able to apply for Medicaid in Colorado
13. Assisted a patron in applying for rent assistance
14. Patron found sleeping out front and intoxicated requested help making steps toward sobriety, was successfully transported by HOT to hospital for medical clearance, then sent to detox center for inpatient treatment

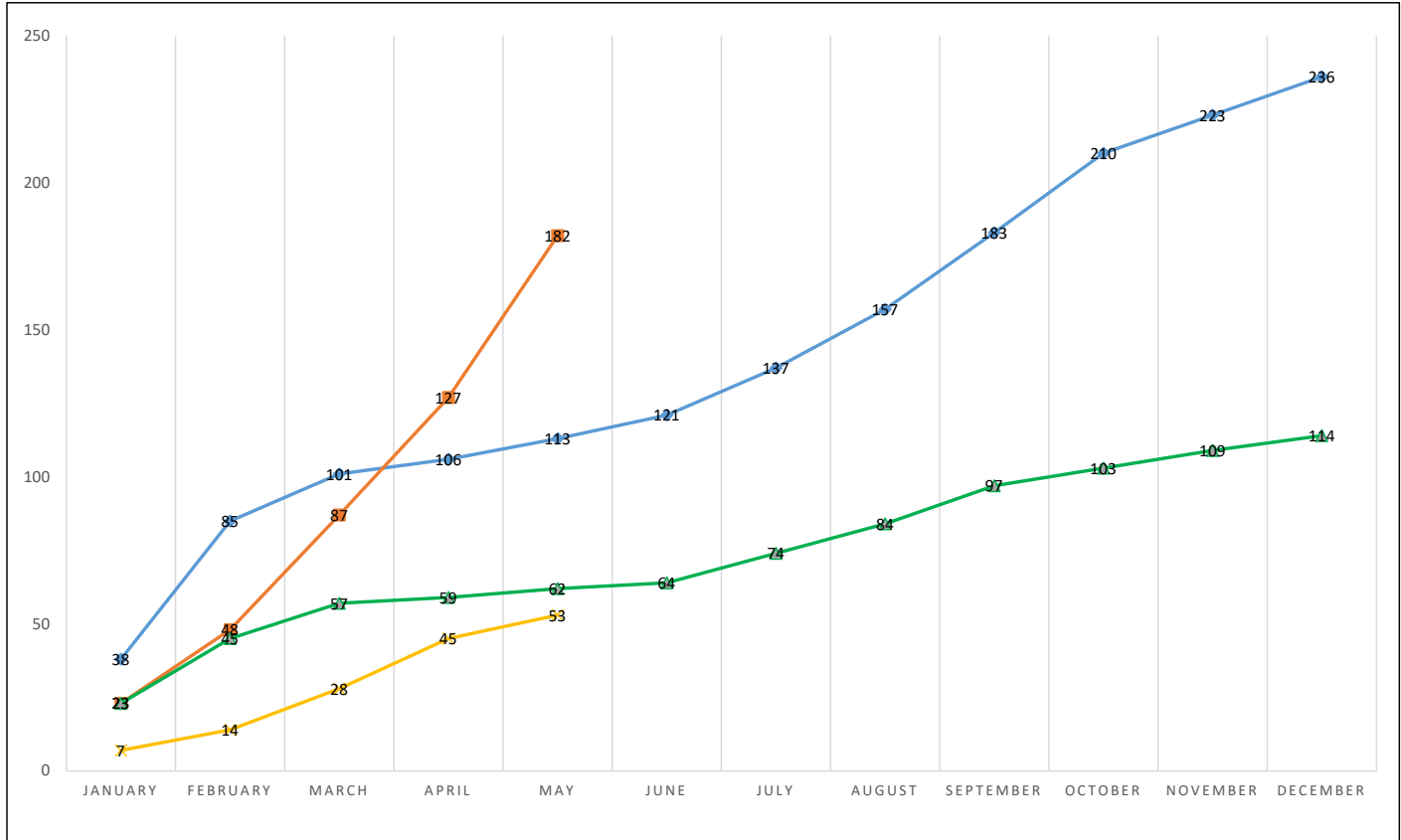
Report & Suspension Increasing Totals

2020 - Reports	
JANUARY	38
FEBRUARY	47
MARCH	16
APRIL	5
MAY	7
JUNE	8
JULY	16
AUGUST	20
SEPTEMBER	26
OCTOBER	27
NOVEMBER	13
DECEMBER	13

2021 - Reports	
JANUARY	23
FEBRUARY	25
MARCH	39
APRIL	40
MAY	55
JUNE	-
JULY	-
AUGUST	-
SEPTEMBER	-
OCTOBER	-
NOVEMBER	-
DECEMBER	-

2020 - Suspensions	
JANUARY	23
FEBRUARY	22
MARCH	12
APRIL	2
MAY	3
JUNE	2
JULY	10
AUGUST	10
SEPTEMBER	13
OCTOBER	6
NOVEMBER	6
DECEMBER	5

2021 - Suspensions	
JANUARY	7
FEBRUARY	7
MARCH	14
APRIL	17
MAY	8
JUNE	-
JULY	-
AUGUST	-
SEPTEMBER	-
OCTOBER	-
NOVEMBER	-
DECEMBER	-

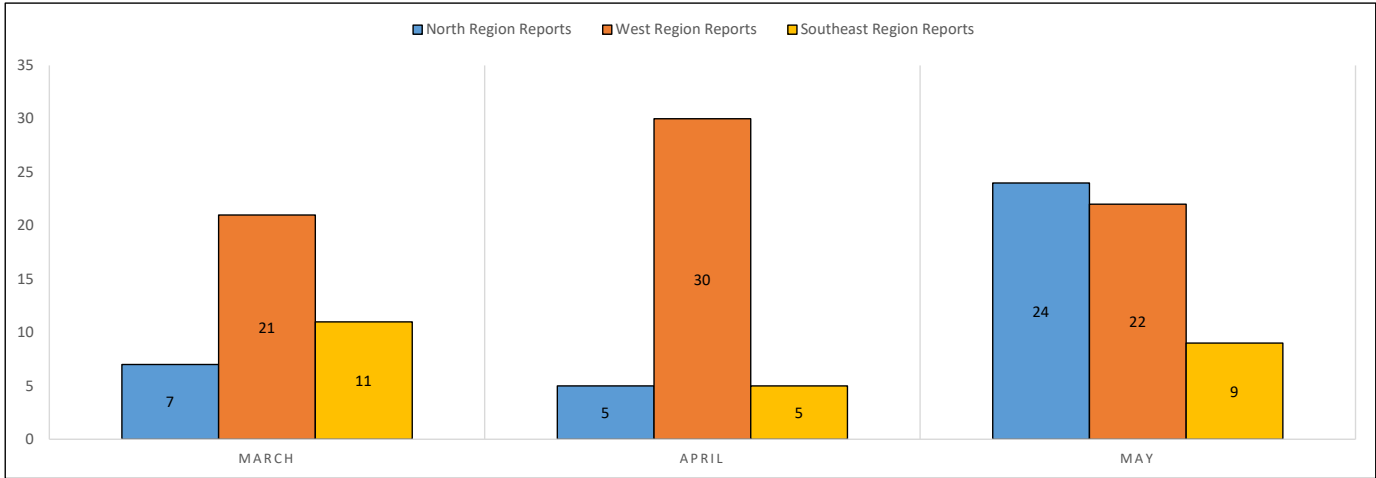


Reports - Regional Monthly Comparison

North Region	
MARCH	7
APRIL	5
MAY	24

West Region	
MARCH	21
APRIL	30
MAY	22

Southeast Region	
MARCH	11
APRIL	5
MAY	9



Suspensions - Regional Monthly Comparison

North Region	
MARCH	2
APRIL	2
MAY	3

West Region	
MARCH	10
APRIL	12
MAY	4

Southeast Region	
MARCH	2
APRIL	3
MAY	1

