PIKES PEAK LIBRARY DISTRICT BOARD OF TRUSTEES
March 17, 2021 4 pm
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

REGULAR MEETING OF THE BOARD OF TRUSTEES

I. CALL TO ORDER

II. DECISION 21-3-1: Ratify decision of Board President and CEO to hold the March 17, 2021 Regular Meeting of the Board of Trustees online.

III. ITEMS TOO LATE FOR THE AGENDA

IV. CORRESPONDENCE AND PRESENTATIONS
- A. Correspondence
- B. Presentations
  1. Staff Promotions and New Hires
     - A. Rachel Francis, Graphic Designer (M. Ray)
  2. Diversity, Equity, and Inclusion (DEI) Audit (Olive & Crane, Flannery Burdick, and Kevin Mitchell) (p. 3)

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

VI. BUSINESS ITEMS
- A. Decision 21-3-2: Minutes of the February 17, 2021 Meeting (p. 37)
- 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
  1. Decision 21-3-3: CEO Goals (p. 42)
- D. New Business
  1. Decision 21-3-4: Cheyenne Mountain Lease renewal (M. Varnet) (p.43)
  2. E-rate Decisions (R. Peters)
     - A. Decision 21-3-5: Internet and WAN Services (p. 47)
     - B. Decision 21-3-6: SmartNet Renewal (p. 50)
     - C. Decision 21-3-7: Penrose Carnegie cabling (p. 51)
  3. Discussion: Security/Safety System Overview & Timeline (M. Brantner) (p. 52)
  4. Decision 21-3-8: Security Camera Project (M. Brantner) (p. 55)
  5. Decision 21-3-9: Recommendation for Access Control System (J. Spears) (p. 57)

VII. REPORTS
- A. Friends of the Pikes Peak Library District Report (S. Adams) (p. 59)
- B. Pikes Peak Library District Foundation Report (L. James) (p. 60)
- C. Financial Report (M. Varnet) (p. 62)
- D. Public Services Report (T. Shainidze Krebs) (p. 85)
- E. Library Reports: Communications Report, Facilities Report, Human Resources Report, Information Technology Report, Safety, Social Services & Security Report (p. 105)
- 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

VIII. ADJOURNMENT

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

Providing resources and opportunities that impact individual lives and build community

Organizational Audit on Diversity, Equity & Inclusion

Pikes Peak Library District

OLIVE & CRANE

Who We Are

Olive & Crane

OLIVE & CRANE

Olive & Crane

At Olive & Crane, we aim to illuminate barriers in order to help build just communities.

- Our work is informed by data and analysis but also makes use of human experience and the arts
- We pinpoint potential barriers for people with identities that are frequently marginalized – and help build and implement a plan to remove these barriers
- Our work ranges from one focused task, such as facilitating a workshop, to a comprehensive audit and strategy at an institutional level
- We work both at the national and international levels, with people of a diverse range of backgrounds and identities
- We help schools, communities, churches, organizations, and corporations

We work with all types of community groups, non-profits, institutions, and organizations. Here are just a few examples:

- Peace Camp Workshop Series, **Pikes Peak Justice and Peace Commission**
- Unpacking Cultural Messages in American Prom: A Workshop, **University of Colorado, Colorado Springs, ENT Center for the Arts**
- Black History Live: Poetry Workshop, **Colorado Springs Pioneers Museum**
- Speak Out: Poetry as Healing, **Cottonwood Center for the Arts**

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Scope & Process

How We Approached This Project

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Scope

For this project, we are providing observations and recommendations on furthering PPLD's goals regarding diversity, equity, and inclusion.

This report both highlights the work PPLD is already doing and pinpoints areas for improvement that are affecting people of marginalized identities, including race, citizenship, gender and gender identity, orientation, class, religion, age, ability, and related accessibility issues.

Project Components

- Discovery questionnaire
- Communications
- Survey and survey analysis for employees
- System-wide HR processes and files review
- HR data review
- Demographic data review
- Programming and programming communications review
- Leadership/staff/employee interviews
- Synthesis of patron feedback received by PPLD
- Examination of PPLD branding, social media, and website spot-check

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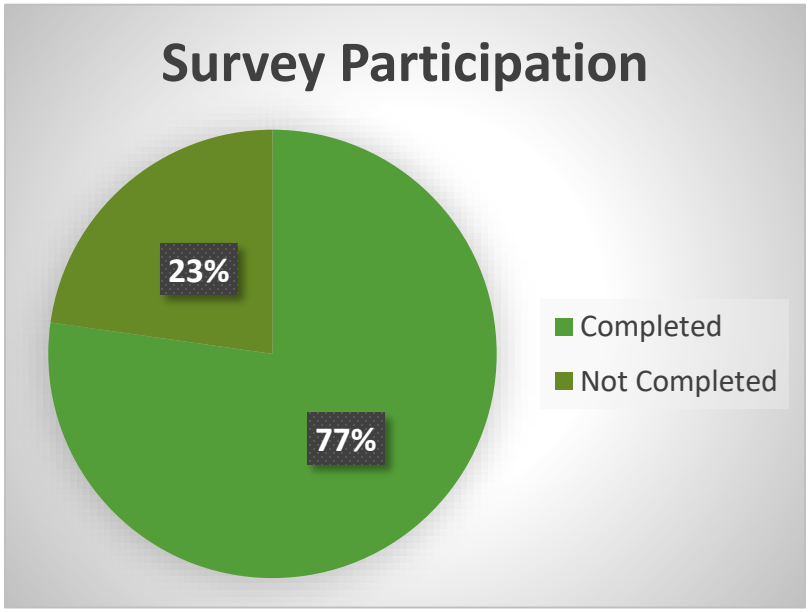
Surveys & Interviews

We sent 413 surveys on DEI to PPLD staff, communicating further with those who demonstrated interest.

- **Surveys Received:** 319
- **Interviews Conducted:** 48
- **Email Feedback Received:** 6



- Employees are invested in PPLD as a workplace
- Critiques are with goals of improvement in mind
- Issues were confirmed by marginalized identities and others
- Staff who don’t see DEI as a leading issue at PPLD were also included
- Feedback and recommendations are incorporated throughout to uphold confidentiality

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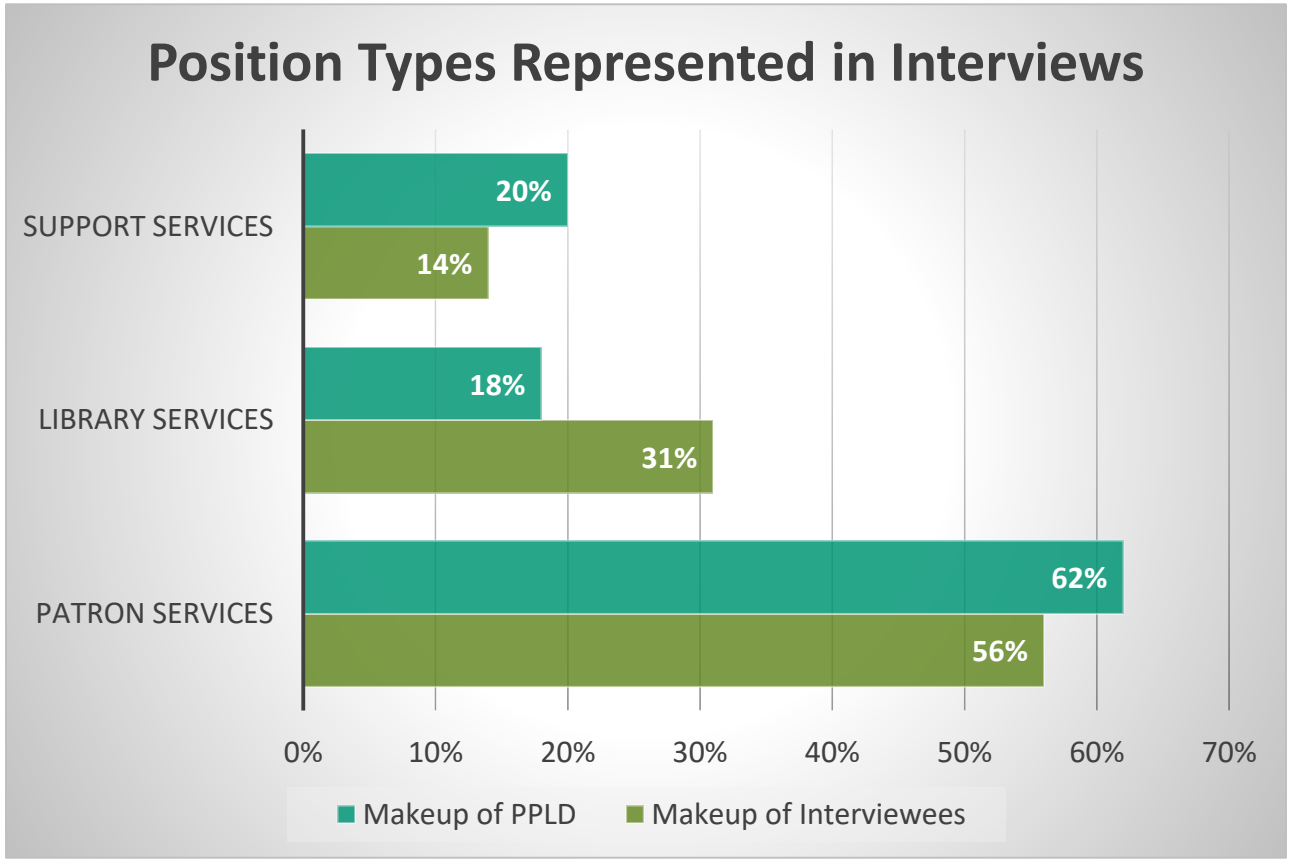
Who Was Interviewed?

This report incorporates the feedback received in 319 surveys. It also includes further insights from 54 employees who were interviewed by phone (48) or by email (6).



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Data

Key Figures

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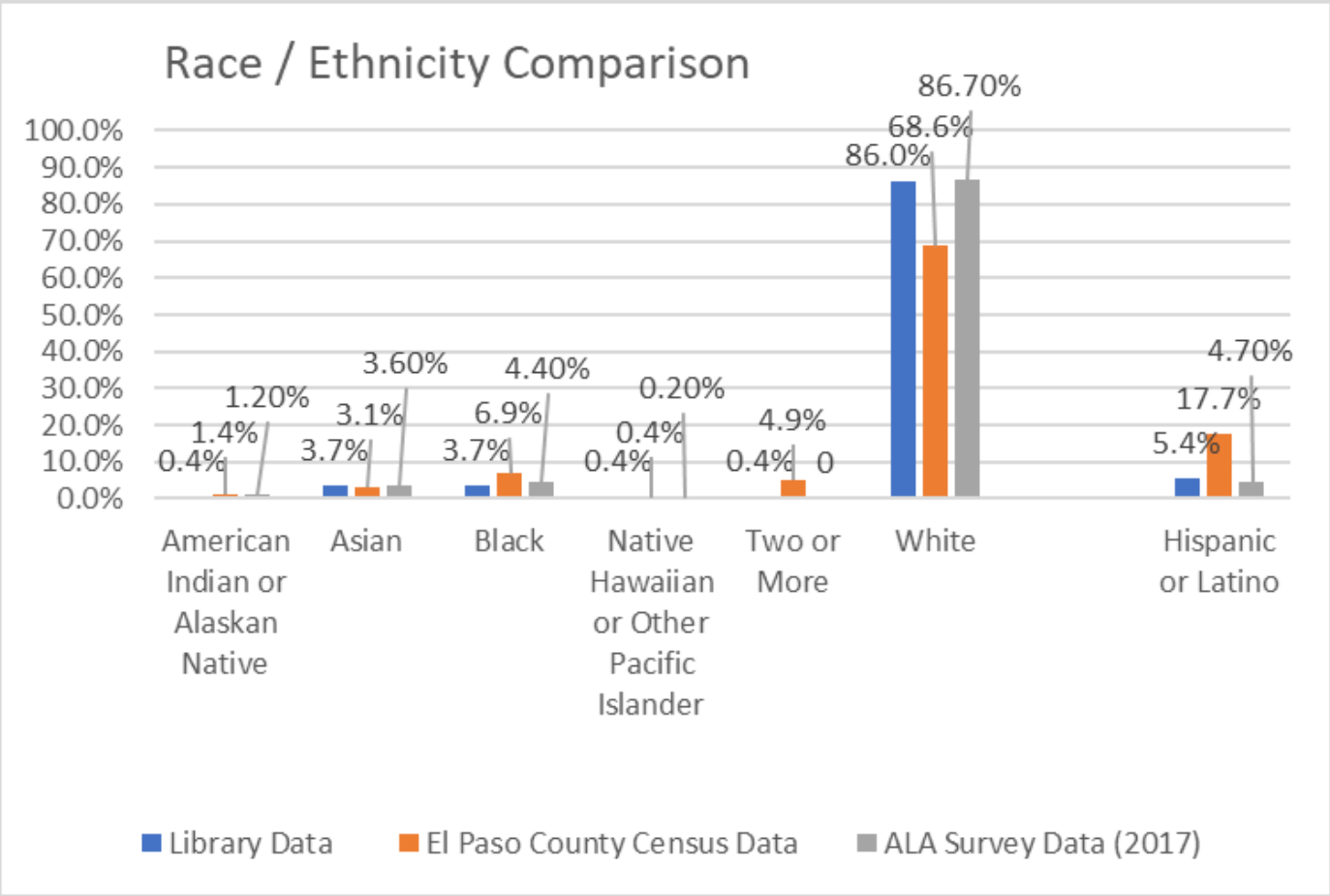
Race



PPLD employs fewer Black staff and American Indian or Alaskan Native staff than is representative of local populations and fewer than is typical in the library industry.
PPLD employs fewer Hispanic/Latino staff than is representative of local populations.

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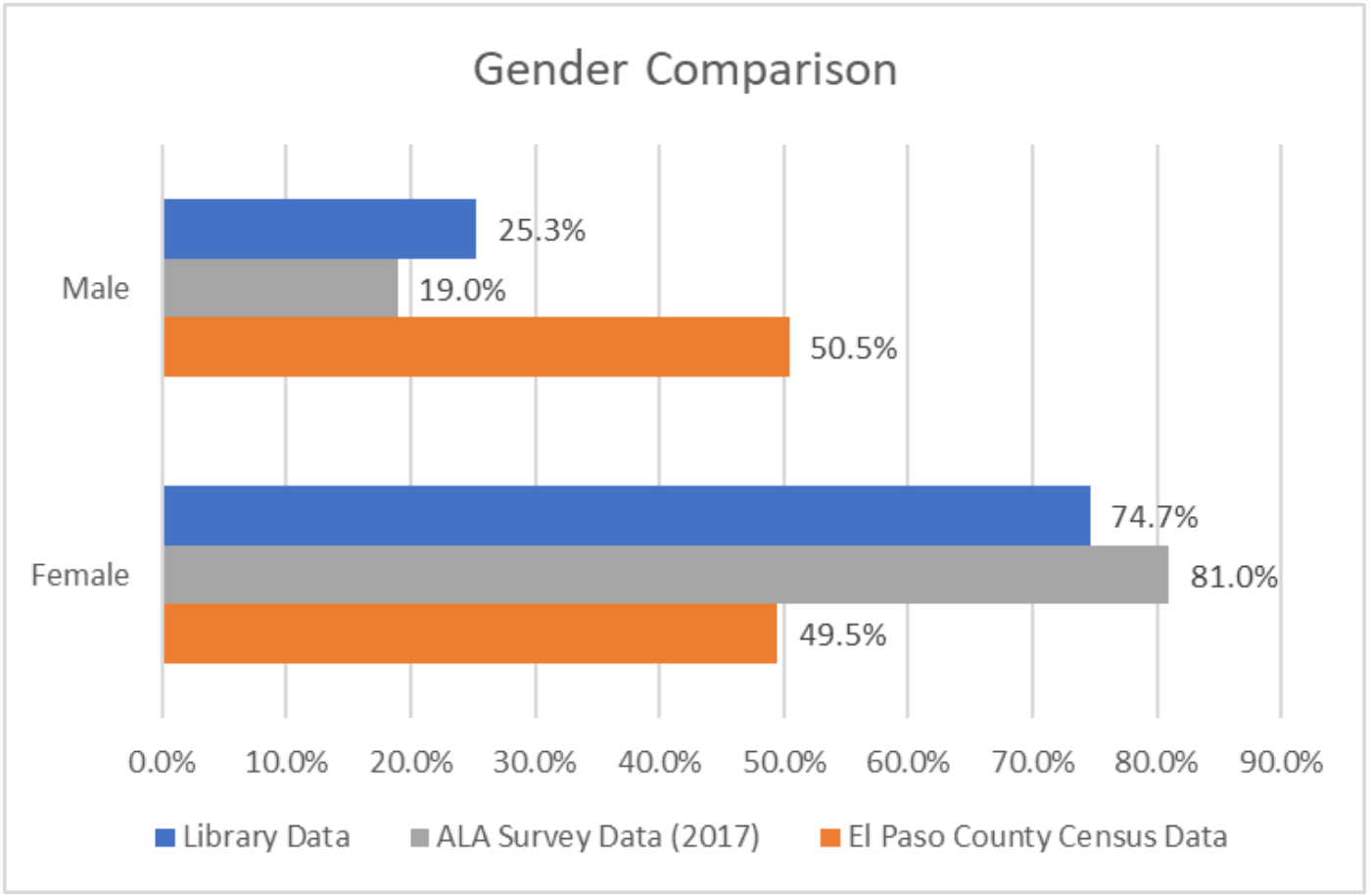
Gender



PPLD has more gender diversity than is typical in the library industry.

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Position Types

Staff Makeup Different Levels

	Admin Support		Professionals		Technicians		Protected Service Workers		Para Professionals		Officals and Administration		Skilled Craft Workers	
	2017	2019	2017	2019	2017	2019	2017	2019	2017	2019	2017	2019	2017	2019
Female	84.7%	85.7%	78.1%	84.9%	25.0%	8.3%	7.1%	13.0%	87.5%	100.0%	63.4%	61.0%	0.0%	0.0%
Male	15.3%	14.3%	21.9%	15.1%	75.0%	91.7%	92.9%	87.0%	12.5%	0.0%	36.6%	39.0%	100.0%	100.0%
Minority	11.3%	13.3%	6.8%	11.0%	16.7%	16.7%	7.1%	21.7%	16.7%	20.0%	4.9%	15.3%	20.0%	25.0%
White	88.7%	86.7%	93.2%	89.0%	83.3%	83.3%	92.9%	78.3%	83.3%	80.0%	95.1%	84.7%	80.0%	75.0%
Female White	75.2%	74.2%	72.6%	74.0%	25.0%	8.3%	7.1%	8.7%	75.0%	80.0%	61.0%	49.2%	0.0%	0.0%
Female Minority	9.5%	11.5%	4.1%	11.0%	0.0%	0.0%	0.0%	4.3%	12.5%	20.0%	2.4%	11.9%	0.0%	0.0%
Male White	13.5%	12.5%	20.5%	15.1%	58.3%	16.7%	85.7%	69.6%	8.3%	0.0%	34.1%	35.6%	80.0%	75.0%
Male Minority	1.8%	1.8%	1.4%	0.0%	16.7%	75.0%	7.1%	17.4%	4.2%	0.0%	2.4%	3.4%	20.0%	25.0%

Discrepancies were more prominent at certain levels of the organization during years reviewed. Notably:

- White populations had the highest rates of employment in the Professional as well as Officials and Administration categories**; leadership roles were held by white populations at higher rates;** however, this is trending down
- Compared to male representation in all staff (25.3% in 2019), men work in the Officials and Administration category at a higher percent (39% in 2019); **leadership roles were held by men at higher rates compared to representation;** this is trending up

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Temp & Part-Time Positions

Temp/Part Time Staff		
	2017	2019
Female	83.4%	85.2%
Male	16.6%	14.8%
American Indian or Alaskan Native	0.0%	0.0%
Asian	3.5%	6.6%
Black	3.1%	2.6%
Hawaiian or Other Pacific Islander	0.3%	0.5%
Hispanic or Latino	3.8%	3.1%
Two or More	0.0%	0.5%
White	89.3%	86.7%
Female White	74.4%	74.5%
Female Minority	9.0%	10.7%
Male White	14.9%	12.2%
Male Minority	1.7%	2.6%

- A higher % of temporary or part-time employees were womxn
- Temporary and part-time employees were primarily white

Note: volunteers were not provided as part of this data set.

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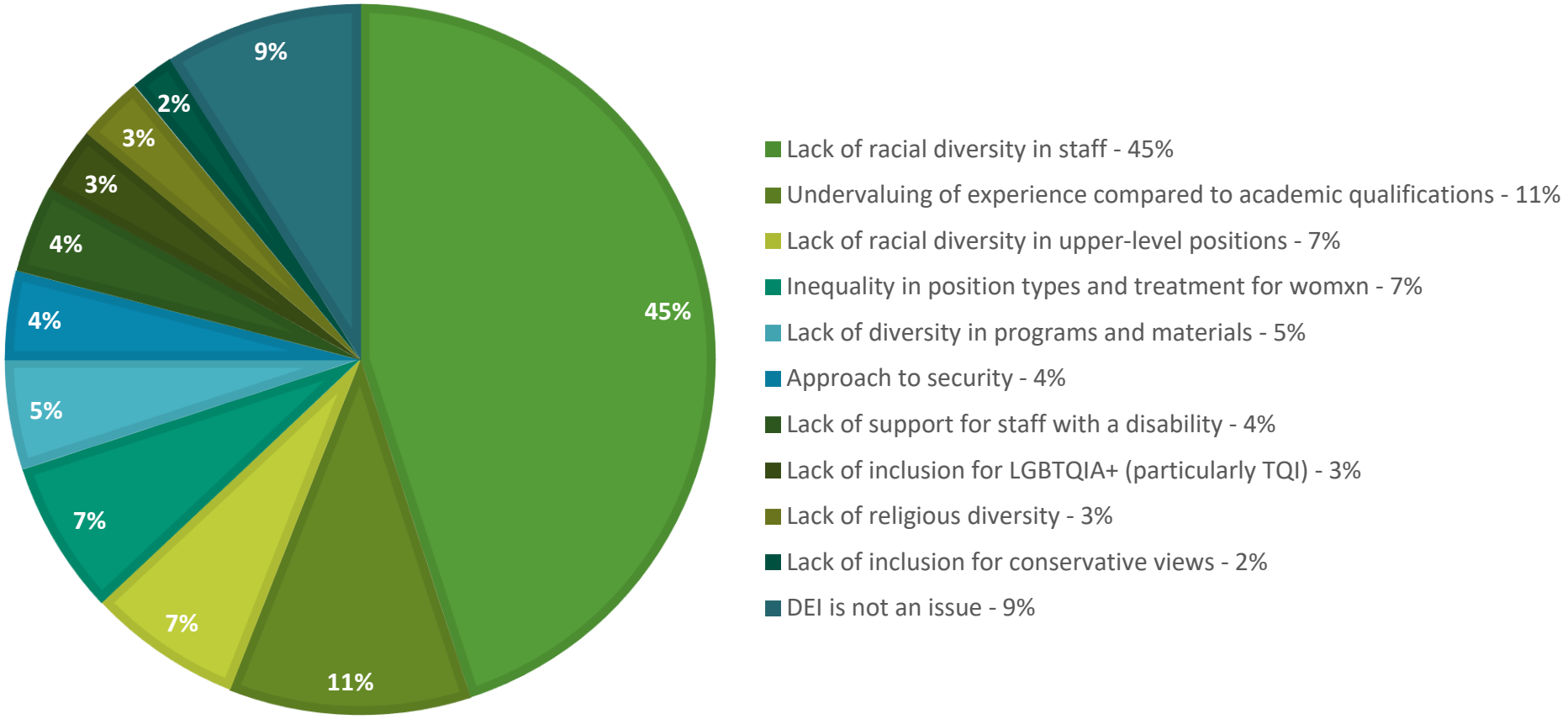
Most Pressing DEI Issue According to Staff

SINGLE MOST PRESSING ISSUE ACCORDING TO STAFF (SURVEY)



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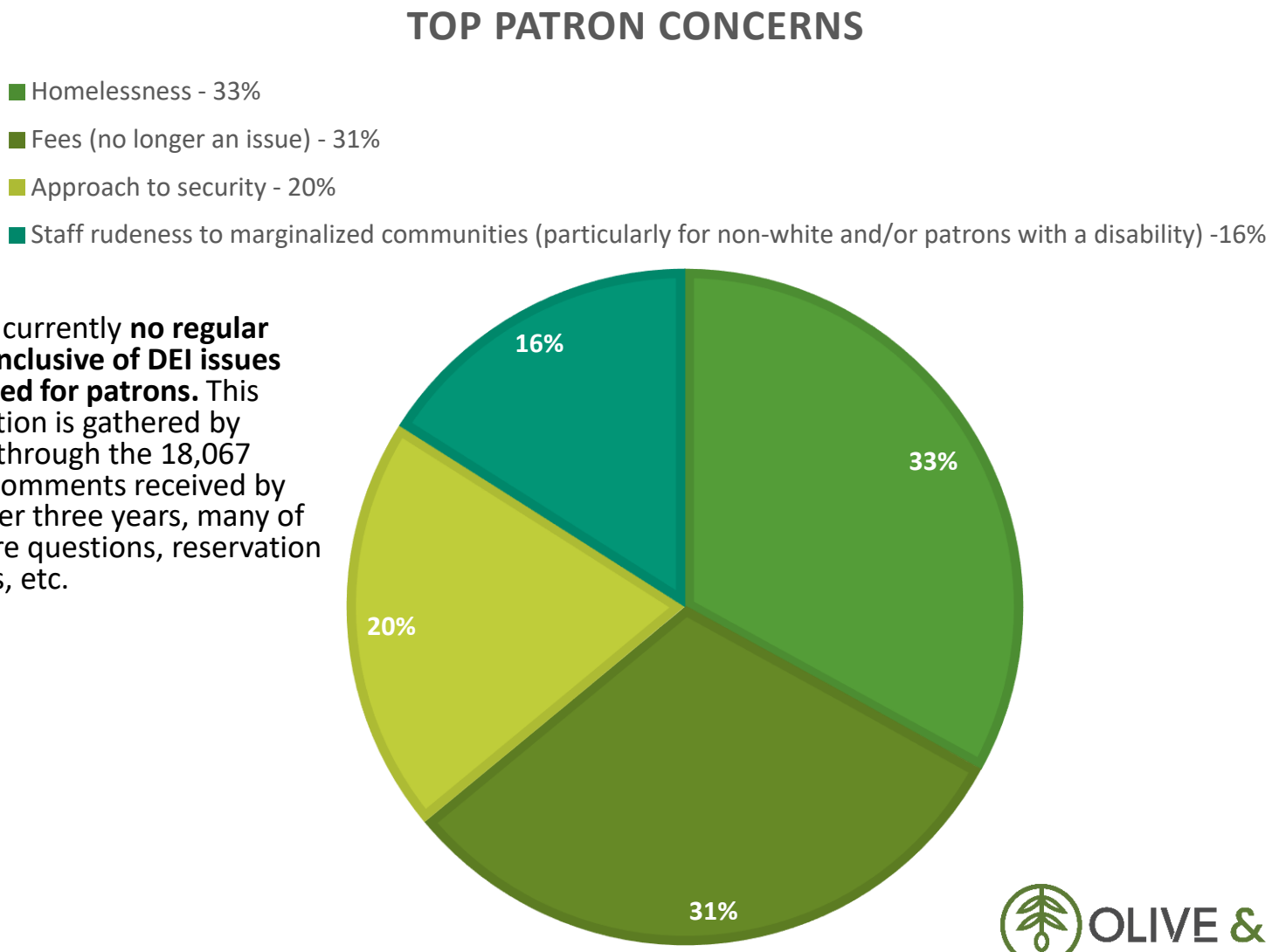
Top DEI Challenges According to Patrons



There is currently **no regular survey inclusive of DEI issues conducted for patrons.** This information is gathered by looking through the 18,067 patron comments received by PPLD over three years, many of which are questions, reservation requests, etc.

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PPLD's Strengths

Moving in a Positive Direction

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Assessment of Strengths

While there are issues to address, stakeholders feel the organization is strong at its core. PPLD's focused effort to move towards DEI at all levels of the organization is in the beginning phase.

Strengths

- Receptive to dialog on DEI at the institutional level
- Acknowledges room for growth
- Hired a new Director of DEI who represents PPLD's more diverse future
- Provides ongoing DEI-related trainings and workshops on race
- Provides crisis prevention and intervention training
- Hired an in-house social worker to work with patrons experiencing homelessness and other at-risk individuals
- Relocated Manitou Library to facilitate greater accessibility and involvement
- Hired a new Chief of Safety, Social Services, and Security Officer with experience in working with and advocating for marginalized populations
- Offers Diversity University, Equity in Action, Zywave Learning, and LibGuides trainings on DEI
- Purchases #OwnVoice books
- Supports use of preferred pronouns in email signatures and introductions
- Offers "preferred name" option for library cards

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Recommendations

Action Items

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DEI Objective 1 (within 6 months)

Reenvision the Diversity Team

- Transition from the Diversity Team Exploratory Committee to a more diverse team that is guided by staff with marginalized identities
- Accept applications at all levels to build this diverse new team
- Allow the new team to recruit “community representative” members outside of PPLD
- Enable team to create key programs and events in collaboration with programming staff (for patrons and internal staff)
- Involve team in the interview process for higher-level positions/promotions; allow them access to relevant exit-interview data
- Provide team with mediation training
- Give staff a way to get support from team during related grievance redressal processes, coordinating with HR, including a team-built catalog of material around common DEI-related conflicts
- Empower team to propose targeted mentorship and school programs

DEI Objective 2: (within 6 months)

Develop Routine Communications in Spanish

(and other languages)

In El Paso County, Spanish is the second most spoken language in the home.

- Ensure social media and promotional material (both general information and program information) is available in Spanish
- Provide program calendars in Spanish system-wide
- Make a plan to build Spanish language into the larger PPLD website
- Consider developing more programs in Spanish
- Look into implementing these same initiatives for other high-use languages for PPLD patrons, such as Russian and Korean
- Raise awareness (internally and externally) of programs that compensate staff for being bilingual
- Note: consider using translation tools and plugins in addition to original content in target languages.

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DEI Objective 3: (within 12 months)

Diversify Hiring and Promotion Efforts

- Expand methods of outreach:
  - Announce jobs in English and Spanish on social media and radio
  - Flyer underrepresented communities for key programs and events to raise community awareness of PPLD as welcoming environment
  - Ask Community Representatives from Diversity Team to maintain list of community organizations to send position announcements
  - Announce jobs through Diversity Team's targeted mentorship and school programs so diverse community members can see a path to library employment
  - Return to holding an internship program for high school students
- Increase mentorship of supervisors, who have a lot of decision-making power in hiring, promotion, and conflict resolution:
  - Include at a strategic level in trainings, meetings, and high-level decision-making
  - Increase DEI training/resources for supervisors, including in ADA guidelines
- Standardize job requirements and apply consistent skills and experience equivalencies for academic requirements to show equal value
- Keep staff informed of possible grants, scholarships, etc. via local colleges and certification bodies
- Involve Diversity Team in outreach and interview process

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DEI Objective 4 (within 12 months)

Continue to Work towards Inclusive and Supportive Environment

- Include learning about other identities, belief systems, and cultures in professional development through providing staff with opportunities to:
  - Read/watch/listen to and discuss curated media from diverse identities
  - Create/share their own media/activities/experiences that dialog with the above
  - Attend diverse programs provided by the community
- Collaborate with employees to internally crowdsource a list of holidays/celebrations to recognize and task Staff Organization with coordinating with Diversity Team
- Provide diversity training for all new employees during onboarding (and let applicants know during interview period)
- Build out schedule of workshops/trainings using recommendations of Diversity Team (and/or suggested topics at the end of this report as a starting point)
- Expand identities covered in (and running) workshops (diverse races, abilities, ages, gender identities, etc.)

DEI Objective 5 (within 12 months)

Continue to Adjust Approach to Security

- Continue the transition away from the traditional punitive approach to one of trauma-informed care (begun 2.5 years ago with new CSO)
- Incorporate security-related DEI issues into the annual Library Experience Survey (for patrons) and biannual staff survey
- Conduct a follow-up DEI-focused security review in collaboration with the CSO, DEI Director, external social workers, and restorative justice experts
- Strengthen trainings, policies, and processes that account for the differences in handling adults, teens, and children
- Provide non-security staff with training in handling disciplinary issues with youth to reduce escalation of incidents to security
- Consider balancing security staff with mental health professionals to contribute to calm environment and help balance needs of housed and unhoused patrons

Additional Opportunities for Growth

Beyond Objectives 1-5

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Opportunities for Growth

Trans and Non-Binary Inclusion

- Use pronouns on nametags
- Make sure libraries offer a gender-neutral bathroom

Older Staff

- Increase staff awareness of the Ergonomic Worksite Evaluations (adaptive equipment) available through the Wellness Benefits at PPLD
- Increase culture of collaboration and value of experience alongside academics through teambuilding partnerships between younger and older employees

Individuals with a Disability

- Train/refresh training for all relevant public-facing staff on available resources (both what they are and how to use them)
- Work with communications to increase patron awareness and comfort with resources (there are many!)

Hidden Disabilities

- Create a no-questions-asked safe space (quiet, private, relaxing) for staff with hidden disabilities seeking a mental reset

Part-Time Staff

- Build professional development opportunities into part-time employee work

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Opportunities for Growth

Improving Communication

- Establish and promote a schedule to routinely solicit programming ideas from staff at all levels (using submission method already in place)
- Communicate clearly on progress towards objectives 1-5 with staff and wider community
- Schedule anonymous biannual surveys of staff that are inclusive of DEI issues to gather feedback/ideas
- Include DEI issues in annual survey of patrons to gather input and suggestions
- Clarify hiring processes to staff to avoid appearance of appointments
- Draft a formal “crisis hiring” process to follow during crisis periods like COVID-19 so staff feel alternative processes are fair
- Increase awareness and promotion of tuition assistance program to staff and patrons

Opportunities for Growth

Branding, Social and Web:

- Add more visibility of Latinx, Indigenous, and trans communities, as well as individuals with a disability
- Add more diverse photos of actual staff and patrons
- Make an effort for Mask Monday to feature a wide variety of staff identities
- Be aware of potentially sensitive holidays (e.g. Thanksgiving) and review posts with critical eye
- Find a design template that doesn't require lightening photos of People of Color to place font
- Consider ways to engage male audiences across demographics
- Balance posts with recognition of diverse celebrations (can crowdsource from staff and Diversity Team)

Performances

- Work to include broader range of identities in programming throughout all locations (race, nationality, spoken language, age, gender identity)

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Possible Workshop Topics

Suggestions

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Approach & Possible Topics

Hold workshops and trainings on race, age, ability, citizenship, gender and gender identity, orientation, class, and religion. Take a collaborative approach, integrating opportunities for shared experience through readings, music videos, short films, etc. Workshops should be available for staff at all levels of PPLD:

- **Microaggressions:** What are they? What are examples that people from commonly marginalized identities have experienced? How can you help a coworker or patron when you hear someone else make a microaggression?
- **Power Dynamics & Identity in Conversation:** You want to be inclusive, but when you comment positively on a coworker's appearance or culture, you can tell something is wrong. How can we adjust communication approaches to build better relationships?
- **Communication Expectations & Gender:** How have men and womxn traditionally been taught to communicate in the workplace? What's the effect? How are intersectional identities further impacted? How can we undo these patterns?
- **Values & Identities:** How is having a value different from having an identity? How can we maintain personal values while supporting the identities of others?
- **Supporting Unhoused Populations:** Work with social workers on effective communication, common issues, and problem solving for the unhoused.

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Final Thoughts

While there are areas for improvement, overall, the **PPLD family is motivated to put in the work to grow** as a more diverse, equitable, and inclusive community.

Through serious pursuit of objectives 1-5, and by applying recommendations throughout all levels of the organization, you have the opportunity to achieve the goal of moving towards true diversity, equity, and inclusion.

It has been a pleasure getting to know the PPLD team at all levels.

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Stay In Touch

Please reach out if we can support you in the future.

Kevin@oliveandcrane.com
Flannery@oliveandcrane.com

- Moderated community discussions
- Workshops on a range of topics requiring cultural responsiveness
- Leadership training for culturally responsive strategies
- Strategic plans for your organization
- Identity-based conflict resolution
- Movie screenings and guided discussions
- Classes for kids and youth
- Communications (educational newsletters, social media, etc.)

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References

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Data

- **Library Data** in comparison charts is from PPLD 2019 EEO data provided by PPLD
- **El Paso County Census Data** in comparison charts is from 2019: https://www.census.gov/quickfacts/fact/table/elpasocountycolorado,US/PST045219
- **ALA Survey Data** in comparison charts is from 2017 (most recent available) and is from a member-only demographic study: http://www.ala.org/tools/sites/ala.org.tools/files/content/Draft%20of%20Member%20Demographics%20Survey%2001-11-2017.pdf

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EEO Categories

- **Officials/Administrators:** Occupations in which employees set broad policies; exercise overall responsibility for execution of these policies; direct individual departments or special phases of the agency's operations; or provide specialized consultation on a regional, district, or area basis. Includes: departmental heads; bureau chiefs; division chiefs; directors; deputy directors; controllers; examiners; and kindred workers.
- **Professionals:** Occupations which require specialized and theoretical knowledge which is usually acquired through college training or through work experience and other training which provides comparable knowledge. Includes: Personnel and labor relations workers; social workers; doctors; psychologists; registered nurses; economists; lawyers; systems analysts; accountants; engineers; employment and vocational counselors; teachers and instructors; and kindred workers.
- **Technicians:** Occupations which require a combination of basic scientific or technical knowledge and manual skill which can be obtained through specialized postsecondary school education or through equivalent on-the-job training. Includes: computer programmers and operators; licensed practical nurses; photographers; technical illustrators; technicians (medical, dental, electronic, physical sciences); and kindred workers.
- **Protective Service Workers:** Occupations in which workers are entrusted with public safety, security, and protection from destructive forces. Includes: guards and kindred workers.

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EEO Categories

- **Paraprofessionals:** Occupations in which workers perform some of the duties of a professional or technician in a supportive role, which usually requires less formal training and/or experience normally required for professional or technical status. Such positions may fall within an identified pattern of staff development and promotion under a “new careers” concept. Includes: library assistants; research assistants; medical aids; child support workers; welfare service aides; recreation assistants; and kindred workers.
- **Administration Support:** Occupations in which workers are responsible for internal and external communication, recording and retrieval of data and/or information, and other paperwork required in an office. Includes: bookkeepers; messengers; office machine operators; clerk/typists; statistical clerks; dispatchers; payroll clerks; and kindred workers.
- **Skilled Craft Workers:** Occupations in which workers perform jobs which require special manual skill and a thorough and comprehensive knowledge of the processes involved in the work which is acquired through on-the-job training and experience or through apprenticeship or other formal training program. Includes: mechanics and repairers; electricians; heavy equipment operators; stationary engineers; skilled machining occupations; compositors and typesetters; and kindred workers.
- **Service/Maintenance:** Occupations in which workers perform duties which result in or contribute to the comfort, convenience, hygiene, or safety of the general public, or which contribute to the upkeep and care of buildings, facilities, or grounds of public property. Workers in this group may operate machinery. Includes: truck drivers; custodial personnel; grounds keepers; refuse collectors; construction laborers; and kindred workers.

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BOARD MEMBERS, PIKES PEAK LIBRARY DISTRICT STAFF & OTHERS PRESENT

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

Chief Librarian & CEO John Spears, Creative Services Director Becca Cruz, Director of the West Region Michael Doherty, Audio Visual Analyst Phillip Doumas, Creative Services Senior Librarian Jennifer Eltringham, Creative Services Senior Librarian Lauren Fellers, Executive Assistant Laura Foster, Fountain Library Manager Gigi Holman, Chief Development Officer and Foundation Executive Officer Lance James, Director of IT Technical Support Juanita Lanaux, Chief HR & OD Officer Heather Laslie, Chief Information Officer Rich Peters, Ruth Holley Library Manager Fran Ponce-Toledo, Chief Communications Officer Michelle Ray, Director of Adult Education Tammy Sayles, Chief Public Services Officer and Deputy Chief Librarian Teona Shainidze Krebs, Director of the Southeast Region Abby Simpson, Chief Facilities Management Officer Gary Syling, Chief Financial Officer Michael Varnet, Internal Communications Specialist Jeremiah Walter

REGULAR MEETING OF THE BOARD OF TRUSTEES

CALL TO ORDER

President Vanderschuere called the February 17, 2021 regular meeting of the Pikes Peak Library District Board of Trustees to order at 4:00 p.m.

DECISION 21-2-1: Ratify decision of Board President and CEO to hold the February 17, 2021 Regular Meeting of the Board of Trustees online.

Motion: Cathy Grossman moved that the February 17, 2021 Regular Meeting of the Board of Trustees be held online as stated.

Second:
Vote: The motion was approved unanimously.

ITEMS TOO LATE FOR THE AGENDA

There were no items to add to the agenda.

CORRESPONDENCE AND PRESENTATIONS

Presentations: Introduction of New or Recently Promoted Staff

Director of the Southeast Region Abby Simpson introduced Fountain Library Manager Virginia 'Gigi' Holman and Ruth Holley Library Manager Fran Ponce-Toledo.

Creative Services Director Becca Cruz introduced Creative Services Librarians Jennifer Eltringham and Lauren Fellers

Director of IT Technical Support Juanita Lanaux introduced Audio Visual Analyst Phillip Doumas.

PUBLIC COMMENT

There was no public comment.

BUSINESS ITEMS

Board Minutes

Decision 21-2-2: Minutes of the January 20, 2021 Meeting

The minutes of the January 20, 2021 regular meeting of the Pikes Peak Library District Board of Trustees were included in the Board packet.

> **Motion:** Dr. Ned Stoll moved to approve the minutes of the January 20, 2021 regular meeting of the Pikes Peak Library District Board of Trustees as presented.
>
> **Second**: Mina Liebert seconded the motion.
> **Vote:** The motion was approved unanimously.

Consent Items

No consent items were presented.

Unfinished Business

There was no unfinished business.

New Business

Public Services Strategic Plan

Chief Public Services Officer and Deputy Chief Librarian Teona Shainidze Krebs shared the strategic plan developed by the Public Service Directors who lead 8 services and 3 regions. Ms. Shainidze Krebs thanked the Directors for incorporating results of the Community Needs Assessment into the plan. She also thanked Cody Logsdon, Organizational Development Manager, and Sarah Marshall, Training Supervisor, for leading the effort to compile individual input into a single comprehensive plan. The theme of the Strategic Plan is 'Combatting Loneliness', and each of the four goals are designed to support the theme.

President Wayne Vanderschuere thanked Public Services for the creation and sharing of this plan.

Trustee Scott Taylor asked for clarification on the Pen Pal program. Ms. Shainidze Krebs shared that this program was initiated at the Rockrimmon library and that details of the Pen Pal Program can be found at https://ppld.librarymarket.com/ppld-pen-pals.

President Wayne Vanderschuere took a moment to welcome Commissioner Geitner to the meeting and thanked her for attending.

REPORTS

Friends of the Pikes Peak Library District Report

The Friends of the Pikes Peak Library District was included in the Board packet. Friends of the Pikes Peak Library District Board of Directors President Stephen Adams was unable to attend the meeting. Trustee Mina Liebert shared that she was impressed with the volume of in-person sales in January 2021, despite being closed to the public until January 18th, as well as the increased volume of online sales.

Pikes Peak Library District Foundation Report

The Pikes Peak Library District Foundation Report was included in the Board packet. Trustee Mina Liebert asked for clarification on the applications submitted to Kinder Morgan Foundation and Moniker Foundation. Chief Development Officer and Foundation Executive Director Lance James indicated the Kinder Morgan Foundation application is in support of Summer Adventure and the Moniker Foundation application is in support of general operations. Mr. James shared that the Moniker Foundation application has advanced to the next level of meeting with the Trustees.

Trustee Cathy Grossman asked for an overview of Library Giving Day. Mr. James shared that this is the 3rd Library Giving Day, that it is a national initiative as part of National Library week, and that it was started by the Seattle Public Library Foundation. PPLD's approach for 2020 was to launch a peer-to-peer giving campaign. This campaign was rolled out to staff to setup their own fundraising page with approximately $15,000 being raised overall.

Financial Report

The Financial Report for the period ending January 31, 2021 was included in the Board packet. Chief Financial Officer Michael Varnet reported that January revenue is $1.28 million, down from last year specifically in the areas of interest income and specific ownership taxes. Expenses amounted to $1.75 million, about 3% less than last year at this time.

Public Services Report

The Public Services Report was included in the Board packet. Trustee Debbie English shared her appreciation for the detailed report as it helps her feel connected to library activity despite current limitations on public contact.

Library Reports

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

Trustee Cathy Grossman stated the new floor in the Old Colorado City Library looks beautiful. Chief Facilities Management Officer Gary Syling shared that the project is ahead of schedule and everything is being moved into place.

Chief Development Officer and Foundation Executive Director Lance James stated that the replacement of the floor at the Old Colorado City Library was made possible through a $75,000 anonymous donation.

Chief Librarian's Report

The Chief Librarian's Report was included in the Board packet. Chief Librarian and CEO John Spears recognized the tremendous amount of work completed by Human Resources and Finance in January to close 2020 and transition to a new calendar year. Mr. Spears also shared his appreciation for the volume of work managed by Chief Communications Officer Michelle Ray and the Communications Department while hiring to fill 2 positions. Kudos were given to the Public Service Directors for developing a Strategic Plan that is an excellent roadmap for the District to build upon in serving the public. Special thanks to the Facilities and IT departments for all their work to prepare the Manitou Springs Library to open at the MAC.

Several concerns have been received recently regarding our mask policy, one of which was also provided to the Board of County Commissioners. The Governor's Orders do give the authority to local governments to implement their own policies. PPLD's policy is based on CDC and El Paso County Public Health Department (EPCPH) guidance and is in-line with other large library districts in Colorado. In following ADA guidelines, an ADA interview is conducted with each patron requesting an accommodation, however providing an accommodation does not require entry into the library buildings without a mask. PPLD also does not allow face shields to be worn without a mask

being worn underneath. Every decision made by PPLD has been approved by legal counsel. To our knowledge, there has been no transmission in any PPLD facility.

President Wayne Vanderschuere thanked Chief Librarian Spears for the diligent efforts to accommodate individual circumstances while maintaining a safe and healthy environment for patrons and staff.

Commissioner Geitner shared her appreciation for the effort to keep the public safe and understands the mask policy is a difficult issue to manage. Commissioner Geitner asked that we reconsider aligning our policy with the Colorado Department of Public Health and Environment (CDPHE) guidelines, especially regarding the age requirement of 10 years and older. Chief Librarian Spears indicated that the PPLD mask policy remains a topic of discussion as different variants emerge and recommendations based on science change. Consideration is also given to the impact changes will have on maintaining library operations. Commissioner Geitner offered her support and assistance in any way that her participation would be helpful.

The American Library Association (ALA) released a resolution to prioritize library workers to receive the COVID-19 vaccination. The Colorado Association of Libraries (CAL) has submitted a request to CDPHE to include library staff in group 1.b.2. for essential front-line human services workers. PPLD staff will receive a survey tomorrow to determine who is interested and ready to receive the vaccine. The results of this survey and a list of staff will be provided to EPCPH.

In response to being granted the privilege of being prioritized for vaccinations, PPLD leadership will be evaluating how we ensure operations continue to remain at the level commensurate with our designation as essential front-line workers. The Leadership Team will be discussing how this effort will be managed and any potential accommodation that can be made as staff receive each dose.

The ALA released a resolution to Condemn White Supremacy and Fascism as Antithetical to Library Work. The attack on the concept of neutrality is a bit troubling, and the Board should be aware that this discussion is taking place. Chief Librarian Spears believes this is a misplaced conflict between intellectual freedom and social justice, which are both core values of librarianship. PPLD has made a statement against racism, however the District does not censor viewpoints with which we do not agree.

Several comments were shared by Trustees in support of not limiting resources available to the community.

Board Reports

Governance Committee

Governance Committee Chair Debbie English reported that the Committee met on February 2, 2021. The Governance Committee discussed the CEO's performance evaluation and a preliminary discussion of the CEO goals for 2021.

Internal Affairs Committee

Internal Affairs Committee Chair Dr. Ned Stoll reported that the Committee met on February 2, 2021. The Internal Affairs Committee discussed the following:

- Public Services Strategic Plan and goals
- Mask issues
- Announcement of E-rate funding decisions that will be brought to the March Board of Trustees meeting.

Public Affairs Committee

The Public Affairs Committee did not meet in February 2021.

Board President's Report

President Wayne Vanderschuere congratulated Chief Librarian and CEO John Spears on his 5-year anniversary with PPLD.

President Vanderschuere shared that he attended the PPLD Foundation Board meeting, the CAL sponsored Tools for Trustees webinar, and the Friends of the Pikes Peak Library District Annual meeting.

EXECUTIVE SESSION

President Vanderschuere called for a motion from the Board to move into Executive Session to discuss personnel matters related to the annual performance evaluation of the Chief Librarian & CEO as authorized by C.R.S. § 24-6-402(4)(f).

Motion: Dr Ned Stoll moved that the Board of Trustees meet in Executive Session to discuss personnel matters related to the annual performance evaluation of the Chief Librarian & CEO as authorized by C.R.S. § 24-6-402(4)(f).

Second: Scott Taylor seconded the motion.
Vote: The motion was approved unanimously.

The following left the meeting at 5:35 p.m.: Becca Cruz, Michael Doherty, Lance James, Juanita Lanaux, Heather Laslie, Rich Peters, Michelle Ray, Tammy Sayles, Teona Shainidze Krebs, Gary Syling, Michael Varnet, and Jeremiah Walter.

Motion: Dr. Ned Stoll moved that the Board of Trustees reconvene in Open Session.

Second: Debbie English seconded the motion.
Vote: The motion was approved unanimously.

The Board of Trustees reconvened in Open Session at 6:47 p.m.

BUSINESS ITEMS continued

New Business continued

Decision 21-2-3: Action Relevant to the Chief Librarian's Annual Performance Evaluation.

Debbie English shared that the Board discussed personnel matters related to the Chief Librarian's Annual Performance Evaluation, and the CEO goals for 2021.

Motion: Cathy Grossman moved that the Chief Librarian receive a 2% pay increase effective January 1, 2021.

Second: Mina Liebert seconded the motion.
Vote: The motion was approved unanimously.

ADJOURNMENT

There being no further business to conduct, President Vanderschuere adjourned the February 17, 2021 meeting of the Pikes Peak Library District Board of Trustees at 6:50 p.m.

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

Providing resources and opportunities that impact individual lives and build community

Chief Librarian's Goals for 2021
Presented to PPLD Board of Trustees
March 17, 2021

Following the discussions at the last Board Meeting and at the Governance Committee, I am presenting a revised version of my 2021 Goals:

With the pandemic now extending into 2021, the most important goal—and the primary focus of staff, management, and administration throughout the District for the foreseeable future—is to continue evaluating how to offer and increase services in the context of the requirements/restrictions brought on by COVID-19. The reopening of the District will potentially move both forward and backward over the course of 2021 as the impacts of vaccination, pandemic fatigue, constantly developing variants, and changes in public expectations and behaviors are realized. That short-term planning will, by necessity, be both proactive and reactive, but long-term planning for what the District and its services will look like "on the other side" will be vital and will occur simultaneously. It is expected that this overarching goal will continue to take precedence over all else and that the additional goals listed below will be completed as resources allow:

1. Make substantial progress on a strategic plan, including reexamination of the PPLD Mission Statement and codification of PPLD values.
2. Make substantial progress on a facilities master plan that will provide options for the District encompassing various financial scenarios.
3. Continue exploration of a tax increase, with key deliverables by the end of the year including a recommendation on whether to proceed and, if we are proceeding, a timeline for education/outreach and appearance on the ballot.
4. Implement identified recommendations from the Diversity Audit (expected to be presented in final form during March 2021).

An important part of these goals is regular updates to the Board on progress, and the Chief Librarian will regularly communicate with the Governance Committee at their monthly meeting on what has been achieved, what hurdles have been identified, and whether any mutually agreeable adjustments to the goal(s) need to be made. The Governance Committee will, in consultation with the Chief Librarian, determine when updates should be presented to the full Board.

Respectfully submitted,

John Spears
Chief Librarian and CEO
Pikes Peak Library District

Pikes Peak Library District
March 17, 2021

Cheyenne Mountain Library Lease Renewal

Background

The Pikes Peak Library District (PPLD) currently leases the facility located at 1785 S. 8th St., Colorado Springs, CO 80906 for its Cheyenne Mountain Library. The current lease expires August 31, 2021.

Currently, annual rent expense is $10,553.38 per month ($126,640.56 annually). Total square footage is 9,565 sq. ft.

Renewal Proposal

The Landlord (Monitor Cheyenne Mountain) has proposed a five-year extension to the current lease. A copy of the lease extension document (Proposal) is attached to this memorandum. The more significant terms of the Proposal include:

1. A non-appropriation clause, which is needed for compliance with TABOR.

2. The Proposal includes the following annual rental terms (annual rental increases range from 1.75 – 1.9%):

	Monthly	Annual	Cost/Sq Ft
09/01/2021 – 08/31/2022	$10,752.65	$129,031.80	$13.49
09/01/2022 – 08/31/2023	$10,951.93	$131,423.16	$13.74
09/01/2023 – 08/31/2024	$11,151.20	$133,814.40	$13.99
09/01/2024 – 08/31/2025	$11,350.47	$136,205.64	$14.24
09/01/2025 – 08/31/2026	$11,549.74	$138,596.88	$14.49

3. The annual operating costs (Common Area Maintenance Costs) is capped at $2.65 per square foot (or $2,112.27 per month) for the first year and shall not increase by $0.25 per square foot per year thereafter.
.
4. The Proposal includes a tenant improvement allowance of $15,000, payable to PPLD upon submittal of receipts and lien waivers.

5. The Proposal includes an option to renew for an additional five-year term.

6. The terms of the Proposal have been discussed with PPLD's Internal Affairs Committee.

Recommendation

Management recommends the Board of Trustees approve the terms of the proposed lease renewal for the Cheyenne Mountain Library facility for up to five additional years (September 1, 2021 – August 31, 2026) with the terms described above.

FIFTH AMENDMENT TO LEASE

THIS FIFTH AMENDMENT TO LEASE (the "Fifth Amendment") dated for reference purposes only as February 25, 2021, by and between **Monitor Cheyenne, LLC,** (hereinafter referred to as "Landlord") and **Pikes Peak Library District** (hereinafter referred to as "Tenant").

W I T N E S S E T H:

WHEREAS, Landlord and Tenant entered into that certain Lease for reference purposes only dated March 16, 2005, and Second Amendment of Lease Agreement dated March 16, 2005, Third Amendment to lease dated January 15, 2014, Fourth Amendment to Lease dated April 26, 2016 (Mistakenly called Third Amendment to Lease) which establish (the "Lease"), with respect to the premises located at Cheyenne Plaza, 1785 S. 8th Street, Colorado Springs, Colorado, consisting of approximately 9,565 square feet (the "Leased Premises"), and

WHEREAS the aforementioned Lease was and is due to expire by its own terms on August 31, 2021, and

WHEREAS, Landlord and Tenant now desire to amend the Lease, and specify certain changes to the terms and conditions of the Lease.

NOW, THEREFORE, the parties for good and valuable consideration, the receipt of which is hereby acknowledged, agree as follows:

1. RECITALS. The foregoing recitals are true and correct and incorporated herein by this reference.

2. DEFINED TERMS. All capitalized terms not specifically defined herein shall have the meanings set forth in the Lease.

3. LEASE TERM ADJUSTMENT. Upon full execution of this Fifth Amendment to Lease, the Lease Term for the Leased Premises, 1785 S. 8th Street, shall commence on September 1, 2021 and shall expire on the 31st day of August 2026.

4. RENTAL. Tenant covenants and agrees to pay a reserved base rent for the Leased Premises, consisting of approximately 9,565 square feet, during the Lease term:

Months	Rent/Month	Annual Base Rent per Rentable Square Foot
9/1/2021-8/31/2022	$10,752.65	$13.49 + NNN
9/1/2022-8/31/2023	$10,951.93	$13.74 + NNN
9/1/2023-8/31/2024	$11,151.20	$13.99 + NNN
9/1/2024-8/31/2025	$11,350.47	$14.24 + NNN
9/1/2025-8/31/2026	$11,549.74	$14.49 + NNN

5. OPERATING COSTS CAP. Operating Costs shall be capped at $2.65 per square foot ($2,112.00 per month) for the calendar year 2021 and shall not increase more than .25 per calendar year for the remainder of the lease term.

6. PROPERTY TAXES. Tenant is exempt from paying property taxes as long as El Paso County continues to assess the property based on the Tenant's exempt status.

7. CONDITION OF PREMISES. Landlord delivers to Tenant and Tenant accepts from Landlord the Leased Premises in an as-is, where-is condition and both parties acknowledge that no Landlord's work shall be performed in connection with this Fifth Amendment.

8. TENANT IMPROVEMENT ALLOWANCE. Landlord and Tenant agree that Landlord will pay a Tenant Improvement Allowance of Fifteen Thousand Dollars ($15,000.00) for improvements to the Tenants space once Tenant provides receipts and lien waivers to support improvements.

9. RENEWAL OPTION. Provided Tenant is not in default and has performed all of its covenants and obligations hereunder, Tenant shall have the option to extend the Term of this Lease (hereinafter, the "Option") for an additional period. The Option shall be for one (1) period of five (5) years upon the same terms and conditions, at the then current market rate, but not less than the previous year's rent, and upon the following further terms and conditions.

9.1 Tenant shall exercise said Option only by giving written notice to Landlord not later than one hundred eighty (180) days before the expiration of the Lease. Thereafter, Landlord shall advise Tenant within ten (10) business days of the Base Rent for the Option Period, and Tenant shall then have ten (10) business days within which to revoke in writing its exercise of the Option.

9.2 It is understood and agreed that this Option is personal to Tenant and is not transferable; in the event of any assignment or subleasing of any or all of the Premises said Option shall be null and void.

9.3 Option Addendum. In the event that Tenant shall elect to extend this Lease and shall serve notice of such election, and the rental for the renewed term is fixed, all as herein provided, the parties hereto shall, on expiration of the term hereof, execute an addendum to this Lease setting forth the commencement and termination dates, and the rental to be paid, for the extended term.

10. TABOR AMENDMENT. Landlord and Tenant acknowledge and agree that this Fifth Amendment to Lease shall not constitute a multi-year financial obligation of Tenant under the Taxpayers Bill of Rights ("TABOR") of the Colorado Constitution. Therefore, this Fifth Amendment to Lease is subject to annual appropriations for payment by Tenants Board of Trustees. If such appropriation is not made, the Lease shall terminate at the beginning of the appropriation year. Proof from Tenants Board of Trustees is needed to confirm their inability to provide the annual appropriation.

11. MISCELLANEOUS.

a. The Lease as modified herein remains in full force and effect and is hereby ratified by Landlord and Tenant. In the event of any conflict between the Lease and this Fifth Amendment, the terms and conditions of this Fifth Amendment shall control.

b. In the event of any litigation arising out of or in connection with this Fifth Amendment, the prevailing party shall be awarded reasonable attorney's fees, costs and expenses.

c. This Fifth Amendment shall be binding upon executions and inure to the benefit of the parties hereto and their heirs, personal representatives, successors and assigns.

d. This Fifth Amendment contains the entire agreement of Landlord and Tenant with respect to the subject matter hereof and may not be amended or modified except by an instrument executed in writing by Landlord and Tenant.

e. Except as expressly provided herein, Tenant has not assigned or transferred any interest in the lease and has full power and authority to execute this Agreement.

f. Tenant has no known claims of any kind of nature against Landlord arising from or under the Lease and there are no agreements between Landlord and Tenant other than the Lease as amended by this Fifth Amendment.

IN WITNESS WHEREOF, the parties have executed this Fifth Amendment to Lease as of the date set by their signature below. This Fifth Amendment shall be deemed effective upon delivery of a fully executed copy hereof to both parties.

L**ANDLORD:**

Monitor Cheyenne LLC

By: Ismet Sahin

Its: Managing Member

Signature: _____

Dated this _____ day of _____, 2021

TENANT:

Pikes Peak Library District

By: _____
Its: _____

Signature: _____

Dated this _____ day of _____, 2021

Pikes Peak Library District
March 17, 2021

District Internet and Wide Area Network (WAN) Broadband Service

Background

The District's internet and WAN contracts expire June 2021 requiring new contracts. The Federal E-rate program funds 80% of this service with the District funding the remaining 20%.

Previously, the District utilized three separate contracts for internet services. Another contract was utilized for wide area network (WAN) services. This current E-Rate cycle the District will combine the internet services and WAN services with one vendor under one contract.

Fiscal Impact

IT staff estimated the total cost of this contract to approximate $2M for 5 years with E-rate funding $1.6M.

Organizational Objective

Lower costs for this service while also structuring contract for flexibility to meet emerging requirements. For example, the District increased data speed for internet access to 1 gigabyte at three locations in FY19 when patron requirements exceeded capability. The District absorbed the resulting cost increase for the increased data speeds without benefit of E-Rate subsidy. The future contract will allow the District to meet similar emerging requirements while utilizing the E-Rate funding reimbursement program.

Acquisition Strategy

Request for Proposal (RFP) released in accordance with District Financial Guidelines and E-Rate program guidelines on November 20, 2020 and closed January 8, 2021. The RFP period of performance is a base three (3) years starting July 1, 2020 with the option for two (2) additional one (1) year extensions thereafter.

The District received three proposals. Allstream was the vendor submitting the lowest cost proposal.

Schedule

E-Rate program deadlines requires BOT approve vendor selection during this meeting. Timing critical to ensure contract signed and vendor selected to start work on July 1, 2021.

Internal Affairs Committee Meeting

Management presented to Internal Affairs on March 2, 2021, and committee concurred with proceeding to Board of Trustees with results of the vendor selection.

Actual Fiscal Impact

The following table depicts the internet and WAN bandwidth requirements:

Location	Desired B/W to Internet	Desired MOE B/W
Library 21C	1 Gbps	1 Gbps
East	1 Gbps	1 Gbps
Penrose	1 Gbps	1 Gbps
Sand Creek		1 Gbps
Rockrimmon		200 Mbps
Cheyenne Mountain		200 Mbps
Manitou Springs		100 Mbps
Fountain		100 Mbps
High Prairie		100 Mbps
Monument		200 Mbps
Old Colorado City		200 Mbps
Palmer Lake		100 Mbps
Ute Pass		100 Mbps
Ruth Holley		200 Mbps
Calhan		100 Mbps
Data Center		1 Gbps

The following table depicts the pricing and evaluation:

520-20-10 Network Transport				
		ALLSTREAM	Vendor B	Vendor C
	Total available	Cost selected	Cost selected	Cost selected
Pricing – Includes initial pricing, pricing of add alternates and any escalation	65	$ 18,360	$ 25,448	$27,350
DIfference		0	$ 7,088	$ 8,990
Percent		100%	61%	51%
Points		65	40	33
Responsiveness to RFP – Ability to meet performance requirements	25	25	25	23
References	10	10	10	10
GRAND TOTAL	100	100	75	66

Annualized over term of RFP, including optional years:

	AllStream	Vendor B	Vendor C
Monthly Rate	$ 18,360	$ 25,448	$ 27,350
Year 1	$ 220,320	$ 305,376	$ 328,200
Year 2	220,320	305,376	328,200
Year 3	220,320	305,376	328,200
Year 4	220,320	305,376	328,200
Year 5	220,320	305,376	328,200
Total	$ 1,101,600	$ 1,526,880	$ 1,641,000
Difference	$ -	$ 425,280	$ 539,400

Estimated E-Rate funding for this contract is $176,256 annually, or $881,280 for the full term including the two optional years.

Recommendation

Management recommends that the Board of Trustees approve Allstream as the winning vendor to provide Internet and WAN Services.

Pikes Peak Library District
March 17, 2021

SmartNet Renewal

Background

The Information Technology (IT) staff supports over 100 Cisco network devices. This equipment requires annual maintenance support through SmartNet subscription. This is the second year the IT staff has pursued having the E-Rate program subsidizing this annual cost. E-Rate will pay for 80% of this cost with the District paying the remaining 20%. The coverage period is July 1, 2021 to June 30, 2022.

Fiscal Impact

The IT staff estimated renewal cost at $52,000 and the winning vendor's actual cost was $45,430.51. This amount will be paid from the Operations and Maintenance budget. Expected E-Rate funding is $36,344.41, resulting in a net cost to the District of $9,086.10.

Acquisition Strategy

Request for Proposal (RFP) released in accordance with District Financial Guidelines and E-Rate program guidelines on January 8, 2021 and closed February 5, 2021.

Two companies submitted proposals. Flair Data Systems was the only company whose proposal met all District requirements. The IT staff in accordance with the District's Financial Guidelines evaluated Flair's proposal and determined it met the "reasonableness" conditions as an acceptable cost. Table below depicts pricing and compliance:

	Flair Data Systems	Vendor A
Total Cost	$45,430.51	$51,312.17
E-Rate Estimate	$36,344.41	
Net PPLD Cost	$9,086.10	

For informational purposes only, the price quoted by the other company was $51,312.17, that exceeded the Flair Data Systems proposed price.

Schedule

Smartnet renewal period July 1, 2021 to June 30, 2022.

Internal Affairs Committee:

Management presented to Internal Affairs on March 2 and committee concurred with proceeding to Board of Trustees with results of vendor selection.

Recommendation

Management recommends that the Board of Trustees approve Flair Data Systems as the winning vendor for SmartNet Renewal RFP 520-21-01.

Pikes Peak Library District
March 17, 2021

Penrose Carnegie Building Cabling Project

Background

The Information Technology (IT) staff is undertaking a multi-year project for all libraries to meet industry cabling standards. This year, the IT staff will replace the Penrose Carnegie Library cabling, funding in part will come from the E-Rate program. In FY20, the Board approved the Penrose Library cabling project. This project will complete cabling for Penrose Library "campus."

Acquisition Strategy

A Request for Proposal (RFP) was released in accordance with District Financial Guidelines and E-Rate program guidelines on December 11, 2020, and it closed on January 8, 2021.

The District received five proposals. Springs Hosting submitted the lowest cost proposal, $28,219.67, meeting District requirements. The table below depicts vendor pricing and evaluation.

		Springs Hosting	Vendor A	Vendor B	Vendor C	Vendor D
	Total avail	Cost selected	Cost selected	Cost selected	Cost selected	Cost selected
Pricing: Includes initial pricing, pricing of add alternates and any escalation	65	$28,219.67	$49,750.36	$51,682.15	$58,544.70	$68,137.19
DIfference		0	$ 21,531	$ 23,462	$ 30,325	$ 39,918
Percent		100%	24%	17%	0%	0%
Points		65	15	11	0	0
RFP Requirements	25	20	20	25	25	20
References	10	10	10	10	10	10
GRAND TOTAL	100	95	45	46	35	30

Schedule

Work will start no earlier than July 1, 2021.

Internal Affairs Committee

Management presented to Internal Affairs on March 2, 2021, and committee concurred with proceeding to Board of Trustees with results of the vendor selection.

Recommendation

Management recommends that the Board of Trustees approve Springs Hosting as the winning vendor for Structured Cabling Standardization for Penrose Carnegie RFP 520-20-11.

Security/Safety System Overview & Timeline

A thorough audit of the Security and Safety technology systems at PPLD has concluded that the systems necessary to ensure the safety of our staff and users are currently either beyond end of life or nonexistent. In order to bring the District to the base level of industry standards, as well as improve the Safety and Security response to and preparation for identified risks, it is necessary, at a minimum, to address the following systems:

- Intrusion Alarm System
- Access Control System
- Camera System
- Radio System

To be effective, these systems need to be seamlessly integrated and accessible from a centralized staff location, the Security Operations Center (SOC).

Intrusion Alarm System
PPLD has been working through the Facilities Department for many years to transition our intrusion alarm systems from proprietary to self-owned and landline to cell phone based. The last of these panels have been transferred to PPLD ownership. Although the monitoring is still through a subscription with an outside vendor, the ability now exists for PPLD to transfer that monitoring to another party or bring it in-house.

Access Control System
A mere fraction of our facilities are incorporated into our antiquated Security Management System (SMS). PPLD still relies heavily on archaic key only access across the District. This not only provides significantly increased security risks to the facilities and staff, but it also limits the use of our resources, increases costs, and vastly elevates potential costs and liabilities related to the process. The entire District needs to be retrofitted to allow for the deployment of a centralized card access control. The current system is actually two systems that must be programmed separately due to the incongruent installations and age of our existing software.

Camera System
A significant portion of the District's camera system's components are currently inoperative. The components that are functional are all independent by facility and must be operated and accessed from each individual location. The systems at most facilities are beyond service assistance, and the systems cannot be repaired beyond powering off and on to reboot the software. A full removal and installation of analytic capable cameras was planned for the District, but due to the need to adjust the budget in 2020, this has been postponed and a bridge system utilizing currently set aside capital funds will be implemented. This RFP is being awarded following Board approval tonight, and installation across the district of a cloud based, single source, temporary system will soon begin following the removal of all existing camera components are being removed from District facilities. Desired locations for the placement of cameras were identified in conjunction with outside security consultants, and new Cat 6 wiring that meets IT guidelines is being installed in those locations. This

cabling will be utilized in the new bridge system and reused when the bridge system is removed and the analytic capable system originally planned for is installed in the future.

Radio System

PPLD has a line-of-sight radio system deployed at four of its 15 facilities. At the four facilities with radios, there has been only one radio channel accessible, blending all Security and Public Services communications onto the same channel. This prevents the radios from being fully utilized, confuses radio traffic, and distributes information to those not needing to be informed of sensitive situations. PPLD has been working to re-license our radios with the federal government (a mandated requirement that has not been maintained), as well as program a second Public Services channel on all existing radios to expand the capabilities and use at the existing facilities. This has been completed for 2/3 of the District's radios. The need for a District wide, multi-channel radio repeater network that allows public services at each facility to coordinate action both within individual facilities and across locations, while also allowing Security to communicate and be called directly to any facility in the district in emergency situations, is paramount. Additionally, this will allow Mobile Library services to remain in contact with the District while away on routes, Facilities and Security staff to remain in contact with the District while in transit from one facility to another when cell service is unavailable, connect several branches that have limited cell service, and provide a backup emergency channel of communication during power outages or cell service interruptions such as those seen during the Hayman and Waldo Canyon Fires.

All these systems by themselves are significant tools that improve communication, safety, preparedness, response, and access for both the public and staff across the District. The most important aspect of these systems, though, is that they must be integrated to work as one system. The systems must be selected and constructed in a way that they work with and for each other. Creating and staffing an SOC will allow for centralized monitoring and control and a united service point for all these components.

With Facilities's completion of the upgrade of all alarm panels to cellular that can be controlled from a web portal and placed in the ownership of the District, we are focusing on the continued radio upgrade and camera bridge system installation. With the award of the RFP, we will begin removal of the old systems and installation of the bridge system across the district, utilizing the existing $300,000 that has already been set aside. This installation is anticipated to be completed by the end of the fourth quarter 2021. IT is projected to have all components removed from the East Data Center by the end of April. At this point we will begin remodeling the Data Center to be the District SOC and work during the camera bridge system installation to begin tying new system components into that resource. A multiyear plan exists to invest approximately $60,000 per year and whatever location specific designated funds are available to slowly upgrade each facility with the new SMS software and badge hardware within the access control system. Installation in this manner is expected to take a minimum of 12 years. The potential of installing the entire system at once gives the opportunity to reduce the overall cost, open up vender possibilities, and ensure that the components installed at the completion of the project still communicate with the components installed at the start of the project. The estimated cost of the installed SMS system is $800,000. If installation began on this in the third quarter of 2021, we estimate completion in the first quarter of 2022. Once the SOC has been stood up and staffed, we can transfer the monitoring of the intrusion alarm system away from the contracted company and provide a more reliable and higher quality service while also reducing costs of monitoring. The badge access system can be tied directly into the alarm system at this point. The bridge camera system is intended to serve until

the estimated $800,000 needed to install the final system is placed into a capital fund. At a rate of $150,000 a year, this will take just over five years. During this time, we will continue to look for grant funding to offset the installation costs. Additionally, during these five years we will work to purchase and install a repeater-based radio system with cellular broadcasting radios to supplement each facility in the district and the services that need access. The cost of upgrading the entire radio system is approximately $80,000 and can be implemented over time at a cost of $16,000 per year. Possible grant funding exists to assist in funding this installation, as well.

The end goal is to have a 24hr staffed SOC that monitors safety and security across the District, as well as acting as a point-in-time communications hub for all departments, emergency coordination, and a District-wide alert notification system. All cameras in the district will be accessible and monitored from this point and will work in conjunction with the badge access system monitoring forced and alarmed doors. Remote contacts will notify of unsecured doors across the district that can be checked and secured with coordination of the camera, access, and alarm systems. Facilities will be on time locks and could also allow for reservation and access to library meeting rooms around the clock (similar to what currently exists at the Fountain Library). Alarm systems will be operated by badge access and we will remove the need for codes. These will also be controlled by the online management system. Building lockdowns can be initiated by the SOC or building managers on site with a single button. Panic alarms at all facilities will be tied into the badge access system showing exact location on a facility map as well as automatically focusing in with the camera system to immediately show issues and allow law enforcement to be notified. Almost limitless possibilities will exist when our systems work in conjunction with one another and are designed to operate with minimal interaction and reduced staffing. Methodically updating and planning these systems over the next five years will allow the district to operate safely, provide vastly expanded services to patrons and staff, reduce costs, leverage technology to act before some events threaten property and lives, and reduce the liability of the district through failing systems and outdated practices.

Pikes Peak Library District
March 17, 2021

Surveillance Camera System Interim Replacement Background

The District's current surveillance camera system is no longer logistically supportable and beyond end of life (EOL). The approximately $1.1M budget (between the FY19 and FY20 Capital IT budget) for replacing the surveillance system was reduced to $300K as part of the 2020 mid-year budget amendment. This resulted in descoping the original surveillance replacement project to stay within the revised budget. Consequently, management decided to put in-place a District interim surveillance system using the system already deployed at the Calhan Library, Ruth Holley Library and the Manitou Library.

Organizational Objective

Deploy low-cost and maintainable surveillance system for minimum five years to eventually obtain objective surveillance system with requirements previously descoped. This acquisition will provide the District with a functioning interim surveillance system. After five years the District will replace entire system except for the associated cable infrastructure that the District will "reuse."

Fiscal Impact

The FY21 Capital Budget includes $300K for this project (carryover from 2020).

Acquisition Strategy

A Request for Proposal (RFP) was released November 6, 2020 and closed January 8, 2021. The specifications were designed to match the current systems in place (as discussed above). The RFP also allowed for alternate solutions.

The District received six proposals. The District sent out to the six vendors an addendum asking for their best and final offer along with estimated service costs for years 2 –5. The Table below depicts the pricing received and evaluation resulting in selecting Springs Hosting as the winning vendor:

Cameras							
		Springs Hosting	Vendor A	Vendor B	Vendor C	Vendor D	Vendor E
	Total Available	Cost	Cost	Cost	Cost	Cost	Cost
Pricing – Includes initial pricing, pricing of add alternates and any escalation	65	$ 289,648.81	$ 300,000.00	$ 359,499.88	$ 405,818.76	$ 277,165.00	$ 670,339.00
Years 2-5 Support		$ 67,200.00	$ 136,881.00	$ 27,010.00	$ 45,908.12	$ 43,619.62	$ 280,000.00
Total Cost		$ 356,848.81	$ 436,881.00	$ 386,509.88	$ 451,726.88	$ 320,784.62	$ 950,339.00
Difference		$ 36,064.19	$ 116,096.38	$ 65,725.26	$ 130,942.26	$ -	$ 629,554.38
Percent		89%	64%	80%	59%	100%	-96%
Points		58	41	52	38	65	0
Responsiveness to RFP – Ability to meet performance requirements	25	25	10	25	25	15	10
GRAND TOTAL	90	83	51	77	63	80	10

Although Vendor D was the lowest priced bidder, their proposal was missing critical documents resulting in proposal removal from consideration.

Schedule

Project activities will start after contract signing (estimated March or April) with project estimated to take six months for installation (estimated October completion).

Internal Affairs Committee

Management presented to Internal Affairs on March 2, 2021, and committee concurred with proceeding to Board of Trustees with results of the vendor selection.

Recommendation

Management recommends that the Board of Trustees approve Springs Hosting as the winning vendor for the Cameras and Cabling RFP #520-20-09.

Recommendation for Access Control System

Background

We are requesting to utilize a portion of our fund balance to purchase a replacement access control system. The current access control system was deployed piecemeal throughout the District starting in 2014. That project was largely completed in 2016, although additional work has been done, as necessary.

Unfortunately, the access control system installed was either at mid or near end of life. As a result, only one vendor in Colorado Springs will maintain this system, and other vendors have declined to do so, citing the age of the system (an indicator that the system is potentially beyond end of life). Further issues have arisen as additional wireless components have been added, creating two separate systems that do not communicate with one another.

There is currently a multi-year effort to replace the access control system, with approximately $60,000 needing to be allocated per year for the next 10 to 13 years. The Chief Safety, Social Services, and Security Officer; Chief Information Technology Officer; Chief Financial Officer; and Chief Facilities Management Officer have developed the following potential courses of action (COA):

COA 1: Continue with the incremental replacement.

Pros: Uses planned capital budget.

Cons: This will lock us into a relationship with one company to maintain our system(s). This approach will also increase the maintenance costs for operating two, possibly three, access control systems until installation is completed and lead to increased costs and risks associated with maintaining systems beyond their end of life. Outyear funding cannot be guaranteed (although this is increasingly avoided, financial constraints have caused reallocation of funds, with a recent example being the surveillance camera replacement program). When the installation is complete, the initial installations may have reached their end of life or become legacy systems that are not supported by the final installations.

COA 2: Replace the entire system simultaneously.

Pros: This will avoid the pitfalls of the incremental approach and remove the necessity of relying on only one vendor for maintenance. It also allows for bids from a multitude of suppliers to gain the best technology and reduce the quoted price.

Cons: This would require the utilization of approximately $750,000 to $800,000 of fund balance. This estimate is based on figures from our current vendor, though, and it is expected that it will be lower when it is opened up to competitors.

COA 3: Continue to operate system(s) without replacement.

Pros: This would allow us to reallocate projected funding to meet other requirements.

Cons: Our current system(s) will eventually require replacement as parts become unavailable, and the current vendor is the “sole source” for system maintenance, potentially leading to inflated maintenance costs.

Recommendation

Library administration and the Board’s Internal Affairs Committee recommend that we proceed with COA 2. Implementation of this course would be subject to approval of a mid-year budget resolution, which is tentatively scheduled for August.

Fiscal Impact

The estimated cost is approximately $750,000 to $800,000. It is expected that this will be lower, though, as other companies will be allowed to bid on a consolidated project.

Acquisition Strategy

A Request for Information will be released in April, with a decision expected in August utilizing Approved Government Contracts. The access control system selected will integrate with our future surveillance camera system and will include sustainability as an evaluation criterion.

Schedule

Installation should begin in the third quarter of Fiscal Year 2021, with expected completion by the first quarter of Fiscal Year 2022. We will ensure minimal disruption for both patrons and staff.

Friends of the PPLD February 2021 Report

Plans are proceeding for a pared-down annual literary awards event (Frank Waters & Golden Quill) in August as an outdoor evening event with drinks and apps. Awardee Jim Fergus, however, will not be available at that time. Pursuing another awardee and deferring Fergus to 2022. Latina Voices will be Sept. 25, 2021, in person or virtual. The "Read a Book" fundraiser has received more than $7,500. Added new board member, AnnEliz Harford, the Friends volunteer who spoke at our annual meeting.

Status of Operations as of February 28, 2021

Sales for February		
	Amazon	$2,760
	eBay*	$331
	Facebook	$1,617
	Web storefront	$193
	East Bookstore	$2,951
	Library 21C	$1,737
	Penrose	$286
TOTAL SALES		$9,875

*eBay has been converting all sellers to managed payments, a process of disbursing proceeds that is similar to how Amazon pays. We spent a good part of the month restricted from selling while trying to get this set up, but selling privileges have been restored. We are 95% complete in the process. A benefit of switching to managed payments is that we will no longer have PayPal processing fees assessed on our eBay auctions.

- PayPal and eBay have confirmed our accounts as belonging to a verified charity, so we will now enjoy lower selling and processing fees. Our eBay listings will now display bold red letters stating "Benefits Charity" in search results. The detail page also states, "All proceeds go to charity."

- Donations are coming in regularly thrice weekly at East, and once per week at Penrose and Library 21C. Callers wanting to donate at Rockrimmon and Monument are being referred to those locations for instruction.

- Current volunteer count is 23, consisting of 19 weekly regulars and 4 monthly regulars (Facebook live team). Two more volunteers are returning to East in March after being fully vaccinated. March will be light on volunteer hours, as two are post-surgery and another is traveling until mid-April.

- Next Facebook Lives are scheduled for March 16 & 18, pending confirmation of volunteer availability. Themes will be "Spring Fling" (gardening, grilling, great outdoors, and giggles) and "Ladies Night" (celebrating Women's History Month with female authors, main characters, memoirs, and topics relating to womanhood).

- The Friends volunteer page at ppld.org will be updated with a new intro and more positions posted.

PIKES PEAK LIBRARY DISTRICT ppld FOUNDATION

REPORT

Received a commitment for a $9,806 gift from the Woodmen Valley Sertoma Club to underwrite the purchase and installation of a hearing loop system in East Library's Community Room

Received $10,923 from 2020 Give! campaign

Received $1,164.16 from 115 households from 2020 Q4 King Soopers Community Rewards Program

Submitted a grant application to Ent Credit Union for their annual YES Grant to youth programming

Submitted a grant application to Bank of America Foundation

Submitted a Letter of Inquiry to the Boettcher Foundation regarding a proposal for PPLD programs and services that deliver on the Foundation's initiative for "Community Connections

Sent 950+ letters announcing the release of PPLD's "Peggy Shivers: Music Legend and Philanthropist" documentary celebrating the contributions of Peggy and Clarence Shivers through the Shivers Fund at PPLD

Sent 240+ thank you postcards to donors who made their first gift to the PPLD Foundation in 2020

Met with Cindi Monahan, Director of Institutional Advancement at Enoch Pratt Free Library of Baltimore to learn about their grant from and partnership with T. Rowe Price, as well as discuss strategy that can work for libraries to increase prospective funding partnerships.

Met with John Weiss to discuss various collaborative program and service opportunities

Met with Comcast representatives to explore funding opportunities for their Lift Zones and Social Justice and Equality initiatives

Met Gates Family Foundation program officer 's funding focus area of "Vibrant Communities", Whitney Johnson, to discuss possible alignment to PPLD programming and services, as well as prospective capital funding opportunity.

Met with Air Force Academy Business Management major cadets to create a donor survey instrument to better understand why people give to PPLD

Attended three Manitou Library VIP Sneak Peak events

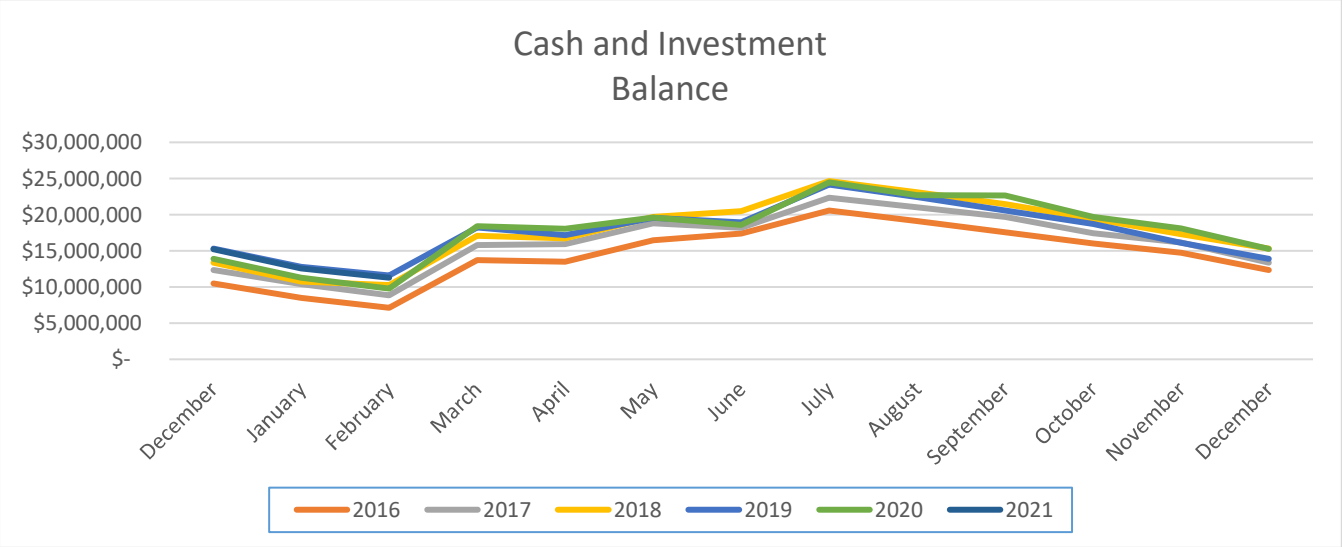
Attended The Chronicle of Philanthropy's "How to Win Grants for Advancing Racial Equity" webinar

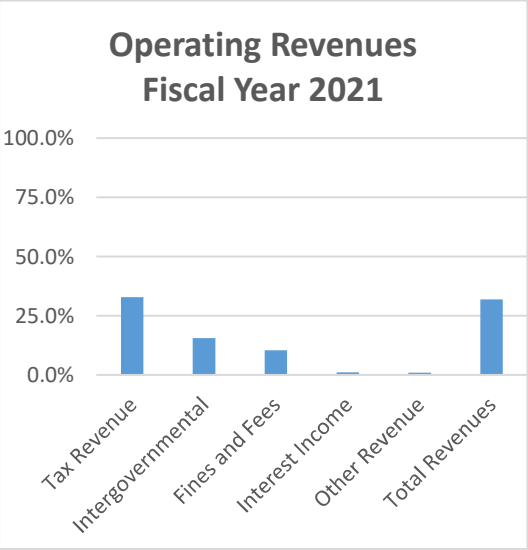
Continue working to submit Corona Virus Relief Fund (CVRF) reimbursement requests to Colorado's Department of Local Affairs

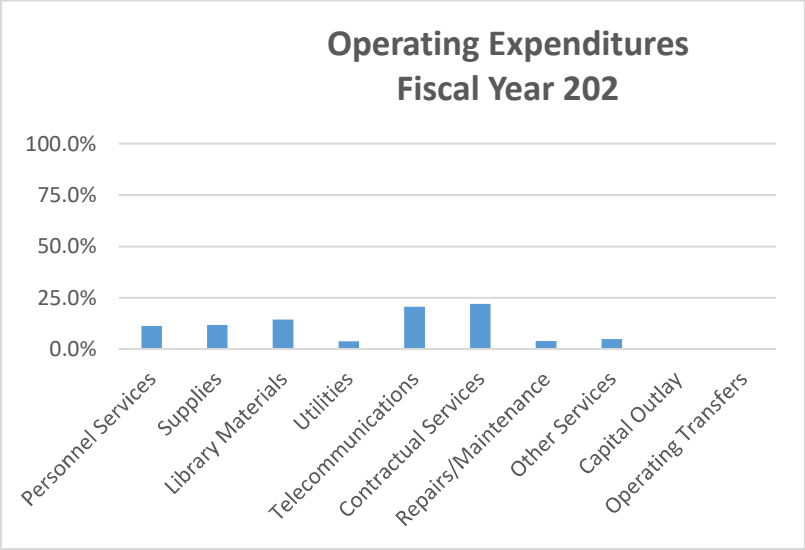
Attended Friends of PPLD monthly board meeting

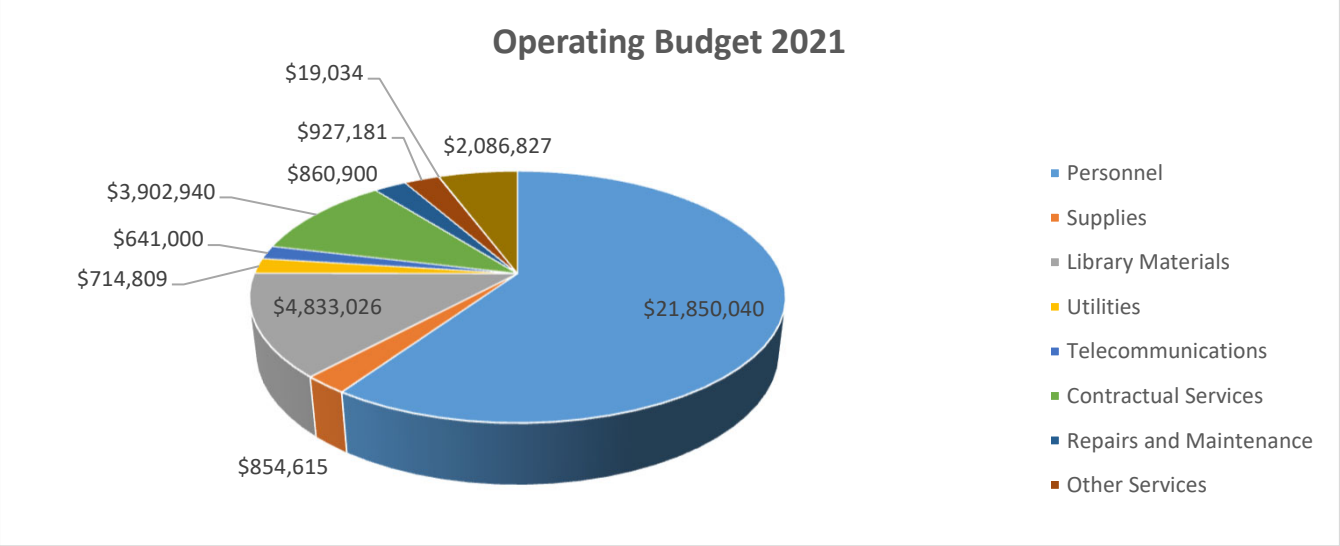
Pikes Peak Library District Financial Dashboard

February 2021









Pikes Peak Library District

February 2021 Financial Report

Presented to Board of Trustees on March 17, 2021

Pikes Peak Library District
General Fund Summary
For the Two-Month Period Ended February 28, 2021

General Fund	Year-To-Date 2021	2020	Change	% Chg.	Notes
Revenues					
Property taxes	$ 10,797,415	$ 11,606,677	$ (809,262)	-7.0%	
Specific ownership taxes	592,191	585,517	6,674	1.1%	
Fines/fees	8,311	18,203	(9,892)	-54.3%	
Investment earnings	2,059	35,513	(33,454)	-94.2%	
Other	149,702	16,943	132,759	783.6%	
Total Revenues	$ 11,549,678	$ 12,262,853	$ (713,175)	-5.8%	

Note - Fiscal year 2020 has been dominated by the onslaught of Covid-19, a Coronavirus. PPLD's operations have significantly impacts from the effects of being part of a world-wide pandemic. PPLD's services have been shut down/reduced since March 2020, and that had affected PPLD's revenue collections during 2020 and early 2021, primarily in the areas of specific ownership taxes and investment earnings.

Pikes Peak Library District **Percent of Year 16.7%**
Statement of Revenues
General Fund
For the Two-Month Period Ended February 28, 2021

Account Description	2021 Budget	YTD Actual	Variance	% Used
Tax Revenue				
Property taxes				
Current	$ 31,312,948	$ 10,817,567	$ (20,495,381)	34.5%
Abatements/refunds	(122,400)	(23,317)	99,083	19.0%
Omitted properties	7,140	-	(7,140)	0.0%
Delinquent	18,360	3,026	(15,334)	16.5%
Penalties/interest	36,720	139	(36,581)	0.4%
Specific ownership taxes	3,382,500	592,191	(2,790,309)	17.5%
Local government in lieu of prop. taxes	10,200	-	(10,200)	0.0%
Total Tax Revenue	34,645,468	11,389,606	(23,255,862)	32.9%
Intergovernmental				
Federal funds - other categories	106,974	146,265	39,291	136.7%
Federal - eRate Funding	690,600	-	(690,600)	0.0%
State Grant - library materials	143,445	-	(143,445)	0.0%
Total Intergovernmental	941,019	146,265	(794,754)	15.5%
Fines and Fees	79,200	8,311	(70,889)	10.5%
Interest Income	183,750	2,059	(181,691)	1.1%
Other Revenue				
Donations/grants/gifts				
PPLD Foundation	242,100	-	(242,100)	0.0%
Other	-	35	35	100.0%
Copier charges/PMS charges	80,400	3,330	(77,070)	4.1%
Parking lot collections	12,060	-	(12,060)	0.0%
Merchandise sales	-	72	72	100.0%
Miscellaneous	4,523	-	(4,523)	0.0%
Asset sales proceeds	5,025	-	(5,025)	0.0%
Total Other Revenue	344,108	3,437	(340,671)	1.0%
Total General Fund Revenues	$ 36,193,545	$ 11,549,678	$ (24,643,867)	31.9%

Pikes Peak Library District
General Fund Summary
For the Two-Month Period Ended February 28, 2021

General Fund	Year-To-Date 2021	2020	Change	% Chg.	Notes
Expenditures					
Personnel	$ 2,462,797	$ 2,549,020	$ (86,223)	-3.4%	
Supplies	100,893	140,116	(39,222)	-28.0%	
Library materials	692,842	730,733	(37,891)	-5.2%	
Utilities	27,615	39,035	(11,420)	-29.3%	
Telecommunication costs	132,441	142,065	(9,624)	-6.8%	
Contractual services	861,894	920,978	(59,085)	-6.4%	
Repairs and maintenance	33,694	95,656	(61,962)	-64.8%	
Other services	45,611	96,231	(50,620)	-52.6%	
Capital outlay	-	8,914	(8,914)	-100.0%	
Operating transfers - other funds	-	-	-	0.0%	
Total Expenditures	$ 4,357,787	$ 4,722,748	$ (364,961)	-7.7%	

Pikes Peak Library District **Percent of Year 16.7%**
Statement of Expenditures
General Fund
For the Two-Month Period Ended February 28, 2021

Account Description	2021 Budget	YTD Actual	Available Budget	% Used
Personnel Services				
Regular employees	$ 16,713,182	$ 1,765,099	$ 14,948,083	10.6%
Temporary employees	3,800	-	3,800	0.0%
Substitute employees	198,395	-	198,395	0.0%
Work-Study And internship	16,500	-	16,500	0.0%
Social security contributions	1,291,779	128,877	1,162,902	10.0%
Retirement contributions	1,061,384	136,471	924,914	12.9%
Health Plan contributions	2,300,000	372,453	1,927,547	16.2%
Unemployment insurance	40,000	-	40,000	0.0%
Workers compensation	55,000	40,333	14,667	73.3%
Vision Plan insurance	65,000	9,078	55,922	14.0%
Life A&D insurance	65,000	10,485	54,515	16.1%
Tuition assistance	40,000	-	40,000	0.0%
Total Personnel Services	21,850,040	2,462,797	19,387,243	11.3%
Supplies				
General	285,052	17,269	267,783	6.1%
Microform	2,450	-	2,450	0.0%
Software purchases/licenses	296,500	74,997	221,503	25.3%
Computer supplies	44,000	3,037	40,963	6.9%
Processing	85,000	179	84,821	0.2%
Office	63,750	1,029	62,721	1.6%
Other	77,863	4,383	73,480	5.6%
Total Supplies	854,615	100,893	753,722	11.8%
Library Materials				
Audio-visual materials	783,300	34,002	749,298	4.3%
Books	1,325,400	92,583	1,232,817	7.0%
e-materials	1,781,767	299,699	1,482,068	16.8%
Library materials - other	203,000	21,301	181,699	10.5%
Microforms	5,000	-	5,000	0.0%
Periodicals	110,250	85,841	24,409	77.9%
Serials	25,000	4,573	20,427	18.3%
Databases - online services	599,309	154,731	444,578	25.8%
Memorials	-	111	(111)	0.0%
Total Library Materials	4,833,026	692,842	4,140,184	14.3%

Pikes Peak Library District **Percent of Year 16.7%**
Statement of Expenditures
General Fund
For the Two-Month Period Ended February 28, 2021

Account Description	2021 Budget	YTD Actual	Available Budget	% Used
Utilities				
Gas	88,643	9,726	78,917	11.0%
Electric	490,236	17,981	472,255	3.7%
Water/sewer	128,086	(92)	128,178	-0.1%
Storm water fees	7,844	-	7,844	0.0%
Total Utilities	714,809	27,615	687,194	3.9%
Telecommunications				
Data	460,000	105,375	354,625	22.9%
Voice	77,000	26,414	50,586	34.3%
Cellular	104,000	652	103,348	0.6%
Total Telecommunications	641,000	132,441	508,559	20.7%
Contractual Services				
Janitorial services	341,000	54,549	286,451	16.0%
Carpet cleaning services	136,000	11,641	124,359	8.6%
Laundry services	5,500	-	5,500	0.0%
Library facility rental	674,558	99,399	575,159	14.7%
Common area maintenance	175,761	21,891	153,870	12.5%
Storage rental	3,000	-	3,000	0.0%
Audit	42,500	-	42,500	0.0%
Legal	50,000	-	50,000	0.0%
Consultant	293,650	2,885	290,765	1.0%
Cataloging	40,000	-	40,000	0.0%
Trash removal	23,345	2,640	20,705	11.3%
Copier services	61,000	-	61,000	0.0%
Courier services	224,476	6,842	217,634	3.0%
Liability/property insurance	160,693	124,644	36,049	77.6%
Printing	80,000	2,757	77,243	3.4%
Programming	376,500	19,783	356,717	5.3%
Treasurer fees	462,000	162,311	299,689	35.1%
Warrantire	37,000	-	37,000	0.0%
Microfilming services	19,600	-	19,600	0.0%
Computer support agreements	111,882	64,868	47,014	58.0%
Computer equipment maintenance	397,000	278,735	118,265	70.2%
Software licenses	78,950	-	78,950	0.0%
Software subscriptions	29,307	-	29,307	0.0%
Employee Assistance Program	21,218	-	21,218	0.0%
Parking	58,000	8,949	49,052	15.4%
Total Contractual Services	3,902,940	861,894	3,041,047	22.1%

Pikes Peak Library District **Percent of Year 16.7%**
Statement of Expenditures
General Fund
For the Two-Month Period Ended February 28, 2021

Account Description	2021 Budget	YTD Actual	Available Budget	% Used
Repairs and Maintenance				
Grounds maintenance	88,000	1,910	86,091	2.2%
Vehicle operating costs	74,500	1,324	73,176	1.8%
Equipment maintenance	458,300	24,862	433,438	5.4%
Equipment repairs	55,350	-	55,350	0.0%
Furniture repairs	35,000	1,764	33,236	5.0%
Building repairs	149,750	3,835	145,915	2.6%
Total Repairs and Maintenance	860,900	33,694	827,206	3.9%
Other Services				
Translation services	300	-	300	0.0%
Advertising	1,000	-	1,000	0.0%
Bank And trustee Fees	8,000	1,208	6,792	15.1%
School engagement	3,000	42	2,958	1.4%
Mileage/Travel reimbursement	77,250	1,991	75,259	2.6%
Employee recruitment	37,500	508	36,992	1.4%
Dues and memberships	63,352	890	62,462	1.4%
Merchandising	8,000	-	8,000	0.0%
Employee recognition	20,525	7,867	12,659	38.3%
Board of Trustees	7,000	-	7,000	0.0%
Community outreach	135,500	10,143	125,357	7.5%
Training	290,138	4,746	285,392	1.6%
Signage	30,000	969	29,031	3.2%
Bindery	5,000	-	5,000	0.0%
Book mending	1,500	-	1,500	0.0%
Safety	14,250	227	14,023	1.6%
Summer Adventure Club	35,786	1,444	34,342	4.0%
Patron reimbursement	500	-	500	0.0%
Postage	61,500	4,074	57,426	6.6%
Volunteer program	6,500	-	6,500	0.0%
Safety and wellness	7,000	-	7,000	0.0%
Other grant/donation expenditures	21,214	-	21,214	0.0%
Other	92,366	11,503	80,863	12.5%
Total Other Services	927,181	45,611	881,570	4.9%
Capital Outlay				
Other	19,034	-	19,034	0.0%
Total Capital Outlay	19,034	-	19,034	0.0%
Operating Transfers to Other Funds				
Fund transfers out	2,086,827	-	2,086,827	0.0%
Total Expenditures	$ 36,690,373	$ 4,357,787	$ 32,332,586	11.9%

Pikes Peak Library District
Special Revenue Funds
For the Two-Month Period Ended February 28, 2021

Fund Balance - February 1, 2021	$	105,721
Expenditures		-
Fund Balance - February 28, 2021	$	105,721

Fund Balance - By Fund - February 28, 2021

Cheyenne Mountain Library Fund	$	812
High Prairie Library Fund		92,626
Sand Creek Library Fund		12,283
	$	105,721

Pikes Peak Library District
East Library Capital Projects Fund
For the Two-Month Period Ended February 28, 2021

Account Description	Multi-Year Budget	Activity 2019	Activity 2020	Activity 2021	Encumbrances	Available Budget
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	-	-	(89,200)
Expenditures						
2021 Projects						
Add a closet with cooling for IT	25,000	-	-	-	19,890	5,110
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	32,000	-	10,282	3,075	3,783	14,860
Convert sound booth room to storage	3,000	-	-	-	-	3,000
Replace emergency lighting generator	97,224	1,950	95,274	-	-	-
Furniture	30,000	-	-	-	-	30,000
Reading room furniture	20,000	-	15,640	-	-	4,360
Shared workstation - 4-person	2,765	2,765	-	-	-	-
Additional study room chairs	3,547	3,547	-	-	-	-
Contingency	2,283	-	-	5,780	1,750	(5,247)
IT equipment	2,071	-	253	-	-	1,818
Total Expenditures	$ 310,596	$ 22,549	$ 129,505	8,855	$ 25,423	$ 124,264
Excess Revenues over Expenditures				(8,855)		
Fund Balance - February 1, 2021				74,342		
Fund Balance - February 28, 2021				$ 65,487		

Pikes Peak Library District
Penrose Library Capital Projects Fund
For the Two-Month Period Ended February 28, 2021

Account Description	Multi-Year Budget	Expenditures 2019	Expenditures 2020	Expenditures 2021	Encumbrances	Available Budget
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
Penrose campus renovation project	568,006	551,856	8,525	-	-	7,625

Pikes Peak Library District
Penrose Library Capital Projects Fund
For the Two-Month Period Ended February 28, 2021

Account Description	Multi-Year Budget	Expenditures 2019	2020	2021	Encumbrances	Available Budget
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				-		
Fund Balance - February 1, 2021				417,945		
Fund Balance - February 28, 2021				$ 417,945		

Pikes Peak Library District
Library 21c Capital Projects Fund
For the Two-Month Period Ended February 28, 2021

Account Description	Multi-Year Budget	Expenditures 2019	Expenditures 2020	Expenditures 2021	Encumbrances	Available Budget
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	-	825	-	33,007	52,188
Office chairs-meeting room	7,200	7,200	-	-	-	-
Adjustable height tables - Collection Management	1,200	-	-	-	-	1,200
Replace chairs - business center	17,000	-	17,000	-	-	-
Add charging tablets/towers	6,000	-	-	-	-	6,000
Replace desk-Children's Services	6,000	-	-	-	-	6,000
Three sit/stand converters	1,000	-	874	-	-	126
Audio booth	-	-	-	-	-	-
Replace tables and chairs - training room	9,500	-	-	-	-	9,500
Boiler replacement	275,000	-	291,744	-	-	(16,744)
Contingency	84,061	69,474	13,172	-	-	1,415

Pikes Peak Library District
Library 21c Capital Projects Fund
For the Two-Month Period Ended February 28, 2021

Account Description	Multi-Year Budget	Expenditures 2019	2020	2021	Encumbrances	Available Budget
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	$ 357,683	-	$ 33,007	$ 286,916
Excess Revenues over Expenditures				-		
Fund Balance - February 1, 2021				189,865		
Fund Balance - February 28, 2021				$ 189,865		

Pikes Peak Library District
Capital Reserve Fund
For the Two-Month Period Ended February 28, 2021

Account Description	Multi-Year Budget	Activity 2019	Activity 2020	Activity 2021	Encumbrances	Available Budget
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	-	53,001	-	-	(8,873)
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	1,540,957	-	-	(1,968,975)
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	-	-	-	-	6,000
Concrete replacement - districtwide allowance	10,000	-	-	-	-	10,000
Upgrade fire system dialers to cellular	12,000	-	-	-	-	12,000
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
Story walks at East, Penrose 21c and Fountain Libraries	16,000	-	-	-	-	16,000

Pikes Peak Library District
Capital Reserve Fund
For the Two-Month Period Ended February 28, 2021

Account Description	Multi-Year Budget	Activity 2019	Activity 2020	Activity 2021	Encumbrances	Available Budget
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	-	-	35,000	35,390	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	-	166,423	13,068
MAC - intrusion alarms	12,559	-	6,279	-	6,280	-
MAC - furniture	33,669	-	18,543	2,126	10,214	2,786
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	-	11,943	4,555
Furniture - prior year	37,389	37,389	-	-	-	-
Cheyenne Mountain - workroom cabinets storage	2,000	-	-	-	-	2,000

Pikes Peak Library District
Capital Reserve Fund
For the Two-Month Period Ended February 28, 2021

Account Description	Multi-Year Budget	Activity 2019	Activity 2020	Activity 2021	Encumbrances	Available Budget
Fountain AV closet meeting room	3,000	-	-	-	-	3,000
Ruth Holley meeting room furniture	15,198	15,198	-	-	-	-
Ruth Holley study room furniture	2,962	2,962	-	-	-	-
Rockrimmon - redesign Children's area	2,500	-	-	-	-	2,500
Cheyenne Mountain circulation desk replacement	15,000	-	-	13,532	1,468	-
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	-	-	-	-	3,000
Shelving	14,428	14,428	-	-	-	-
Replace tractor	10,000	-	9,975	-	-	25
Replace generator bookmobile	12,500	-	-	-	-	12,500
Contingency	341,609	61,055	85,521	6,292	14,450	174,291
Signage allowance	7,618	7,615	3	-	-	-
Total Facilities Capital	1,500,730	456,831	259,276	56,950	253,522	474,151

Pikes Peak Library District
Capital Reserve Fund
For the Two-Month Period Ended February 28, 2021

Account Description	Multi-Year Budget	Activity 2019	Activity 2020	Activity 2021	Encumbrances	Available Budget
Communications Capital						
2021 Projects						
Signage projects	7,550	-	-	-	-	7,550
Pre 2021 Projects						
MAC projects	25,450	-	168	502	1,534	23,246
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	502	1,534	40,296

Pikes Peak Library District
Capital Reserve Fund
For the Two-Month Period Ended February 28, 2021

Account Description	Multi-Year Budget	Activity 2019	Activity 2020	Activity 2021	Encumbrances	Available Budget
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	-	-	-	-	85,000
Penrose Admin and staff cabling	35,000	-	-	-	-	35,000
Contingency cabling (non eRate)	10,000	-	-	-	-	10,000
Technology refresh (staff)	110,000	-	-	-	-	110,000
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	-	-	-	-	15,000
Access control	60,000	-	-	-	-	60,000
Surveillance cameras	100,000	-	-	-	-	100,000
District-wide audio-visual equipment standardization	56,000	-	-	212	-	55,788
Receipt printers	12,500	-	-	-	379	12,121
Barcode scanners	12,500	-	-	-	-	12,500
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	-	67,494	-	199,046	104,985
Technology refresh (staff)	44,000	18,221	7,854	3,353	123	14,449

Pikes Peak Library District
Capital Reserve Fund
For the Two-Month Period Ended February 28, 2021

Account Description	Multi-Year Budget	Activity 2019	Activity 2020	Activity 2021	Encumbrances	Available Budget
Technology refresh (patrons)	131,000	130,845	155	-	-	-
PCs-video editing	11,114	-	-	-	-	11,114
Replace computers	39,484	28,497	10,618	-	-	369
Technology refresh (patrons)	43,795	3,279	19,153	-	-	21,363
IT Security operations center computers	-	-	-	-	-	-
Laptops- Young Adult Services	6,000	5,897	103	-	-	-
Laptops-Children's iPad	6,000	5,980	20	-	-	-
Self check - Penrose additional data ports	2,500	-	2,500	-	-	-
Scanners-Collect Management	2,080	-	2,080	-	-	-
Barcode scanners	15,102	-	15,102	-	-	-
RFID wands	15,000	-	13,416	-	-	1,584
Copier replacement	301,000	14,464	272,771	-	1,037	12,728
Network switches/UPS	346,000	82,739	2,332	-	11,968	248,961
MAC - networking	75,625	-	80,030	-	95	(4,500)
MAC - phone system	7,672	-	4,498	423	-	2,751
MAC - other	800	-	-	-	-	800
MAC - endpoints	31,944	-	13,106	13,031	4,471	1,336
MAC - security	101,956	-	35,439	-	52,631	13,886
Surveillance System redesign	18,473	6,922	11,551	-	-	-
Telephone switches	94,834	61,503	-	-	-	33,331
Firewall replacement	60,537	14,455	24,535	-	21,547	-
Switches/UPS replacement	40,000	11,606	11,559	-	16,835	-
ILS peripherals	265,000	-	27,434	97	50,081	187,388
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	-	-	4,142	9,478
East Library teen computers	4,000	-	4,000	-	-	-
Datacenter project	111,399	-	54,563	-	10,978	45,858
Security system	203,078	-	-	-	-	203,078
AV Equipment - districtwide	126,676	-	1,676	-	-	125,000
IT management reserve	13,492	-	-	-	-	13,492
Contingency	2,320	2,320	-	-	-	-
Total Information Capital	4,246,417	448,476	776,766	52,816	374,747	2,593,611

Pikes Peak Library District
Capital Reserve Fund
For the Two-Month Period Ended February 28, 2021

Account Description	Multi-Year Budget	Activity 2019	Activity 2020	Activity 2021	Encumbrances	Available Budget
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	-	-	1,199	6,993	808
Video equipment and accessories	1,620	-	-	-	-	1,620
Video projectors replacement and additions	5,000	-	-	-	-	5,000
Cameras - Studio21c	37,500	-	33,960	-	3,232	308
DSLR cameras - checkout	5,700	-	-	-	-	5,700
Teleprompter	1,550	-	868	-	-	682
Video cam kit - checkout	3,000	2,100	135	-	-	765
GoPro kits	1,500	-	1,540	-	-	(40)
Tripod system	320	-	-	-	-	320
Photo roller system	1,000	-	1,274	-	-	(274)
Checkout equipment - L21c	3,900	2,100	1,142	-	-	658
Chargeable batteries	1,620	-	-	-	-	1,620
Isolation booth 21C studio	20,000	20,000	-	-	-	-
Total Video Studio Capital	99,510	24,948	40,834	1,199	10,225	22,304

Pikes Peak Library District
Capital Reserve Fund
For the Two-Month Period Ended February 28, 2021

Account Description	Multi-Year Budget	Activity 2019	Activity 2020	Activity 2021	Encumbrances	Available Budget
Creative Services Capital						
2021 Projects						
3D scanner	3,000	-	-	-	-	3,000
Pre 2021 Projects						
Equipment initiatives	27,900	-	19,987	-	-	7,913
Cricut machines	1,200	412	-	-	-	788
Sand Creek-larger kiln	3,000	-	-	-	2,979	21
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	-	157	46,054
Total Creative Services Capital	108,986	18,644	25,162	-	3,136	62,044
Total Expenditures	$ 5,998,142	$ 948,899	1,102,206	111,467	$ 643,164	$ 3,192,406
Excess Revenues over Expenditures				(111,467)		
Fund Balance - February 1, 2021				2,249,150		
Fund Balance - February 28, 2021				$ 2,137,683		

Pikes Peak Library District
Receipts and Disbursements by Cash Account
For the Month of February 2021

	COLOTRUST Investments	US Bank Checking	Total Cash
Cash and Investments Balance February 1, 2021	$ 12,533,190	$ 28,570	$ 12,561,760
Receipts			
Property Taxes	1,257,703	-	1,257,703
Cash Receipts	-	3,646	3,646
Credit card and other activity	-	3,391	3,391
Coronavirus Relief Fund	-	146,265	
Interest	788	-	788
Disbursements			
Payment of Bills week of 2/5/2021	-	(393,281)	(393,281)
Payment of Bills week of 2/12/2021	-	(208,504)	(208,504)
Payment of Bills week of 02/	-	(345,578)	(345,578)
Payment of Bills week of 1/29/2021	-	(211,010)	(211,010)
Payroll 02/05/2021	-	(661,315)	(661,315)
Payroll 02/19/2021 and end of month	-	(875,504)	(875,504)
Transfer between funds	(2,950,000)	2,950,000	-
Cash and Investments February 28, 2021	$ 10,841,681	$ 436,680	$ 11,278,361

Public Services Report
February 2021

Combatting Loneliness

- All Young Adult staff took the CliftonStrengths assessment and have their top five strengths. At the monthly meeting, we did an activity to get to know each other better based on our strengths. We will be meeting quarterly and by region to do an activity led by the Young Adult librarians. Young Adult Services staff will join a region to deepen the relationships between Services staff and Library staff.

- Regional History and Genealogy staff offer a monthly Genealogy Coffee Talk for the genealogy community. Genealogy is typically an individual past time; however, this program creates space for discussion, sharing resources, and connection in a virtual environment. Participants are from all over Colorado, but the common denominator is their love of genealogy.

- Adult Education and Regional History and Genealogy co-hosted a trivia night and invited all Public Services Departments and their staff, all Regional Directors and their managers, and the Executive Team. We had 15 participants and the winning team was Amy Rodda, Barb Huff, and John Spears.

- North Region hosts monthly informal office hours for any staff who work in the north region; this includes public services as well as support teams. Our discussions vary from personal check-ins to see how everyone is doing, to more specific topics about the goings-on in the district or the region.

- Southeast Region has restructured staff meetings and now offers them at different times throughout the month, staff are encouraged to attend the meeting that works best for them and their schedules. We also continue to offer professional development opportunities through our podcast and Ted Talk groups. On inclement weather days, we meet and discuss ideas or news out in the larger library world.

- Mobile Library Services staff working with the Lobby Stop Van, who visit older adult care facilities, have made a practice of calling patrons to check in with them. They continued this practice this past month to check in with them.

North Region

Community

High Prairie received two boxes of new books – remainders from Young Adult Summer Adventure – that will be shared with our community partner Fresh Start Center. Fresh Start Center will pass them out in the food boxes given out to families.

The town of Palmer Lake has shared preliminary plans for the exterior ramp reconstruction. It is still anticipated for the project to take about 6 weeks to complete. At this time we do not have a groundbreaking date.

Resources

High Prairie staff, Liz Willhoff (Manager) and Allison Presley, met with Facilities and the landscape architect to walk through High Prairie's back space and the plans to expand patron space outside. One thing they are adding is a permanent story walk. Aside from books and stories, some other ideas they have for the story walk are species identification (birds and plants), language learning, family movements, cloud identification, and tracks and scat.
At Monument, the last shelving project was completed for the Children's AV materials. Big thanks to Greg Roes for organizing, Tony Bonino for installation, and Athena Cazier for arranging all materials.

On February 24, Library 21c held its first group tour in nearly a year. Ten Simla High School seniors along with two adult chaperones received a full tour of the facility. Their time included a special hands-on segment with Studio 21c where Video Director/Producer Roland Clements introduced them to green screen animations. The students were very enthusiastic about the library and its offerings and especially enjoyed their free time after the tour exploring the library.

Innovation/Creativity

Take and Makes at Rockrimmon continued to please patrons during February. The library always gives them away quickly and receives feedback about how appreciated they are. They gave out 317 Take and Makes in the month. Here are a couple of comments from our patrons:

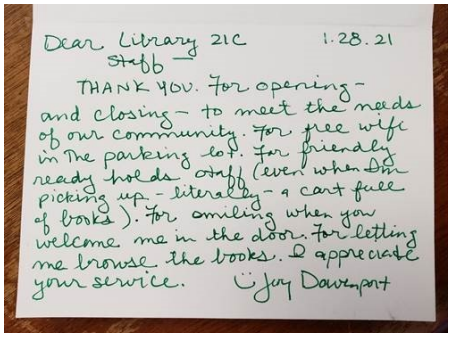
- RO patron (Dad) picks up Take & Makes to give to grandma when she babysits the grandkids on date night.
- RO patron (Dad) proudly shares photos of completed Take & Makes with his preschooler. His favorite was the Ice Lanterns because Dad (and his son) learned so much about the properties of water together!

Library 21c held its first Drive-in Storytime on February 2. It was a sunny and clear Tuesday morning, and 34 people in 10 cars sang and danced safely from afar with Children's Librarian Alanna Jones and Senior Associate Brady Nickerson. *The Gazette* captured photos of the event that were shared in their February 3 issue. The event's success inspired a double showing of Drive-in Storytime for March 2021.

Service

Calhan Library began its AARP tax preparation services this month. Patrons from surrounding areas like Ramah and Simla visited the library for the first time since the library has opened. Calhan staff have received a lot of positive feedback and have opened many new accounts for these patrons. In fact, there have been days when Calhan has met building

capacity! Having this service available at this location has provided Calhan with the ability to reach many new community members and show them the resources the library has to offer. Library 21c staff received the following note from patron Joy Davenport:


Dear Library 21C 1.28.21
Staff —
THANK YOU. For opening-
and closing- to meet the needs
of our community. For free wifi
in the parking lot. For friendly
ready holds staff (even when I'm
picking up - literally - a cart full
of books). For smiling when you
welcome me in the door. For letting
me browse the books. I appreciate
your service. ☺ Joy Davenport

"Dear Library 21c Staff—

THANK YOU. For opening— and closing— to meet the needs of our community. For free wifi in the parking lot. For friendly ready holds staff (even when I'm picking up—literally—a cart full of books). For smiling when you welcome me in the door. For letting me browse the books. I appreciate your service. – ☺ Joy Davenport"

In early February, PPLD announced that Studio equipment checkouts and 3D printing services would resume. The same month, meeting rooms and creative spaces reopened for public use. Patrons have expressed excitement and gratitude that these popular services are available again. This expansion of multiple services had a great impact on Library 21c; it provided staff a preview of the facility's services through a post-COVID lens. While the patronage is greatly different (40,252 visits in February 2020 versus 7,706 visits in February 2021), Library 21c is looking a bit more like its formerly bustling self.

Internal/Staff

High Prairie and Calhan staff began learning Spanish vocabulary with an aim towards their goal of better connecting with the Spanish speaking community.

Rockrimmon has collected applications from 24 viable candidates for our Senior Associate YA Specialist position during February. There are many qualified applicants, particularly teachers looking for a change. We will be conducting interviews on March11, 2021.

Accountability

High Prairie and Calhan libraries will be purchasing personal hand towels for staff to cut back on all the use of paper towels. They have started going through many paper towels with increased hand washing. This idea is modeled after the Japanese Tenugi towels and Huck towels used by hospital staff.

In February 2021, PPLD began reopening meeting rooms to the public. The reinstatement of this service came with new procedures and expectations to keep the public and staff safe during the pandemic. Library 21c is PPLD's meeting room powerhouse with over 17,000 meetings and events occurring in its meeting rooms in 2019. Patrons have been seeking meeting space ever since the library reopened for Curbside service in May 2020, so they were very excited to have this popular service restored. The library's first meeting room use in nearly a year occurred February 23, and requests have increased greatly over this time. Spaces now available for patron use include: Rockrimmon Meeting Room, Library 21 Venue, Library 21c Createspace, and the B5 Study Room at Library 21c. Patrons have been overwhelmingly pleased that this service is now available to them and staff have received many positive comments.

Southeast Region

Community

Fountain hosted a Drive-in Storytime on February 6th. Melody Philbrick helped to coordinate with Family and Children's services. 20 participants were happy to come back to Fountain for Storytime. We are looking at future dates for the next Drive-in Storytime in Fountain.

Sand Creek's Jenny Kremyar and Jordan Romero (along with our Trust for Public Land partners) met with Matt Mayberry from the City of Colorado Springs to discuss presenting our tile art project to the Public Arts Commission for inclusion in the city's public art collection. We are preparing to present this on March 16. If accepted this will provide some extra visibility for the Southeast community and highlight some of the wonderful things happening here.

Resources

During our SE Region Staff meetings, we have been presenting short micro-trainings about the resources, new and old, that are available to our patrons. In February, we talked highlighted the new Overdrive Digital Magazines and encouraged the staff to take some time on their own to practice searching, checking out, and reading magazines so they can troubleshoot and promote the service. Most of the Fountain staff reported that they felt comfortable sharing this great new resource with our patrons because they took the time and felt comfortable exploring on their own.

Sand Creek and East Creative Spaces are OPEN! Staff at both locations are offering drop off 3D printing. At East, patrons reported that they did not know we had a makerspace until it was announced we were reopening the space. Meeting Rooms were also opened this month at Sand Creek and East. It did not take long for patrons to book up the rooms and we've noticed a trend of groups who work with children wanting the space. We are happy to provide a space from some much need social connection.

Innovation/Creativity

In 2020, IT identified a need for a larger network closet on the first floor at East. We found a space in the corner of the Circulation Workroom. Facilities moved some shelving out of that corner to another space in the workroom – and IT now has a closet in that space. In order to accommodate that change, we needed to become more efficient in our cart staging. The East Team has been working on reducing how many carts we sort/stage for shelving, and adjusting how the space is allocated. Marion Robert has led a group of several staff who have experience in sorting items onto carts to identify ways to improve the backroom for all use. Improving the workflow is an ongoing work-in-progress but this has been a good experience for involving staff and obtaining their input.

Service

At Sand Creek, a tricky situation arose many times with patrons using the Colorado unemployment website at MyUI+. Patrons who are able to login should be able to view and print their benefit statements, but Chrome first blocks the popup, then instead of the PDF file they should receive, Chrome was downloading a .ASPX file (whatever that is). Keagan Kellogg discovered the MyUI+ site would function correctly using either of the other 2 installed browsers to download and print PDF benefit statements.

As we move closer and closer to what is considered normal, our patrons are looking to the library for spaces to meet. The Fountain staff are consistently looking for ways to accommodate our patrons within our guidelines and safety protocols. Recently, a patron came into the library

looking for a place to meet an employer for a person-to-person interview. Manny Minjarez arranged a spot in the library with two chairs and made sure both parties followed library separation protocol, masks and distance between persons.

Internal/Staff
Six staff from East successfully obtained a spot in PPLD's Leadership program. Rebecca Conrad, Caitlin Horton, Mikayla Contreras, Angelica Aguilar, Shannon McDonald and Jenny Kremyar are all participating in this session. This is an interesting group from East as it includes a Shelver, Senior Assistant, two Senior Associates and two Librarians. Lots of leadership potential! We are looking forward to some great things to come from this group!

Accountability
Ruth Holley has temporarily scaled back on hours of operation due to staffing shortages and has temporarily closed on Saturdays and open from 10-5pm Monday through Friday. After receiving some patron feedback, Ruth Holley will be open until 6pm Monday through Thursday starting the first week of March. Ruth Holley hopes to be back to normal hours in April.

West Region
Community
This month Penrose Library hosted a Drive-In Storytime program. It was fun to ask the families to honk the car horn, turn on the wipers, and flash their lights, sing songs, and read books. The program was very fun, and the most fun staff have had in a program in a long time. Staff learned new technology with the FM emitter and the Bluetooth microphone receivers. This incredible program shows how we are using new ways to advance collaboration with our community.

Sarah Hoelting, Old Colorado City Senior Library Associate (FCS), drafted a business proposal to be presented at an upcoming OCCA Board meeting to gauge interest in featuring a PPLD stroll-a-story in the windows of OCC businesses during the 2021 holiday season. Sarah communicated with Evan Childress, PE Librarian; Melody Alvarez, Director of FCS; and Elyse Jones, Community Partnership Coordinator, to gauge the beginning stages of a community partnership with the District.

Internal/Staff
Staff report that "The PPLD Leadership Course is an excellent way for my peers and me to learn about leadership in PPLD and be a better leader in our libraries. I am learning useful leadership skills and techniques that I can implement daily. I am also learning more about the values and mission of PPLD. This course is a great tool to understand the inner workings of PPLD and align with the ideals and principles set forth. I am excited about our next in-person meeting and learn more. This course is increasing my confidence in my leadership skills and teaching me new techniques. I am finding myself more motivated to take on leadership tasks when needed."

Penrose Staff have seen a lot of enjoyable interactions with people this month. One compliment for PPLD which was loved was, "Seeing the line for the taxes for PPLD on my property taxes never upsets me – I'm happy to pay it! And actually, I also own a building for business, where the taxes are much higher, and I'm still happy to pay it! You guys are fantastic!" Moments like this make us really proud to work here.

Ute Pass Library is welcoming a new Sr. Library Assistant, Heidi Bailey. Everyone is so excited to have a new team member and the current staff can't wait to work with her.

Accountability

This month Mobile Library Services completed a two-year update project on our thirteen-year-old diesel pusher! In 2019, the upholstery on the driver, passenger, and desk seats as well as our two benches was complete. In 2020, the old wrap was removed, body work and paint repair were completed, and the new wrap was installed. Moreover, this month saw the completion of the project with the installation of our new, smaller, less expensive, and better-quality awning, new tires, and new rims. The patrons are so thrilled with our new look; exclaiming in disbelief “Are you sure you didn’t get a new vehicle?!”

Facilities, Collection Management, IT, and OL staff (Trish Blakely, David Rasmussen, Andy Rusk, Joe Paisley, Sarah Hoelting, and Amber Cox) have been busy preparing the space for the reopening of Old Colorado City Library. The collection and layout of OL has changed, and staff are excited to welcome patrons back in March and see their use of the updated space.

Adult Education

Community

Lacey Miller continued to work with School District 11 Adult & Family Education’s Career Navigators to design and plan for the Digital Skills Training in-person and online classes as part of the Talent Accelerator Grant received by the Pikes Peak Workforce Center. Classes will launch in April at the Roy J. Wasson Academic Campus.

Innovation/Creativity
Virtual Computer Skills Refresh programs started in February. These programs are designed to introduce patrons to PPLD's self-study resources like Northstar Digital Literacy and Learn on Demand. Lacey Miller (AE) and Shannon Heffner (EA) trained 3 additional staff members to facilitate these programs so we can provide online digital literacy training until we can safely host computer classes again.

Service
One student graduated from Career Online High School.

We had 10 ABE, 29 ESL, and 14 COHS active students in February.

So far we have post-tested 26 students (34.67%), and from that number 14 (18.67%) gained level. We are on our way to meet the 37% MSG target. We are making extra effort to encourage and support our students to ensure we meet the 37% MSG rate by the end of June.

Internal/Staff
Tammy Sayles and Lacey Miller participated in the Bridge LMS training sessions.

Adult Services

Community
Deb Hamilton met several times with the Peak Progress group (formerly Quality of Life Indicators). At this point the group still needs to complete all their data collection and have it into the United Way by April 1st. Deb will be assisting with most of the data collection. There has never been a section in the QLI report on local governments before, so most of the work done by the group so far has just been to decide what areas they wanted to measure.

Deb's work with the Access to Justice Committee continues. They decided to work on trying to establish technology access stations for self-represented litigants who are having trouble accessing their remote hearing through WebEx. The SRLs are facing several issues from lack of Wi-Fi, equipment, or lack of phone minutes. We are hoping to set up technology stations at least two library locations and are beginning to work out the logistics for this program.

Sandy Hancock had a very productive meeting with staff at the SBDC. They explored ideas for expanding ways we can collaborate. Sandy will start doing the Marketing segment in their series starting in March.

Amy Rodda and Lance James met with a group looking to relaunch the Pikes Peak Laureate Project. The group includes former poet laureates, COPPeR, and Poetry719. We are still unsure of the direction this project will take but the group is enthusiastic about reviving it.

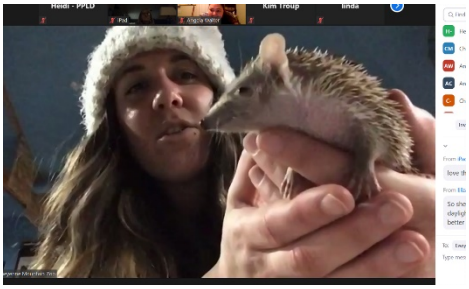
Resources
This month Katie Edson (virtually) taught Grantseeking and Foundation Directory Online Advanced. The participants seemed engaged and many who took the first class, Grantseeking, returned to take the second class. There has been a general uptick in interest and attendance for the nonprofit classes.

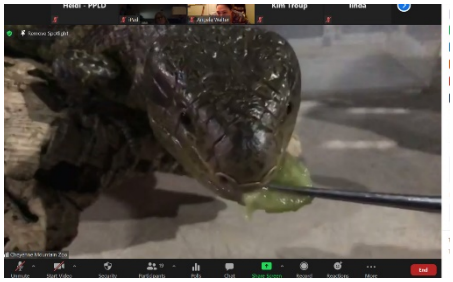
We held a Community Conversation on the COVID-19 vaccine on Feb. 25. Our panelists were amazing, very knowledgeable and very patient with some of the pointed questions. It was very

informative. We were able to record the program and have reached several more people through the recording.

Meagan Huber started the yearly update for the annual passes in the Checkout Colorado packs. This year, the state library updated many of the materials, so the process has been much more intensive.

Service
We hosted a few extra programs this month as a part of WARP - the first ZOOMobile with the Cheyenne Mountain Zoo (photos attached) and Geology of Red Rock Canyon Open Space. Both programs were well-attended. Here are some comments from Geology of Red Rock Canyon program: “Thank you so much for putting this together! Very enjoyable and informative! Fantastic presentation! Thank you! 🦋”





We kicked off the Winter Adult Reading Program on Feb. 1 and to date we have 2,490 people registered and we're only halfway through. To put that in perspective, in 2019 we had 2,968 register and in 2020 we had 3,350 register. Those are totals for the whole program, so we are happy to see where we are at the halfway point for this year's program. Updating the program a little bit has made it more accessible to people, and Communications has done a great job promoting it.

Our Black History Month programs planned by Melissa Mitchell went very well. The Reminders did a fabulous recorded program that was very well received on YouTube. We also had a great audience for Durthy Washington’s program The Black Novel as Protest Fiction.

Our team worked hard on the summer menu which was released to branch staff on March 1. We are planning on a mix of virtual, outdoor, and indoor programs.

Internal/Staff
Deb met with the group of legal service providers who will assist her in developing an online staff training on their services. Those groups are the Self-Represented Litigant Coordinators, the Family Court Facilitators, the Justice Center, and Colorado Legal Services. The training will be offered on Fri., April 30 from 8 - 9:30 a.m.

Several staff attended the ALA Media Literacy for Adults webinars and found them very helpful. We are brainstorming ways to incorporate media literacy into our resource guides and programming.

Collection Management

Community

Lisa Thomas, Children's and Teen Selection Librarian, and Tania Hajjar, Collection Acquisition Manager, served as judges for the local National History Day competition on February 27.

Discarded paperbacks were given a second chance at life when they were evaluated and boxed up for the El Paso County Community Justice Center.

Resources

Marie Duplantis-Webb, Senior Associate for Serials, completed the 2020 Periodical Use Study. The report is ready to send out with the annual renewal lists this spring, so that relevant staff may make periodical decisions for 2022. PPLD currently subscribes to 417 magazine titles, and each year there are magazines that cease their print publication. The biggest discontinued print magazines in the last few months are: *Popular Science*, *O: The Oprah Magazine*, and *Sunset*. *Popular Science and O: The Oprah Magazine* can both be found in the OverDrive magazine collection.

Cindi Salazar, Senior Associate for Cataloging, created records for the new Discovery Kits which were created by Creative Services and will soon be available for patrons to check out.

Service

Numerous staff helped prepare the MAC and OL shelves for the opening and re-opening of the locations. Additionally, staff helped with weeding at multiple libraries and pulling holds.

Colleen Medling, ILS Admin, worked with Mobile Library Services and Creative Services to create reports that will help them follow up on checkouts at assisted living facilities and on specialty item checkouts. Colleen also coordinated the update of RFID hardware and software, with IT staff and the RFID vendor, and provided training to staff.

Despite a shortage of staff in February, the Interlibrary Loan department achieved these milestones for the past year:

- Highest number of ILL requests for both borrowing and lending
- Fastest turnaround time for both physical materials and articles
- Highest circulation of ILL materials

Internal/Staff

Greg Roes, Circulation Services Coordinator, helped develop and prepare a supervisory level survey to assess the Circulation Trainers program and identify areas for improvement. Greg also submitted a proposal for a CALCON presentation.

Chris Carlson, Materials Supervisor, and Michelle Pfost, Senior Cataloger, attended the two-day Diversity University class and both said it was a very eye-opening and meaningful experience.

The Selection Librarians attended the virtual Library Journal Winter Summit.

February brought Feedback Sessions for all Collection Management staff, as well as the transition to Microsoft OneDrive for file storage.

Accountability
Heidi Pritchard, Senior Associate for Acquisitions, noticed a discrepancy in a vendor's shipping charges for materials. The vendor was informed of the problem, which they fixed, and credited PPLD's account. This is just one example of the diligence and attention to detail that Collection Management staff apply to their jobs.

Creative Services

Community
Knights of Columbus Hall (KCH) began hosting small groups in conjunction with partner organizations in February. The Place, which shelters and assists teens who are experiencing homelessness, began hosting GED tutoring on Saturdays. One of their largest issues is finding space to hold tutoring and other programs, KCH is so far proving to be an easy fit for this. They are starting the collaboration by providing math tutoring and have plans to expand into other subjects. With the resources and space that KCH can offer, The Place is looking at other options that would further enrich their clients' lives, within the realms of academic assistance, recreational activities, and creative exercises.

InRich also began hosting art therapy sessions on Fridays at KCH. InRich had been a consistent presence at KCH prior to the pandemic, and it is wonderful to have them return. InRich provides art therapy sessions for those experiencing homelessness in the Pikes Peak region and has developed a consistent and enthusiastic following.

Resources
Kitchen equipment - both large and small - started arriving in February. Creative Services and Adult Education are excited to be able to offer the Food Industry Training program in the library this year.

Innovation/Creativity
Jennifer Eltringham and Becca Cruz attended two meetings to start planning for All Pikes Peak Makes in October. While this year will still be different from the past 3,000-person event, the team is excited to try some new things and focus on the amazing making happening in our community.

Service
The creative spaces were reopened on February 9. Studio equipment checkout and 3D printer drop-off services started the week before on February 2. Patrons have been pleased to start coming back in to use these unique services. Using the new Library of Things management software, about forty reservations occurred for makerspace equipment, two studio uses happened, and fifteen pieces of studio equipment were checked out. Studios are required to be booked out a week in advance so that staffing can be arranged around the times that are scheduled. Makerspace equipment is able to be reserved for the day of.

Internal/Staff
Ben Dahlby and Sarah Holland helped to update the makerspace laptops so the correct version of Cura, the 3D printer software, was on them in advance of starting 3D printer drop-off services.

Sarah and Ben have also been training new staff, including the new Creative Services librarians, as well as the new creative senior associate for Manitou Springs Library.

Accountability
Sarah Holland worked with Tatiana Zonte from Finance to order all the smaller equipment for the kitchen at Library 21c. These items will be used to facilitate our Food Industry Training program when we are able to start it up again. Sarah also helped coordinate the delivery of the new kiln for Make at Sand Creek. This larger kiln will accommodate bigger pieces and be easier to use.

Family and Children's Services

Community
Betty McDonald presented a live virtual Valentine craft program to kids at Children's Hospital Colorado on Feb. 12. One hundred Take & Makes were assembled and delivered prior to the program. The Take & Makes were distributed to Colorado Springs and Broomfield locations. In addition, Christa Funke worked with Children's Hospital Colorado to provide an information session for parents (and their tweens/teens) about what to expect from adolescents. Twenty-three patrons attended the program and were very appreciative of the program.

Resources
While Laura Broderick attended Diversity University, she reached out to Dr. Walter and recommended that she help organize an extensive diverse booklist for children. Laura received recommendations from FCS staff throughout the District and compiled the list for Dr. Walter to use at local schools.

Innovation/Creativity
Milissa Fellers and Melody Alvarez presented a one-hour Drive-In Storytime webinar at CSL in Session on 2/24/21. 89 participants from across the United States attended this webinar. Some responses from the webinar evaluation include:

I have tried a drive-in story time; this webinar gave me a better understanding of the equipment that might help such a program work better.

Thinking a lot about big books and how we might need those as were turn to indoor, in person programming too. Take and makes, give away bell brace lets are fabulous ideas! I really just want to try one of these so I can see a whole parking lot of cars participating in "Wheels on the Bus"!

Service
Milissa Fellers facilitated our first 6-week Prenatal Series for 2021 with Summer Hiett from Nurse Family Partnership. At the conclusion of the series, we received positive feedback from participants:

I enjoyed the small setting allowing for questions and engagement.

All of the presenters are extremely kind-hearted and full of information!

Just wanted to give a huge thank you for everyone that was present during these sessions. I've really looked forward to our meeting days and have gained a great amount of knowledge that helps with feeling more confident to bring a little baby girl into this world!

Internal/Staff
Betty McDonald created a Lexile, AR, and Leveled Readers training for the FCS District meetings. The training was prerecorded and will help all front-line staff assist parents who are looking for specific reading levels.

Regional History & Genealogy

Community

On February 24, Cara Ramsey facilitated the Streaming History: Fannie Mae Duncan program. Early in the pandemic, Erin Barnes and Tim Morris experimented with streaming videos and documentaries. Using this technology, staff and guests use the chat function to provide information in real time about the history and film. The RH&G team used this method to present Colorado Experience documentaries in partnership with Rocky Mountain PBS. Fannie Mae Duncan producer and director, Kate Perdoni, as well as JJ Frazier, who began performing at the Cotton Club at age 17, presented their experiences at the February program. This type of program can only be successful using a virtual platform.

Resources

The RH&G team subscribes to 25 daily newspapers, including the Colorado Springs Gazette, Colorado Springs Independent, Schriever Sentinel, and Fort Carson Mountaineer. The team preserves the information by creating microfilm of the original newspapers. Microfilm provides patrons and future historians access to the primary source material. Plastic is an extremely stable material. No matter how technology changes in the next 500 years, analog microfilm will remain accessible using simple optic scanners. Tim Morris and Shawn Ho prepared a year of Gazette newspapers to ship to an outside vendor for microfilming. When returned this summer, the completion of this batch will bring the microfilmed Gazette up to December 2020.

Internal/Staff

Throughout the pandemic, the RH&G team lost five staff members with over 50 years of collective experience. This included substantial genealogy and local history content expertise. Since November, Tim Morris hired three new team members Shawn Ho, Jessica Spiker, and Benjamin Harrison. Benjamin started as a Library Associate on February 2. All three are learning foundational skills critical to offering excellent customer service.

Young Adult Services

Community

Cameron Riesenberger organized Young Adult Services first school tour since closing the beginning of the pandemic. Seniors from the Simla school district visit Library 21c every year. Ten students visited the library. Cameron taught a virtual resource class for the students.

Larissa Powers met with Hear, Here Poetry and Pikes Peak Justice and Peace Commission to re-initiate planning for an in-person, outdoor poetry event in April in honor of National Poetry Month.

Becca Philipsen met with the Communities that Cares Data Workgroup to start reviewing the 2019 Healthy Kids Colorado results for Districts 3 and 8.

Mikaela Fortune (Penrose Library) continued to co-host a Pop Culture Club with Inside Out Youth Services. In February we ran four programs with a total of 25 participants.

Larissa Powers continued the partnership with the Colorado School for the Deaf and the Blind (CSDB) in offering bilingual ASL and English Storytimes to families of Deaf children. Larissa is working with CSDB to integrate teens into the program as Storytelling volunteers and role models for the children.

Resources
Cameron Riesenberger designed and presented a two-hour training for Harrison School District 2 teachers on how to get the most from the PowerPass. Cameron demonstrated how to use the catalog, find homework and tutoring help, and much more.

Innovation/Creativity
Cameron Riesenberger met with Birdie Miller of the Friends of PPLD board to discuss the upcoming Betty Field Memorial Writing Contest, which will be a part of All Pikes Peak Writes in 2021.

Service
Review Crew is a teen volunteer opportunity. Teens write an original book review for our website and receive an hour of volunteer credit. In the past two months, we had an increase in reviews. Staff from all over the District are reviewing and uploading the reviews to our website.

Internal/Staff
At the invitation of Beth Crist, State Library Youth Consultant, Becca Philipsen attended a webinar for library staff across the state of Colorado who are in charge of a summer reading program for the first time. She was attending as a resource to answer questions for the first timers.

Accountability
This Instagram post promoted a resource from the News Literacy Project about gently correcting misinformation without getting into a fight. It was seen by over 14,000 people and had over 600 likes.

DECEMBER 2020

	SERVICES		LIBRARIES		TOTAL	
	Programs	People	Programs	People	PROGRAMS	PEOPLE
ADULT EDUCATION						
In person - attended	0	0	0	0	**0**	**0**
Virtual - recorded	3	35	0	0	**3**	**35**
LibGuides	5	574	0	0	**5**	**574**
Facebook Engagement		200		0		**200**
Facebook Reach		518		0		**518**
PROGRAM TOTAL	**3**	**35**	**0**	**0**	**3**	**35**
ENGAGEMENT TOTAL	**5**	**774**	**0**	**0**	**5**	**774**
REACH TOTAL		**518**		**0**		**518**
ADULT SERVICES						
Virtual - attended live	18	377	10	99	**28**	**476**
Virtual - recorded	14	544	0	0	**14**	**544**
Virtual Outreach (outside program)	2	30	1	6	**3**	**36**
LibGuides	67	10187	0	0	**67**	**10187**
Take and Make			30	598	**30**	**598**
Telegram (same as Dial-a-Story)		17	0	0	**0**	**17**
Facebook Engagement		559		0		**559**
Facebook Reach		5457		0		**5457**
Individual/Passive program (e.g. fun at home/scavenger hunt)			1	25	**1**	**25**
PROGRAM TOTAL	**34**	**968**	**41**	**703**	**75**	**1671**
ENGAGEMENT TOTAL	**67**	**10746**	**0**	**0**	**67**	**10746**
REACH TOTAL		**5457**		**0**		**5457**
INDIVIDUAL/PASSIVE PROGRAM TOTAL	**0**	**0**	**1**	**25**	**1**	**25**
FAMILY AND CHILDREN'S SERVICES						
Virtual - attended	6	52	4	40	**10**	**92**
Virtual - recorded	23	2318	0	0	**23**	**2318**
Outreach (In-person)	2	80	29	87	**31**	**167**
LibGuides	5	515	0	0	**5**	**515**
Virtual booklist			0	0	**0**	**0**
Tween Challenge	1	2	0	0	**1**	**2**
Story Walk			0	0	**0**	**0**
Summer Adventure Registered			0	0	**0**	**0**
Take and Make			68	2130	**68**	**2130**
Dial-A-Story		30	0	0	**0**	**30**
Drive-in Storytime			0	0		
Facebook Engagement		1745		0		**1745**
Facebook Reach		16240		0		**16240**
PROGRAM TOTAL	**32**	**2482**	**101**	**2257**	**133**	**4739**
ENGAGEMENT TOTAL	**5**	**2260**	**0**	**0**	**5**	**2260**
REACH TOTAL		**16240**		**0**		**16240**
OUTREACH TOTAL	**2**	**80**	**29**	**87**	**31**	**167**
YOUNG ADULT SERVICES						
Virtual - attended	0	0	0	0	**0**	**0**
Virtual Outreach	0	0	0	0	**0**	**0**
Virtual - recorded	5	2202	0	0	**5**	**2202**
Individual/Passive program (e.g. fun at home/scavenger hunt)			0	0	**0**	**0**
LibGuides	8	1169	0	0	**8**	**1169**
Summer Adventure Registered			0	0	**0**	**0**
Take and Make			15	281	**15**	**281**
Dial-A-Story						
Instagram Engagement	104	295	0	0	**104**	**295**
Instagram Reach		4260		0		**4260**

JANUARY 2021

	SERVICES		LIBRARIES		TOTAL	
	Programs	People	Programs	People	PROGRAMS	PEOPLE
ADULT EDUCATION						
In person - attended	1	23	0	0	**1**	**23**
Virtual - recorded	5	76	0	0	**5**	**76**
LibGuides	4	449	0	0	**4**	**449**
Facebook Engagement		201		0		**201**
Facebook Reach		964		0		**964**
PROGRAM TOTAL	**6**	**99**	**0**	**0**	**6**	**99**
ENGAGEMENT TOTAL	**4**	**650**	**0**	**0**	**4**	**650**
REACH TOTAL		**964**		**0**		**964**
ADULT SERVICES						
Virtual - attended live	25	627	1	15	**26**	**642**
Virtual - recorded	7	160	4	32	**11**	**192**
Virtual Outreach (outside program)	1	92	0	0	**1**	**92**
LibGuides	67	11268	0	0	**67**	**11268**
Take and Make			23	443	**23**	**443**
Telegram (same as Dial-a-Story)		6	0	0	**0**	**6**
Facebook Engagement		492		0		**492**
Facebook Reach		11261		0		**11261**
Individual/Passive program (e.g. fun at home/scavenger hunt)			1	28	**1**	**28**
PROGRAM TOTAL	**33**	**885**	**28**	**490**	**61**	**1375**
ENGAGEMENT TOTAL	**67**	**11760**	**0**	**0**	**67**	**11760**
REACH TOTAL		**11261**		**0**		**11261**
INDIVIDUAL/PASSIVE PROGRAM	**0**	**0**	**1**	**28**	**1**	**28**
FAMILY AND CHILDREN'S SERVICES						
Virtual - attended	17	275	0	0	**17**	**275**
Virtual - recorded	8	357	0	0	**8**	**357**
Outreach (In-person)			49	169	**49**	**169**
LibGuides	5	857	0	0	**5**	**857**
Virtual booklist			0	0	**0**	**0**
Tween Challenge	1	3	0	0	**1**	**3**
Story Walk			0	0	**0**	**0**
Summer Adventure Registered			0	0	**0**	**0**
Take and Make			82	2847	**82**	**2847**
Dial-A-Story	1	38	0	0	**1**	**38**
Drive-in Storytime			2	43	**2**	**43**
Facebook Engagement		2464		0		**2464**
Facebook Reach		15831		0		**15831**
PROGRAM TOTAL	**27**	**673**	**133**	**3059**	**160**	**3732**
ENGAGEMENT TOTAL	**5**	**3321**	**0**	**0**	**5**	**3321**
REACH TOTAL		**15831**		**0**		**15831**
OUTREACH TOTAL	**0**	**0**	**49**	**169**	**49**	**169**
YOUNG ADULT SERVICES						
Virtual - attended			0	0	**0**	**0**
Virtual Outreach			0	0	**0**	**0**
Virtual - recorded	9	1989	0	0	**9**	**1989**
Individual/Passive program (e.g. fun at home/scavenger hunt)			0	0	**0**	**0**
LibGuides	8	1615	0	0	**8**	**1615**
Summer Adventure Registered			0	0	**0**	**0**
Take and Make			15	346	**15**	**346**
Dial-A-Story			0	0	**0**	**0**
Instagram Engagement	110	632	0	0	**110**	**632**
Instagram Reach		6652		0		**6652**

DECEMBER 2020						
	Programs	People	Programs	People	Programs	People
YOUNG ADULT SERVICES cont.						
Facebook Engagement	43	210	0	0	**43**	**210**
Facebook Reach		6016		0		**6016**
PROGRAM TOTAL	**5**	**2202**	**15**	**281**	**20**	**2483**
INDIVIDUAL/PASSIVE PROGRAM TOTAL	**0**	**0**	**0**	**0**	**0**	**0**
ENGAGEMENT TOTAL	**155**	**1674**	**0**	**0**	**155**	**1674**
REACH TOTAL		**10276**		**0**		**10276**
CREATIVE SERVICES						
Virtual - attended			0	0	**0**	**0**
Virtual - recorded	4	7	0	0	**4**	**7**
LibGuides	18	3146	0	0	**18**	**3146**
Email - Contact Us		2		0		**2**
Take and Make	200	185	0	0	**200**	**185**
PROGRAM TOTAL	**204**	**192**	**0**	**0**	**204**	**192**
ENGAGEMENT TOTAL	**18**	**3146**	**0**	**0**	**18**	**3146**
REQUESTS/REFERENCE TOTAL		**2**	**0**	**0**		**2**
REGIONAL HISTORY AND GENEALOGY						
Virtual - attended	5	95	0	0	**5**	**95**
Virtual - recorded			0	0	**0**	**0**
PPNF requests fulfilled		239		0		**239**
Ref. Questions		310		0		**310**
Facebook Engagement	13	184	0	0	**13**	**184**
Facebook Reach	13	2911		0	**13**	**2911**
PROGRAM TOTAL	**5**	**95**	**0**	**0**	**5**	**95**
ENGAGEMENT TOTAL	**13**	**184**	**0**	**0**	**13**	**184**
REACH TOTAL		**2911**		**0**		**2911**
REQUESTS/REFERENCE TOTAL		**549**		**0**		**549**
KNIGHTS OF COLUMBUS HALL (KCH)						
Virtual - attended			0	0	**0**	**0**
Virtual - recorded			6	1967	**6**	**1967**
LibGuides			0	0	**0**	**0**
Take and Make			0	0	**0**	**0**
PROGRAM TOTAL	**0**	**0**	0	0		
ENGAGEMENT TOTAL	**0**	**0**	0	0		
Curbside Patrons - Holds			26383		**26383**	
Curbside Patrons - Printing			316		**316**	
Curbside Patrons - Kits			2171		**2171**	
Hours Open			3238		**3238.00**	
Door Count			12152		**12152**	
Ref. Questions	268		6373		**6641**	
					PROGRAMS	**PEOPLE**
					GRAND TOTAL	
FACILITY PROGRAM TOTAL	**283**	**5974**	**163**	**5208**	**446**	**11182**
FACILITY INDIVIDUAL PROGRAM TOTAL	**0**	**0**	**1**	**25**	**1**	**25**
FACILITY ENGAGEMENT TOTAL	**263**	**18784**	**0**	**0**	**263**	**18784**
FACILITY REACH TOTAL		**35402**		**0**		**35402**
OUTREACH (In-person) TOTAL	**2**	**80**	**29**	**87**	**31**	**167**
REQUESTS/REFERENCE TOTAL		**819**		**6092**		**6911**

JANUARY 2021						
	Programs	People	Programs	People	Programs	People
YOUNG ADULT SERVICES cont.						
Facebook Engagement	53	807	0	0	**53**	**807**
Facebook Reach		17058		0		**17058**
PROGRAM TOTAL	**9**	**1989**	**15**	**346**	**24**	**2335**
INDIVIDUAL/PASSIVE PROGRAM	**0**	**0**	**0**	**0**	**0**	**0**
ENGAGEMENT TOTAL	**171**	**3054**	**0**	**0**	**171**	**3054**
REACH TOTAL		**23710**		**0**		**23710**
CREATIVE SERVICES						
Virtual - attended	0	0	0	0	**0**	**0**
Virtual - recorded	8	14	0	0	**8**	**14**
LibGuides	16	3239	0	0	**16**	**3239**
Email - Contact Us		1		0		**1**
Take and Make	0	0	0	0	**0**	**0**
PROGRAM TOTAL	**8**	**14**	**0**	**0**	8	**14**
ENGAGEMENT TOTAL	**16**	**3239**	**0**	**0**	**16**	**3239**
REQUESTS/REFERENCE TOTAL		**1**		**0**		**1**
REGIONAL HISTORY AND GENEALOGY						
Virtual - attended	8	160	0	0	**8**	**160**
Virtual - recorded			0	0	**0**	**0**
PPNF requests fulfilled		147	0	0	**0**	**147**
Ref. Questions		165	0	0	**0**	**165**
Facebook Engagement		150	0	0	**0**	**150**
Facebook Reach	10	1976	0	0	**10**	**1976**
PROGRAM TOTAL	**8**	**160**	**0**	**0**	**8**	**160**
ENGAGEMENT TOTAL	**0**	**150**	**0**	**0**	**0**	**150**
REACH TOTAL		**1976**		**0**		**1976**
REQUESTS/REFERENCE TOTAL		**312**		**0**		**312**
KNIGHTS OF COLUMBUS HALL						
Virtual - attended			0	0	**0**	**0**
Virtual - recorded			0	0	**0**	**0**
LibGuides			0	0	**0**	**0**
Take and Make			0	0	**0**	**0**
PROGRAM TOTAL	**0**	**0**	**0**	**0**	**0**	**0**
ENGAGEMENT TOTAL	**0**	**0**	**0**	**0**	**0**	**0**
Curbside Patrons - Holds			21544		**21544**	
Curbside Patrons - Printing			254		**254**	
Curbside Patrons - Kits			1656		**1656**	
Hours Open			2739		**2738.5**	
Door Count			35367		**35367**	
Ref. Questions	70		6339		**6409**	
					PROGRAMS	**PEOPLE**
					GRAND TOTAL	
FACILITY PROGRAM TOTAL	**91**	**3820**	**176**	**3895**	**267**	**7715**
FACILITY INDIVIDUAL PROGRAM TOTAL	**0**	**0**	**1**	**28**	**1**	**28**
FACILITY ENGAGEMENT TOTAL	**263**	**22174**	**0**	**0**	**263**	**22174**
FACILITY REACH TOTAL		**53742**		**0**		**53742**
OUTREACH (In-person) TOTAL	**0**	**0**	**49**	**169**	**49**	**169**
REQUESTS/REFERENCE TOTAL		**383**		**6409**		**6792**

2021 Circulation by Facility													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD TOTAL
Penrose	19930	27967	0	0	0	0	0	0	0	0	0	0	47897
Mobile Libraries Total	7799	7874	0	0	0	0	0	0	0	0	0	0	15673
Calhan	1366	1597	0	0	0	0	0	0	0	0	0	0	2963
Cheyenne	18418	24980	0	0	0	0	0	0	0	0	0	0	43398
Fountain	8096	10698	0	0	0	0	0	0	0	0	0	0	18794
High Prairie	13552	17345	0	0	0	0	0	0	0	0	0	0	30897
Holley	11490	13994	0	0	0	0	0	0	0	0	0	0	25484
Manitou	1540	1516	0	0	0	0	0	0	0	0	0	0	3056
Monument	18631	23180	0	0	0	0	0	0	0	0	0	0	41811
Old Colorado City	1736	532	0	0	0	0	0	0	0	0	0	0	2268
Palmer Lake	0	0	0	0	0	0	0	0	0	0	0	0	0
Rockrimmon	18811	22947	0	0	0	0	0	0	0	0	0	0	41758
Sand Creek	9445	12878	0	0	0	0	0	0	0	0	0	0	22323
Ute Pass	1646	1842	0	0	0	0	0	0	0	0	0	0	3488
Senior Van	991	928	0	0	0	0	0	0	0	0	0	0	1919
Bookmobiles	6808	6946	0	0	0	0	0	0	0	0	0	0	13754
East	50944	72000	0	0	0	0	0	0	0	0	0	0	122944
Library 21c	36833	49441	0	0	0	0	0	0	0	0	0	0	86274
Parenting	105	90	0	0	0	0	0	0	0	0	0	0	195
Total Physical Materials	**220342**	**288881**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**509223**

YTD CIRC Comparison	2021	2020	% Change
Penrose	47897	87945	-45.5%
Mobile Libraries Total	15673	23891	-34.4%
Calhan	2963	4102	-27.8%
Cheyenne	43398	66019	-34.3%
Fountain	18794	31834	-41.0%
High Prairie	30897	51173	-39.6%
Holley	25484	54073	-52.9%
Manitou	3056	7436	-58.9%
Monument	41811	66310	-36.9%
Old Colorado City	2268	34843	-93.5%
Palmer Lake	0	7893	-100.0%
Rockrimmon	41758	64201	-35.0%
Sand Creek	22323	54017	-58.7%
Ute Pass	3488	4309	-19.1%
Senior Van	1919	3163	-39.3%
Bookmobiles	13754	20728	-33.6%
East	122944	251538	-51.1%
Library 21c	86274	165596	-47.9%
Parenting	195	251	-22.3%
Total Physical Materials	**509223**	**975431**	**-47.80%**

Current Month Comparison CIRCULATION	2021	2020	% Change
Penrose	27967	41928	-33.3%
Mobile Libraries Total	7874	11546	-31.8%
Calhan	1597	2134	
Cheyenne	24980	31373	-20.4%
Fountain	10698	15334	-30.2%
High Prarie	17345	24552	-29.4%
Holley	13994	26229	-46.6%
Manitou	1516	3615	-58.1%
Monument	23180	32315	-28.3%
Old Colorado City	532	16710	-96.8%
Palmer Lake	0	3858	-100.0%
Rockrimmon	22947	30728	-25.3%
Sand Creek	12878	25538	-49.6%
Ute Pass	1842	1978	-6.9%
Senior Van	928	1525	-39.1%
Bookmobiles	6946	10021	-30.7%
East	72000	120808	-40.4%
Library 21c	49441	80437	-38.5%
Parenting	90	150	-40.0%
Total Physical Materials	**288881**	**469233**	**-38.44%**

Circulation Report
By Facility
February 2021

Current Month Comparison VISITORS	2021	2020	% Change
Penrose	11212	43163	-74.0%
Mobile Libraries Total	1425	3115	-54.3%
Calhan	339	638	-46.9%
Cheyenne	7064	13540	-47.8%
Fountain	2963	7675	-61.4%
High Prairie	1634	6734	-75.7%
Holley	2160	11254	-80.8%
Manitou (curbside only)		3054	-100.0%
Monument	6594	12738	-48.2%
Old Colorado City (maintenance closure)		9767	-100.0%
Palmer Lake (book mobile only)		1167	-100.0%
Rockrimmon	7902	12813	-38.3%
Sand Creek	2605	16463	-84.2%
Ute Pass	223	1183	-81.1%
Knights of Columbus Hall	0	210	-100.0%
East	17385	37411	-53.5%
Library 21c	7706	40242	-80.9%
TOTAL	**69212**	**221167**	**-68.7%**
Special Collections	540	1501	-64.0%

2021 Circulation ITEM Summary													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD TOTAL
Print	158899	203580	0	0	0	0	0	0	0	0	0	0	**362479**
DVD	45907	65152	0	0	0	0	0	0	0	0	0	0	**111059**
CD Music	5364	7041	0	0	0	0	0	0	0	0	0	0	**12405**
CD Book	5979	7191	0	0	0	0	0	0	0	0	0	0	**13170**
Playaway	2359	3293	0	0	0	0	0	0	0	0	0	0	**5652**
Kit	584	823	0	0	0	0	0	0	0	0	0	0	**1407**
Game	1250	1801	0	0	0	0	0	0	0	0	0	0	**3051**
Software	0	0	0	0	0	0	0	0	0	0	0	0	**0**
TOTAL Physical Items	**220342**	**288881**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**509223**
													0
ILL	793	1036	0	0	0	0	0	0	0	0	0	0	**1829**
CyberShelf-OverDrive	224978	200339	0	0	0	0	0	0	0	0	0	0	**425317**
RB Digital Magazines	8495	7996	0	0	0	0	0	0	0	0	0	0	**16491**
eReader	1	1	0	0	0	0	0	0	0	0	0	0	**2**
OneClick Audio	0	3575	0	0	0	0	0	0	0	0	0	0	**3575**
Hot Spots	21	13	0	0	0	0	0	0	0	0	0	0	**34**
Cameras & Equipment	1	20	0	0	0	0	0	0	0	0	0	0	**21**
													0
TOTAL STATE Circ	**454631**	**501861**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**956492**
Freegal Music	6125	5716	0	0	0	0	0	0	0	0	0	0	**11841**
Freading	175	148	0	0	0	0	0	0	0	0	0	0	**323**
DVD Player	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Hoopla	2802	3519	0	0	0	0	0	0	0	0	0	0	**6321**
Comics	506	721	0	0	0	0	0	0	0	0	0	0	**1227**
Kanopy	2977	2822	0	0	0	0	0	0	0	0	0	0	**5799**
													0
CLC	5306	6531	0	0	0	0	0	0	0	0	0	0	**11837**
Laptop Use	2	0	0	0	0	0	0	0	0	0	0	0	**2**
Active Users	262787	261515	0	0	0	0	0	0	0	0	0	0	**524302**

Monthly Circ by Format			
	2021	2020	Change
Print	203580	293519	-31%
DVD	65152	137622	-53%
CD Music	7041	13230	-47%
CD Book	7191	13148	-45%
Playaway	3293	6081	-46%
Kit	823	1577	-48%
Game	1801	4056	-56%
TOTAL Physical Items	**288881**	**469233**	**-38.44%**
ILL	1036	2090	-50%
CyberShelf-OverDrive	200339	175925	14%
RB Digital Magazines	7996	6095	31%
eReader	1	2	-50%
OneClick Audio (part of OverDr	3575	406	781%
Hot Spots	13	31	-58%
Cameras & Equipment	20	69	-71%
Total e-materials	**211924**	**182459**	**16%**
Freegal Music	5716	5868	-3%
Freading	148	83	78%
DVD Player		105	-100%
Hoopla	3519	1949	81%
Comics (included in Hoopla)	721	442	63%
Kanopy	2822	1549	82%
CLC	6531	10747	-39%
Laptop Use	0	892	-100%
Active Users	261515	278423	-6%

MTD Total	2021	2020	Change
January	454631	703288	-35%
February	301522	653851	-54%
March		440931	-100%
April		229841	-100%
May		301866	-100%
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	756153	1357139	-44%
March		1798070	-100%
April		2027911	-100%
May		2329777	-100%
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
February 2021

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Penrose	12,534	14,592											27,126
Mobile Libraries	4,943	5,289											10,232
Calhan	940	819											1,759
Cheyenne	12,129	14,974											27,103
Fountain	5,319	6,297											11,616
High Prairie	8,836	10,638											19,474
Ruth Holley	7,169	7,870											15,039
Manitou Springs	948	983											1,931
Monument	11,860	14,473											26,333
Old Colorado City	136	4											140
Palmer Lake													0
Rockrimmon	12,150	14,143											26,293
Sand Creek	5,926	7,732											13,658
Ute Pass	1,063	1,077											2,140
Senior Van	733	745											1,478
East	34,248	41,240											75,488
Library 21c	24,676	29,363											54,039
Total	**143,610**	**170,239**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	313,849

YTD CIRC Comparison	2021	2020	% Change
Penrose	27,126	50,951	-46.8%
Mobile Libraries	10,232	15,485	-33.9%
Calhan	1,759	2,656	-33.8%
Cheyenne	27,103	42,181	-35.7%
Fountain	11,616	19,308	-39.8%
High Prairie	19,474	31,363	-37.9%
Ruth Holley	15,039	33,016	-54.4%
Manitou Springs	1,931	4,550	-57.6%
Monument	26,333	41,414	-36.4%
Old Colorado City	140	21,698	-99.4%
Palmer Lake	0	4,794	-100.0%
Rockrimmon	26,293	40,130	-34.5%
Sand Creek	13,658	31,077	-56.1%
Ute Pass	2,140	2,869	-25.4%
Senior Van	1,478	2,512	-41.2%
East	75,488	148,006	-49.0%
Library 21c	54,039	99,194	-45.5%
Total Physical Materials	**313,849**	**591,204**	**-46.9%**

Current Month CIRCULATION Comparison by Facility	2020	2020	% Change
Penrose	14592	23908	-39.0%
Mobile Libraries	5289	7523	-29.7%
Calhan	819	1374	-40.4%
Cheyenne	14974	20136	-25.6%
Fountain	6297	9032	-30.3%
High Prairie	10638	14944	-28.8%
Ruth Holley	7870	15761	-50.1%
Manitou Springs	983	2147	-54.2%
Monument	14473	19810	-26.9%
Old Colorado City	4	10480	-100.0%
Palmer Lake		2437	-100.0%
Rockrimmon	14143	18997	-25.6%
Sand Creek	7732	14732	-47.5%
Ute Pass	1077	1294	-16.8%
Senior Van	745	1253	-40.5%
East	41240	69508	-40.7%
Library 21c	29363	47318	-37.9%
Total Physical Materials	**170239**	**280654**	**-39.3%**

Current Month e-materials & Summary	2021	2020	% Change
Overdrive2	200339	175925	13.9%
RB Digital Mags	7996	6095	31.2%
eReaders	1	2	-50.0%
1-Click Audio	3575	406	780.5%
Hot Spots	13	31	-58.1%
Total e-materials	**211924**	**182459**	**16.1%**
ILL	1036	2090	**-50.4%**
Cameras/Equip	20	69	**-71.0%**
Physical Materials	**143610**	**280654**	**-48.8%**
Total Monthly Circ	**356590**	**465272**	**-23.4%**

Circulation without Renewals

February 2021

Current Month Comparison VISITORS	2021	2020	% Change
Penrose	11212	43163	-74.0%
Mobile Libraries	1425	3115	-54.3%
Calhan	339	638	-46.9%
Cheyenne	7064	13540	-47.8%
Fountain	2963	7675	-61.4%
High Prairie	1634	6734	-75.7%
Ruth Holley	2160	11254	-80.8%
Manitou (curbside only)		3054	-100.0%
Monument	6594	12738	-48.2%
Old Colorado City (maintenance closure)		9767	-100.0%
Palmer Lake		1167	-100.0%
Rockrimmon	7902	12813	-38.3%
Sand Creek	2605	16463	-84.2%
Ute Pass	223	1183	-81.1%
East	17385	37411	-53.5%
21c	7706	40242	-80.9%
KCH	0	210	-100.0%
TOTAL Visitors	**69212**	**221167**	**-68.7%**
Special Collections	540	1501	-64.0%

JANUARY 2021

	SERVICES		LIBRARIES		TOTAL	
	Programs	People	Programs	People	PROGRAMS	PEOPLE
ADULT EDUCATION						
In person - attended	1	23	0	0	**1**	**23**
Virtual - recorded	5	76	0	0	**5**	**76**
LibGuides	4	449	0	0	**4**	**449**
Facebook Engagement		201		0		**201**
Facebook Reach		964		0		**964**
PROGRAM TOTAL	**6**	**99**	**0**	**0**	**6**	**99**
ENGAGEMENT TOTAL	**4**	**650**	**0**	**0**	**4**	**650**
REACH TOTAL		**964**		**0**		**964**
ADULT SERVICES						
Virtual - attended live	25	627	1	15	**26**	**642**
Virtual - recorded	7	160	4	32	**11**	**192**
Virtual Outreach (outside program)	1	92	0	0	**1**	**92**
LibGuides	67	11268	0	0	**67**	**11268**
Take and Make			23	443	**23**	**443**
Telegram (same as Dial-a-Story)		6	0	0	**0**	**6**
Facebook Engagement		492		0		**492**
Facebook Reach		11261		0		**11261**
Individual/Passive program (e.g. fun at home/scavenger hunt)			1	28	**1**	**28**
PROGRAM TOTAL	**33**	**885**	**28**	**490**	**61**	**1375**
ENGAGEMENT TOTAL	**67**	**11760**	**0**	**0**	**67**	**11760**
REACH TOTAL		**11261**		**0**		**11261**
INDIVIDUAL/PASSIVE PROGRAM	**0**	**0**	**1**	**28**	**1**	**28**
FAMILY AND CHILDREN'S SERVICES						
Virtual - attended	17	275	0	0	**17**	**275**
Virtual - recorded	8	357	0	0	**8**	**357**
Outreach (In-person)			49	169	**49**	**169**
LibGuides	5	857	0	0	**5**	**857**
Virtual booklist			0	0	**0**	**0**
Tween Challenge	1	3	0	0	**1**	**3**
Story Walk			0	0	**0**	**0**
Summer Adventure Registered			0	0	**0**	**0**
Take and Make			82	2847	**82**	**2847**
Dial-A-Story	1	38	0	0	**1**	**38**
Drive-in Storytime			2	43	**2**	**43**
Facebook Engagement		2464		0		**2464**
Facebook Reach		15831		0		**15831**
PROGRAM TOTAL	**27**	**673**	**133**	**3059**	**160**	**3732**
ENGAGEMENT TOTAL	**5**	**3321**	**0**	**0**	**5**	**3321**
REACH TOTAL		**15831**		**0**		**15831**
OUTREACH TOTAL	**0**	**0**	**49**	**169**	**49**	**169**
YOUNG ADULT SERVICES						
Virtual - attended			0	0	**0**	**0**
Virtual Outreach			0	0	**0**	**0**
Virtual - recorded	9	1989	0	0	**9**	**1989**
Individual/Passive program (e.g. fun at home/scavenger hunt)			0	0	**0**	**0**
LibGuides	8	1615	0	0	**8**	**1615**
Summer Adventure Registered			0	0	**0**	**0**
Take and Make			15	346	**15**	**346**
Dial-A-Story						
Instagram Engagement	110	632	0	0	**110**	**632**

FEBRUARY 2021

	DISTRICT		LIBRARIES		TOTAL	
	Programs	People	Programs	People	PROGRAMS	PEOPLE
ADULT EDUCATION						
Virtual - attended live	7	46	0	0	**7**	**46**
Virtual - recorded	5	53	0	0	**5**	**53**
LibGuides	4	883	0	0	**4**	**883**
Facebook Engagement		262		0		**262**
Facebook Reach		414		0		**414**
PROGRAM TOTAL	**12**	**99**	**0**	**0**	**12**	**99**
ENGAGEMENT TOTAL	**4**	**1145**	**0**	**0**	**4**	**1145**
REACH TOTAL		**414**		**0**		**414**
ADULT SERVICES						
Virtual - attended live	29	750	5	45	**34**	**795**
Virtual - recorded	14	676	0	0	**14**	**676**
Virtual Outreach (outside program)			1	5	**1**	**5**
LibGuides	68	12067	0	0	**68**	**12067**
Take and Make			17	300	**17**	**300**
Telegram (same as Dial-a-Story)		6	0	0	**0**	**6**
Facebook Engagement		372		0		**372**
Facebook Reach		5347		0		**5347**
Individual/Passive program (e.g. fun at home/scavenger hunt)			0	0	**0**	**0**
PROGRAM TOTAL	**43**	**1432**	**23**	**350**	**66**	**1782**
ENGAGEMENT TOTAL	**68**	**12439**	**0**	**0**	**68**	**12439**
REACH TOTAL		**5347**		**0**		**5347**
INDIVIDUAL/PASSIVE PROGRAM	**0**	**0**	**0**	**0**	**0**	**0**
FAMILY AND CHILDREN'S SERVCES						
Virtual - attended	21	213	0	0	**21**	**213**
Virtual - recorded	22	711	0	0	**22**	**711**
Outreach (In-person)			0	0	**0**	**0**
LibGuides	5	677	0	0	**5**	**677**
Virtual booklist			0	0	**0**	**0**
Tween Challenge	1	1	0	0	**1**	**1**
Story Walk			0	0	**0**	**0**
Summer Adventure Registered			0	0	**0**	**0**
Take and Make	9	3998	8	493	**17**	**4491**
Dial-A-Story	1	41	0	0	**1**	**41**
Drive-in Storytime			3	27	**3**	**27**
Facebook Engagement		1968		0		**1968**
Facebook Reach		15954		0		**15954**
PROGRAM TOTAL	**54**	**4964**	**11**	**520**	**65**	**5484**
ENGAGEMENT TOTAL	**5**	**2645**	**0**	**0**	**5**	**2645**
REACH TOTAL		**15954**		**0**		**15954**
OUTREACH TOTAL	**0**	**0**	**0**	**0**	**0**	**0**
YOUNG ADULT SERVICES						
Virtual - attended	1	16	3	12	**4**	**28**
Virtual Outreach	1	10	0	0	**1**	**10**
Virtual - recorded	19	2389	0	0	**19**	**2389**
Individual/Passive program (e.g. fun at home/scavenger hunt)			0	0	**0**	**0**
LibGuides	9	2335	0	0	**9**	**2335**
Summer Adventure Registered			0	0	**0**	**0**
Take and Make			17	328	**17**	**328**
Dial-A-Story			0	0		**0**
Instagram Engagement	75	1523	0	0	**75**	**1523**

JANUARY 2021						
	Programs	People	Programs	People	Programs	People
YOUNG ADULT SERVICES cont.						
Instagram Reach		6652		0		**6652**
Facebook Engagement	53	807	0	0	**53**	**807**
Facebook Reach		17058		0		**17058**
PROGRAM TOTAL	**9**	**1989**	**15**	**346**	**24**	**2335**
INDIVIDUAL/PASSIVE PROGRAM	**0**	**0**	**0**	**0**	**0**	**0**
ENGAGEMENT TOTAL	**171**	**3054**	**0**	**0**	**171**	**3054**
REACH TOTAL		**23710**		**0**		**23710**
CREATIVE SERVICES						
Virtual - attended	0	0	0	0	**0**	**0**
Virtual - recorded	8	14	0	0	**8**	**14**
LibGuides	16	3239	0	0	**16**	**3239**
Email - Contact Us		1		0		**1**
Take and Make	0	0	0	0	**0**	**0**
PROGRAM TOTAL	**8**	**14**	**0**	**0**	**8**	**14**
ENGAGEMENT TOTAL	**16**	**3239**	**0**	**0**	**16**	**3239**
REQUESTS/REFERENCE TOTAL		**1**		**0**		**1**
REGIONAL HISTORY AND GENEALOGY						
Virtual - attended	8	160	0	0	**8**	**160**
Virtual - recorded			0	0	**0**	**0**
PPNF requests fulfilled		147	0	0	**0**	**147**
Ref. Questions		165	0	0	**0**	**165**
Facebook Engagement		150	0	0	**0**	**150**
Facebook Reach	10	1976	0	0	**10**	**1976**
PROGRAM TOTAL	**8**	**160**	**0**	**0**	**8**	**160**
ENGAGEMENT TOTAL	**0**	**150**	**0**	**0**	**0**	**150**
REACH TOTAL		**1976**		**0**		**1976**
REQUESTS/REFERENCE TOTAL		**312**		**0**		**312**
KNIGHTS OF COLUMBUS HALL						
Virtual - attended			0	0	**0**	**0**
Virtual - recorded			0	0	**0**	**0**
LibGuides			0	0	**0**	**0**
Take and Make			0	0	**0**	**0**
PROGRAM TOTAL	**0**	**0**	**0**	**0**	**0**	**0**
ENGAGEMENT TOTAL	**0**	**0**	**0**	**0**	**0**	**0**
Curbside Patrons - Holds			21544		**21544**	
Curbside Patrons - Printing			254		**254**	
Curbside Patrons - Kits			1656		**1656**	
Hours Open			2739		**2738.5**	
Door Count			35367		**35367**	
Ref. Questions	70		6339		**6409**	
					PROGRAMS	**PEOPLE**
					GRAND TOTAL	
FACILITY PROGRAM TOTAL	**91**	**3820**	**176**	**3895**	**267**	**7715**
FACILITY INDIVIDUAL PROGRAM TOTAL	**0**	**0**	**1**	**28**	**1**	**28**
FACILITY ENGAGEMENT TOTAL	**263**	**22174**	**0**	**0**	**263**	**22174**
FACILITY REACH TOTAL		**53742**		**0**		**53742**
OUTREACH (In-person) TOTAL	**0**	**0**	**49**	**169**	**49**	**169**
REQUESTS/REFERENCE TOTAL		**383**		**6409**		**6792**

FEBRUARY 2021						
	Programs	People	Programs	People	Programs	People
YOUNG ADULT SERVICES cont.						
Instagram Reach		20967		0		**20967**
Facebook Engagement	40	730	0	0	**40**	**730**
Facebook Reach		11105		0		**11105**
PROGRAM TOTAL	**21**	**2415**	**20**	**340**	**41**	**2755**
INDIVIDUAL/PASSIVE PROGRAM	**0**	**0**	**0**	**0**	**0**	**0**
ENGAGEMENT TOTAL	**124**	**4588**	**0**	**0**	**124**	**4588**
REACH TOTAL		**32072**		**0**		**32072**
CREATIVE SERVICES						
Virtual - attended			0	0	**0**	**0**
Virtual - recorded	3	4	0	0	**3**	**4**
LibGuides	17	5737	0	0	**17**	**5737**
Email - Contact Us		4		0		**4**
Take and Make	0	0	0	0	**0**	**0**
PROGRAM TOTAL	**3**	**4**	**0**	**0**	**3**	**4**
ENGAGEMENT TOTAL	**17**	**5737**	**0**	**0**	**17**	**5737**
REQUESTS/REFERENCE TOTAL		**4**		**0**		**4**
REGIONAL HISTORY AND GENEALOGY						
Virtual - attended	6	153	0	0	**6**	**153**
Virtual - recorded			0	0	**0**	**0**
PPNF requests fulfilled		159	0	0	**0**	**159**
Ref. Questions		231	0	0	**0**	**231**
Facebook Engagement		38	0	0	**0**	**38**
Facebook Reach	10	513	0	0	**10**	**513**
PROGRAM TOTAL	**6**	**153**	**0**	**0**	**6**	**153**
ENGAGEMENT TOTAL	**0**	**38**	**0**	**0**	**0**	**38**
REACH TOTAL		**513**		**0**		**513**
REQUESTS/REFERENCE TOTAL		**390**		**0**		**390**
KNIGHTS OF COLUMBUS HALL						
Virtual - attended			0	0	**0**	**0**
Virtual - recorded			6	861	**6**	**861**
LibGuides			0	0	**0**	**0**
Take and Make			0	0	**0**	**0**
PROGRAM TOTAL	**0**	**0**	**6**	**861**	**6**	**861**
ENGAGEMENT TOTAL	**0**	**0**	**0**	**0**	**0**	**0**
Curbside Patrons - Holds			11924		**11924**	
Curbside Patrons - Printing			156		**156**	
Curbside Patrons - Kits			1005		**1005**	
Hours Open			2648		**2648**	
Door Count			69752		**69752**	
Ref. Questions	61		7043		**7104**	
					PROGRAMS	**PEOPLE**
					GRAND TOTAL	
FACILITY PROGRAM TOTAL	**139**	**9067**	**60**	**2071**	**199**	**11138**
FACILITY INDIVIDUAL PROGRAM TOTAL	**0**	**0**	**0**	**0**	**0**	**0**
FACILITY ENGAGEMENT TOTAL	**218**	**26592**	**0**	**0**	**218**	**26592**
FACILITY REACH TOTAL		**54300**		**0**		**54300**
OUTREACH (In-person) TOTAL	**0**	**0**	**0**	**0**	**0**	**0**
REQUESTS/REFERENCE TOTAL		**455**		**7104**		**7559**

Communications Department: Report for March 2021

NEWS COVERAGE

- Total features and mentions:*
  - **February:** 50
  - **Year-to-date**: 154

A new spin on story time

PHOTOS BY JERILEE BENNETT, THE GAZETTE

ABOVE: The Pikes Peak Library District has been holding story times, but with a safety difference. Brady Nickerson holds up a book while families sing "The Wheels on the Bus" by listening through their car radio Tuesday.

RIGHT: Jen Young brought her twins, Joshua and Jude, background, on Tuesday for story time. There are two upcoming sessions, at 9:30 a.m. Saturday at the Fountain branch and at noon Sunday at the Penrose Library.

- Highlighted coverage from last month:
  - Several news outlets covered the **reopening of more spaces and services** at PPLD locations, including FOX21, KKTV, KOAA, *Colorado Springs Business Journal*, and *Colorado Springs Independent*.
  - **Drive-in Storytime** at Library 21c received a large photo spread in *The Gazette*.
  - The **upcoming opening of Manitou Springs Library at the Manitou Art Center** was highlighted by several news outlets, including KOAA, KRDO, and *Colorado Springs Business Journal*.
  - Our Library Limelight column, which focused on the **Winter Adult Reading Program**, was featured online and in print for three local editions of *The Gazette*.
  - *Southeast Express* featured the PowerPass partnership between PPLD and HSD2 while *The Cheyenne Edition*, a weekly publication of *The Gazette*, featured how the **Cheyenne Mountain Library pivoted during the pandemic.**
  - PPLD's Regional History & Genealogy contributed to KRDO's story on the **history behind the name of Pikes Peak**, and our Homeschool Hub was included in a *Gazette* story about **navigating the world of homeschooling.**

- Confirmed or anticipated coverage for March:
  - **Library relocation:** Several news outlets cover the grand opening of Manitou Springs Library inside the Manitou Art Center, including KKTV, KOAA, KRDO, *The Gazette*, *Colorado Springs Business Journal*, and *Pikes Peak Bulletin*.
  - **COVID-related service changes:** The reopening of more spaces and services will be featured in our next monthly Library Limelight column.
  - **PowerPass:** PPLD and HSD2 partner to distribute take and make kits for K-8 students ahead of spring break, with a media opportunity scheduled on March 9.
  - **Programs:** The Gazette highlights the upcoming and updated book release of *Invisible People of the Pikes Peak Region* in its Regional History Series. KKTV spotlights PPLD's downtown Stroll a Story in collaboration with local businesses and the Downtown Partnership.

***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/kids
  - **Monthly totals:**188,048 sessions; 91,025 visitors, with 76,326 being new; and 349,235 pageviews
  - **Year-to-date totals:** 383,145 sessions; 186,498 visitors, with 156,164 being new; and 700,078 pageviews

- District-wide social media statistics (as of January 31):
  - **Facebook**: 12,159 total followers, plus 14,558 daily engagement
  - **Twitter**: 5,209 total followers, plus 827 engagement
  - **Instagram**: 2,487 total followers, plus 1,690 engagement
  - **LinkedIn**: 1,204 total followers, plus 240 engagement

- Video & social media highlights:
  - **Video feature on Peggy Shivers:** Video Producer/Director Drew Cerino produced a mini-documentary about Peggy Shivers, the music legend and philanthropist who jointly started the Shivers Fund of PPLD with her husband in 1993. It was publicly released during Black History Month, with a spotlight on PPLD's website, YouTube channel, and social media beginning Feb. 24, followed by a PPLDTV feature on Feb. 28. The online video has already received **more than 1,100 views, totaling over 80 hours of viewing time**.

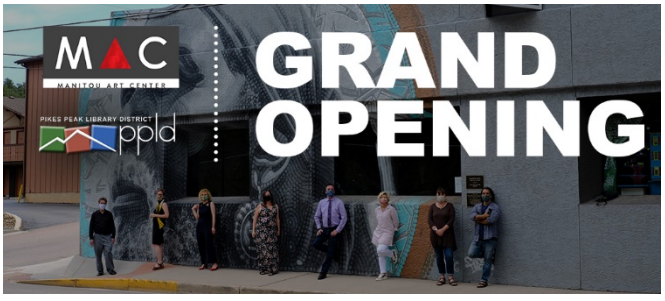
HAPPENINGS

Key updates & partnerships:

- **News from the Communications department:** We hired a new graphic designer and welcomed Rachel Francis to our team on March 1! We're in the hiring process for PPLD's new Director of Public Relations & Marketing**.**

- **COVID-related service changes:** PPLD reopened more spaces and services as of Feb. 9. This included use of makerspaces and studios, along with a limited number of meeting rooms across the District; reservations required. Patrons can continue to take advantage of curbside services, ask a librarian, and use the Library remotely, which includes a large digital collection, extensive hub of online resources, and many virtual programs for people of all ages and interests.

- **Library relocations & reopenings:** Manitou Springs Library officially opened at the Manitou Art Center on Fri., March 5, with a ribbon-cutting celebration, limited-edition library card, and more. Old Colorado City Library reopens to the public after several weeks of interior renovations on Tue., March 16.



- **New referral partnership:** PPLD joined the **Unite Us** network with 27 other organizations in Central and Southern Colorado. There is no cost to participate, and it's a "coordinated care network connecting community-based organizations, health care providers, and public agencies through a shared technology platform to address people's social needs and improve health across communities." Participation will help PPLD streamline social work referrals, as well as provide opportunities to promote offerings such as Adult Education classes.

- **Support for the nonprofit sector:** Thanks to the Foundation and Adult Services, the Southern Colorado Chapter of the Association of Fundraising Professionals shared the Robert Hilbert Resource Center's virtual nonprofit workshops in their monthly email newsletter to members.

- **AARP Tax-Aide support available at PPLD locations:** Free tax support continues through April 13! Interested community members can call (719) 235-6757 to schedule an appointment and find out how to complete intake forms in advance. Their volunteer team is available at Library 21c and Calhan Library; services hours and times vary by location. Due to COVID-19, patrons drop off their documents to be scanned by AARP volunteers, who will then submit the returns virtually. As a reminder, the program is not just for AARP members.

Current & upcoming programs:

- **Women's History Month**
  Colorado Women in World War II
  Thu., March 18, 6 p.m. (virtual)
  Join author Gail Beaton as she presents on Colorado women during World War II. Gail Beaton is a historian, author, retired teacher, Chautauqua presenter, and volunteer advisory council member of the Center for Colorado Women's History at the Byers-Evans House Museum. Her first book, *Colorado Women: A History*, was a finalist for the 2013 Colorado Book Awards, along with the 2013 WILLA Library Award for Scholarly Nonfiction presented by Women Writing the West. Registration is required.

- **Winter Adult Reading Program: Tales & Tails**
  Continues through March 31
  The annual program is open to anyone 18 years and older from Feb. 1 – March 31. Simply register online or in-person at any library location, and then log your reading and/or activities. Collect prizes at various milestones and be entered to win the grand prize.

- **Mountain of Authors**
  Panel Discussion: True Crime & Crime Writing
  Thu., April 29, 6 p.m. (Library 21c's venue & virtual)
  The live panel will include an author, journalist, and historian/archivist, along with the program's keynote speaker Joe Kenda. Panelists will discuss true crime/crime writing, sharing their personal knowledge and experiences that provides valuable insight into this world of writing.

  Keynote Address: Lt. Joe Kenda (ret.)
  Sat., May 1, 2 p.m. (virtual)
  Join us for the 2021 keynote address by author and retired homicide detective Lt. Joe Kenda, which will include a Q&A session at the end. Register to attend, along with a chance to win an autographed copy of his new book, *Killer Triggers*.

Meeting & study rooms:*

- **Library-hosted programs & room use (including Virtual Library):** 128 for last month, bringing the year-to-date total to 255
- **Patron reservations:** 12 for last month, bringing the year-to-date total to 16
- **Online patron requests:** 54 during last month, bringing the year-to-date total to 54
- **Phone & email inquiries:** 43 for last month, bringing the year-to-date total to 52
- **Cancellations (by PPLD):** 276 for last month, bringing the year-to-date total to 557

**During the ongoing pandemic, a limited number of rooms reopened to the public on Feb. 9, but due to the scheduling requirements (two weeks in advance), actual reservations for use resumed Feb. 23.*

Internal communications:

- ***The Bookmark***, PPLD's weekly email newsletter for all staff
- **Intranet** updates and spotlights
- **Staff input and feedback** via online surveys

COVID-19 PANDEMIC

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

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

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

Facilities Department Report
March 17, 2021

Projects

The Old Colorado City wood floor replacement has been completed. Currently, millwork alterations and refresh are in process. Additionally, staff is rearranging the collection, teens, and children's areas. Target for opening is the morning of Tuesday, March 16.

The new network closet for the East Library has been substantially completed and final punch walk conducted on Friday, March 5. Punch items are scheduled to be completed March 8th.

Facilities is working with Design Edge on design of a new network closet that will serve the Penrose/Carnegie buildings. Also, in association with this project will be the addition of a new office located in the lower level of the 1905 Carnegie. This project is anticipated to begin in April or May of this year.

Facilities is also working on completing the project to enclose the open space of the Executive Assistant's lobby. Design is currently in process.

We are still awaiting word back from the Colorado Springs Parking Enterprise regarding the intergovernmental agreement between the city and PPLD for enforcement and funds from the parking lot of the Penrose Library. Once the agreement is finalized, the Facilities department will proceed with replacement of the parking meters.

Operations

Facilities released an RFQ for Landscape Maintenance services for the district. Three proposals have been received and are currently under review. It is anticipated that award of the 2021 service contract will occur no later than March 12.

Facilities is also working the RFP for janitorial services to be implemented January 1, 2022. This will be a decision item that will be presented later this summer.

Facilities staff provided support for the relocation from the Manitou Springs Carnegie Library to the Manitou Arts Center upon completion of construction.

Facilities staff have also provided much support with the Old Colorado City Library floor replacement including but not limited to furniture and shelving movement, assist with replacement upon completion, targeted millwork refinishing, etc.

Facilities staff has also provided support to new programs such as Drive-in Story Time at several locations.

Monthly Statistics

In the month of February 2021, the Facilities department completed a total of (187) 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 February, 2021, Facilities staff completed a total of (87) demand work orders (work orders submitted by PPLD staff) accounting for (203.26 hours) of staff time and (170) preventive maintenance work orders (work orders scheduled for equipment, etc.) to account for (196.38 hours) of staff time. A total of (257) work orders. Along with work orders, Facilities on-call personnel responded to (1) after-hours calls in February 2021. Emergency calls address issues that cannot wait until the next business day.

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

Human Resources:

Major projects included the following:

- Organizational Development (Cody Logsdon)
  - Completed summarization of Best Workplace survey results. Report is compiled by Jeremiah and should be shared with LT soon.
  - Presented How to Facilitate Effective Meetings training to new managers and supervisors.
  - Met with Seattle Public Library to learn about their circulation practices/training
  - Kicked off fifth Leadership Program cohort
  - Preparing for launch of Bridge (learning management system), uploading users, creating content and migrating historical training data from Munis.
  - Continued to work on the completion of Equal Pay for Equal Work Act spreadsheet
  - Helped coordinate vaccination survey
- HRIS/Benefits/Compliance (Cristina Jaramillo)
  - Completed Public Employers Survey and submitted to Employers Council
  - Addition of IRS FSA options that add benefits for staff
  - Circulation/Shelving Transfers/Position Changes to large branch location
  - Testing MUNIS for migration to updated release
  - IT Help Desk Ticketing process coordination with IT
  - Attending Leadership Program
- Wellness program and Records Retention (Laurie Jackson)
  - Printing and filing all Feedback Sessions
- Volunteer program (Karen Goates)
  - Five locations are currently using volunteers.
    - 21C, EA, MO, RO : Onsite volunteers, PE: Offsite volunteers (Hist/Gen & Green Team)
  - Total Hours for February – 315.75 Contributed by 39 Volunteers
  - Young Adult Services had 46 Review Crew volunteers in February, and one person who completed Workforce Readiness training. **Review Crew** volunteers read a book and submit an online book review, each review earns one volunteer hour. **Workforce Readiness** is an online training that teens can complete, which helps prepare them to enter the workforce and earns 10 volunteer hours.
  - District Friends (EA, PE, 21C) had 23 volunteers who donated 180 hours. *Branch Friends are included in the branch numbers.*
- Recruitment (Soumya Gollapalli)

Recruitment / Selection Activity	Feb 2021
Jobs Posted	12
Newly Hired Employees	7
Promoted Employees	0
Transferred Employees	1
Separated Employees	3

  - Coaching employees on interview skills
  - Facilitated the Director – Public Relations & Marketing presentations and meet and greet with staff.
  - Participated in interview panel for Senior Library Assistant.
- Training (Sarah Marshall)
  - Preparations for launching new learning management system, Bridge.

        - 39 courses loaded (more being created/loaded)
        - 9 different live trainings with a total of 86 sessions
        - Scheduled 3 in-person trainings for staff
    - Created staff training guide and virtual "tour" of new IT ticket system, Service Desk.
    - Launched Spring 2021 Leadership Program – 2 cohorts with a total of 33 participants.
    - Facilitated DISC team building session with SE Region Managers.
    - Coordinated CEID (Cultural Excellence: Ideas and Discussion) level 1 training (Dr. Regina Lewis).
    - Completed Diversity University training.
- Other Projects (Heather Laslie)
    - Assisting with coordination with the County on Vaccinations for staff
    - Completed HR portion of Library Annual Report
    - 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

March 2021

Infrastructure Team

E-Rate. IT Department will present vendor selection for network transport, Penrose Carnegie cabling, and Smartnet subscription renewal to Board of Trustees (BOT). The Managed Internal Broadband Services project for FY21 was deferred until FY22.

Surveillance System Replacement Project. Awaiting BOT approval for vendor selection before IT and Security staffs will start project.

Manitou Relocation. IT Department completing residual activities and will close project involvement in April.

Access Control. IT Department is working with Security to begin scoping this project.

Phone Service. Expanding phone services to support remote workers.

East and Penrose Cabling. IT Department is working with Public Services and the vendor to create a plan to perform work and minimize disruption to library services.

New Data Center. IT Department is working with vendors to complete installation of equipment and begin process for closing East Library Data Center.

Intranet/SharePoint "Lite". IT Department transitioning staff intranet and file shares to use SharePoint lite capabilities.

Network Restructure. Vendor analyzing network architecture for cybersecurity and will test new design in April.

IT Advisory Team. The team completed a second Operating Level Agreement (OLA) review and will finalize OLA next month. Team will review PPLD IT Plan in April.

PPLD Cybersecurity Team. The team will attend Information System Security Association Colorado Springs chapter Cyber Focus Day on April 22.

End User Services (EUS) Team

Help Desk Software Project. The new service desk went live March 8. Staff are entering tickets with initial positive results for faster ticket resolution.

Staff Transition to Mobile Workforce Project. EUS deploying 139 laptops to provide staff mobility to operate in a pandemic and post-pandemic environment.

Self-Check Upgrade. Delayed until April due to equipment delivery delays.

February Statistics.

- Worked on 371 tickets and closed 437 tickets.
- Computer Usage was 8,796 sessions.
- Hotspot Circulation to Library Patrons was 13.
- Printed Pages 55,659.
- Laptop and AWE Early Literacy Station circulation was 0.

Security/Safety/Social Services

Safety/Security Update: February 2021

-Safety/Security continues to work on daily cooperation with all branches to ensure Covid Safety guidelines are enforced.

-Completion of MAC Camera and card access systems in near future.

-Continuing to work on development of integrated alarm/badge system at MAC as pilot program for district.

-Security continues to complete hiring process to fill department needs.

-Safety continues to work on expansion of Safety programs and training across the district.

-All mandatory CPR training for 2021 is nearing completion.

-Each Regional Security Supervisor has been asked to create a briefing about their team to be incorporated into this update each month. Below is what they wanted to share.

Southeast Region

- *Security officers monitor alarm systems to check for normal operations. When trouble is detected, it is reported immediately so that systems can be restored, as quickly as possible*

- *Security officers assist in monitoring the building capacity and implement control measures when occupancy approaches the capacity limit. This has become especially important during the pandemic response period, in which we find ourselves. For instance, the capacity at the East Library would normally be 1040 people. As a result of the pandemic, building occupancy has been reduced to 90 people. The first step of enforcing the new limit is that an officer or Adult Services staff member is stationed near the main entrance and maintains a count of the patrons coming and going.*

- *Security officers at the three Regional Libraries (21C, East and Penrose) in addition to raising and lowering the flag, will monitor the status for the day for adjustments, such as flying the flag at half-staff. When the president orders an adjustment to the flag status to half-staff, security officers will make that adjustment. In addition, security officers receive questions from patrons, as they notice the status of the flag, and these updates allow them to answer the patron's questions accurately.*

North Region

- *North Region Security works with many elements of PPLD in order to provide for the best Library environment in the state. For example, we work closely with North Region Facilities for vendor/ contractor access, after hours response and any help they need as we strive to have a great working relationship for the betterment of PPLD. A few examples are;*

  -Gas leak inside 21c causing patron concern; Security contacted facilities directly and they responded to the call quickly. Security assisted with a walk through of the building and administrative spaces in order to locate the leak. Facilities obtained gas line shut off tools, Security stayed until they were satisfied the odor was not a gas leak even though this was 2 hours passed closing.

  -Security has assisted with vendor access throughout the building for contractors doing work at 21c.

  The examples of Security assistance to Facilities are numerous and occur daily and it should be noted, they assist us in numerous ways each and every month

- *North Region Security is always out in the region conducting inspections of AED, First Aid, Stop the Bleed and Blood Cleanup kits and addressing patron conduct. We are a small team compared to the other regions, yet we can provide Security services throughout the region. Currently, we are addressing anti-mask patrons at High Prairie and Rockrimmon libraries that have resulted in Suspensions and PITS reports. Security has a great rapport with regional managers and supervisors allowing for better outcomes from Code of Conduct violations. Security maintains a presence by assigning staff at locations during normal operations and when an issue has been identified. Also, when a Security Officer is on vacation or sick, we send an Officer from 21c to the location to back fill the position.*

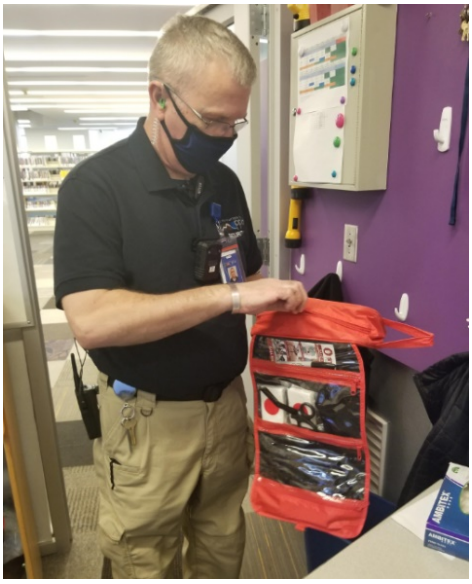
North Region Security has a high level of expectation for performance and the team each and every month meet the challenges of being a smaller team yet still addressing issues and providing high quality service to PPLD patrons.

- *North Region Security has conducted 30+ hours of service to non-assigned locations this month. The Security Officers from 21c were assigned different locations utilizing a random schedule approach to address staff concerns and patrons not wearing masks.*

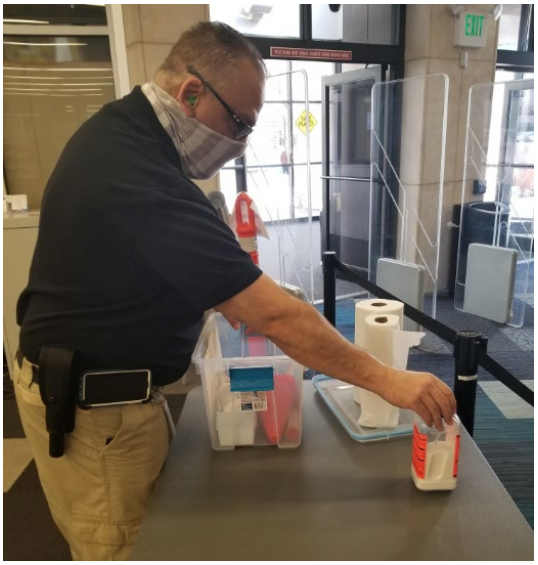
  It should be noted, all feedback sessions were completed with reachable goals to continue improving the North Region Security Team

West Region

- *David Ladner started working at Penrose library in early February, since then he has been assigned to inventory and restock all stop the bleed kits across the district. He took it upon himself to identify every location and created a spreadsheet to track discrepancies if needed. David is playing a key part in making sure PPLD is safe and stocked, ready for any situation that may need our Stop the Bleed kits.*



- *Bryan Cornell has been identified as the point of contact for the Blood Bourne pathogen and body fluid cleanup kits for the district. In his short time with PPLD he has worked hard to revise the training video and made changes to the kits across the district ensuring they are kept well stocked. Due to these recent changes he also recently replaced all laminated procedures and instructions in the kits across the district.*



- *Kennedy Smith has taken over the inspection of all first aid kits within the west region. She has worked hard to organize and label a new safety locker at Penrose Library, consisting of over 400 items. Kennedy is on track to have all first aid kits in the region fully stocked and inventoried by the end of March 2021.*

Social Services Update:

Activities for February 2021 – Kayla Rockhold

- *Biweekly Security appeal meetings*
- *Networking/collaboration meetings with: Velda, Andy, & Corey (Catholic Charities), Matthew & Brittney (Lutheran Family Services), Joel (SRM), Anjuli, Emily, & Kawana (Ithaka), Beth (Homeward PP), Bryan & James (Diversus Health), Jansen (Homeward Pikes Peak – [In]Rich art therapy), PPCC nursing student*
- *Internal meetings/introductions: Lisa Ward (MLS), Amber (OL manager), Lacey (Adult Ed), Creative Services team meeting*
- *Working with Elyse Jones regarding Unite Colorado and getting PPLD registered in their network (new online system allowing referrals to be sent and received within the community)*
- *42 separate patron meetings serving 26 individuals; 20 of which were new clients*
- *CHAP meeting*
- *Completed HMIS training and began offering VI-SPDAT assessments to patrons*
- *Began attending weekly CE meetings*
- *Security Staff Meeting*

“Accomplishments”

- *Submitted rent assistance applications on behalf of elderly disabled client*
- *Provided 14 bus passes for people to access medical appointments, shelter, job interviews, DHS appointments, and court required class*
- *Submitted 2 CSHA applications to elderly/disabled public housing open waitlist*
- *Submitted TANF application for expectant mother*
- *Client reported SNAP and LEAP approval from applications submitted with LCSW*
- *Positive feedback from PPLD staff regarding QPR training arranged through PPSPP*

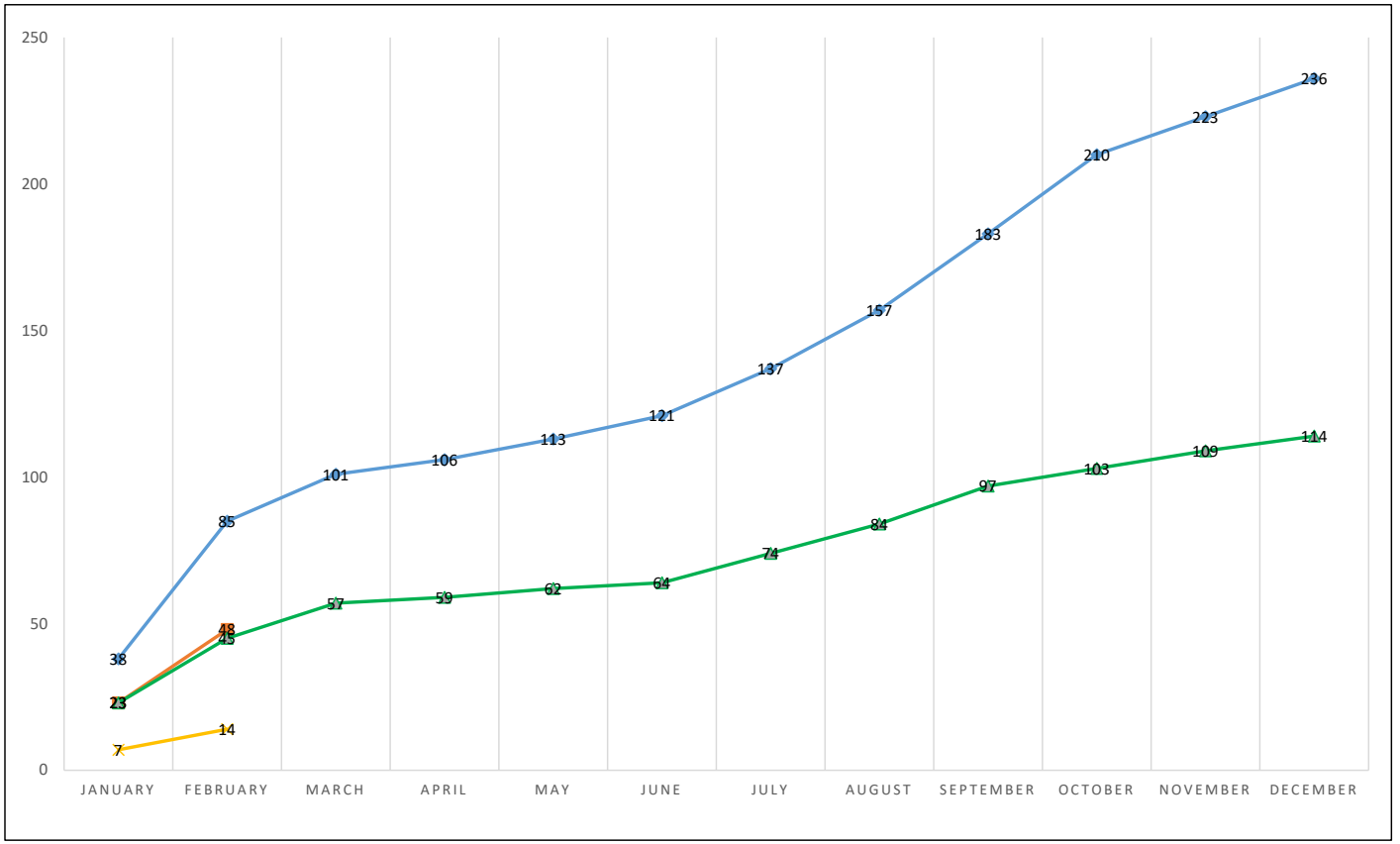
Report & Suspension Increasing Totals

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	-
APRIL	-
MAY	-
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	-
APRIL	-
MAY	-
JUNE	-
JULY	-
AUGUST	-
SEPTEMBER	-
OCTOBER	-
NOVEMBER	-
DECEMBER	-

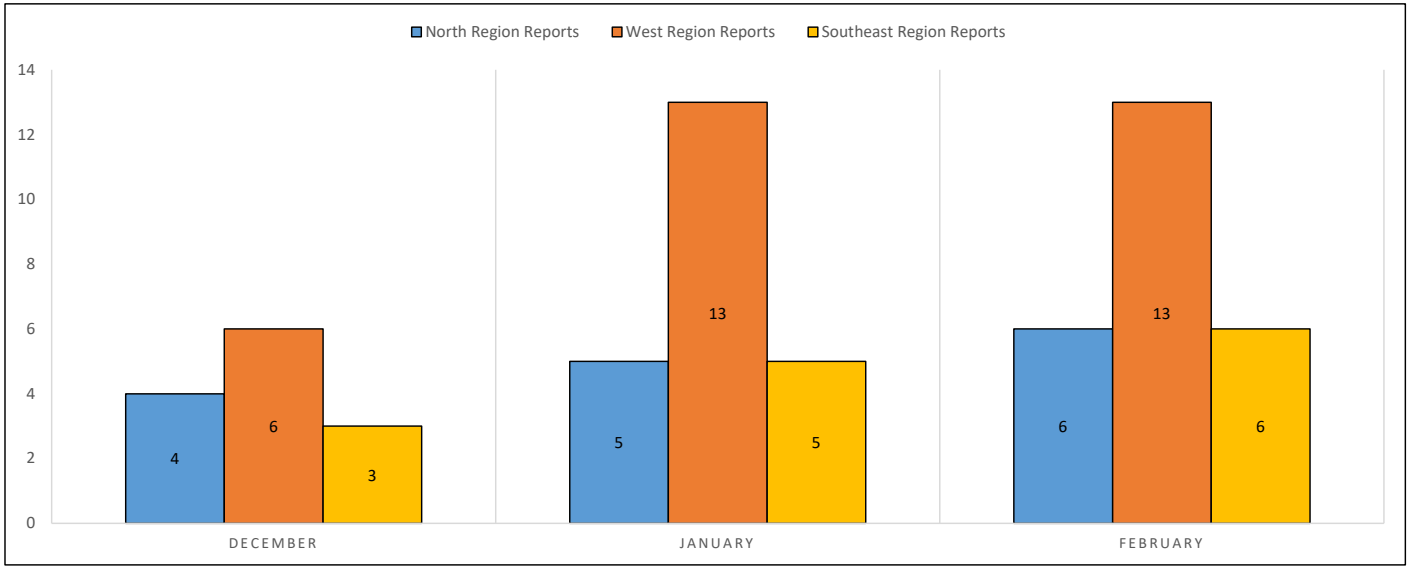


Reports - Regional Monthly Comparison

North Region	Reports
DECEMBER	4
JANUARY	5
FEBRUARY	6

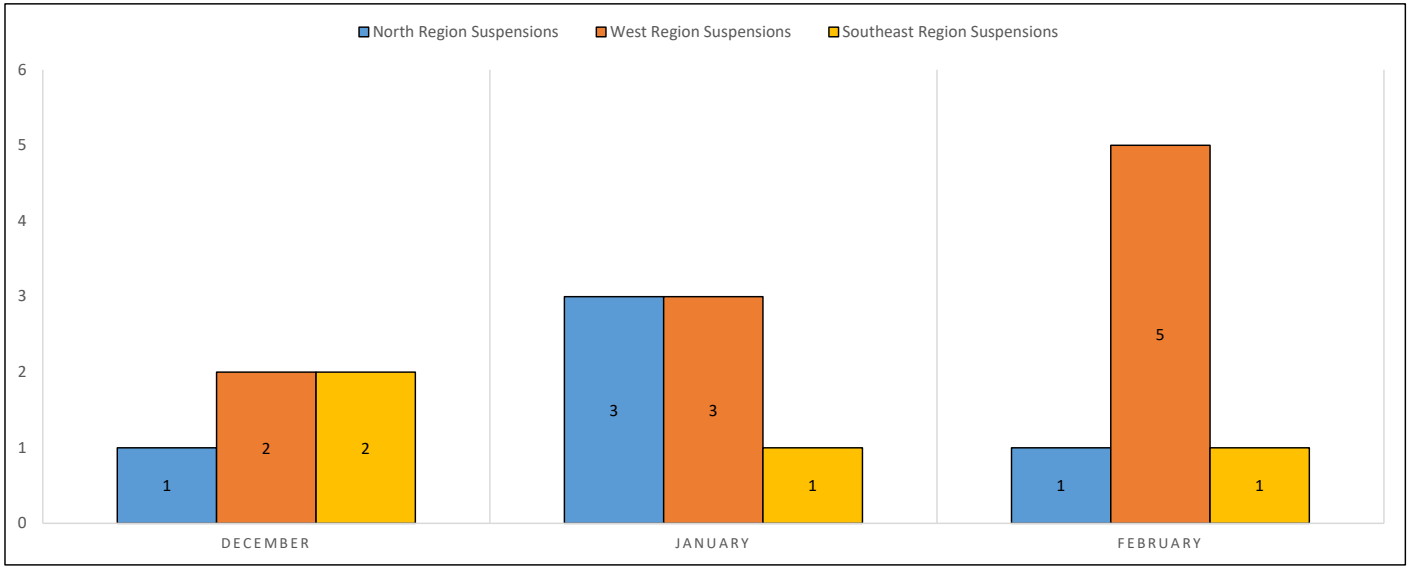
West Region	Reports
DECEMBER	6
JANUARY	13
FEBRUARY	13

Southeast Region Reports	
DECEMBER	3
JANUARY	5
FEBRUARY	6



Suspensions - Regional Monthly Comparison

North Region Suspensions	
DECEMBER	1
JANUARY	3
FEBRUARY	1

West Region Suspensions	
DECEMBER	2
JANUARY	3
FEBRUARY	5

Southeast Region Suspensions	
DECEMBER	2
JANUARY	1
FEBRUARY	1