

Library Board of Trustees

**Thursday, September 14
Library Meeting Room
951 Spruce Street
6:30 PM**

Members of the public are welcome to attend and give comments remotely; however, the in-person meeting may continue even if technology issues prevent remote participation.

- You can call in to **+1 386 347 5053 or 888 788 0099 (Toll Free)**
Webinar ID **#852 1942 9373**
- You can log in via your computer. Please visit the City's website here to link to the meeting: www.louisvilleco.gov/libraryboard.

The Board will accommodate public comments during the meeting. Anyone may also email comments to the Board prior to the meeting at EOwen@LouisvilleCO.gov.

1. Call to Order
2. Roll Call
3. Approval of Agenda
4. Approval of 7/13/23 Minutes
5. Staff Holiday Appreciation
6. Policy Approval
 - Programs
 - Displays
7. Library Report
8. Strategic Plan
9. LBOT Report
10. Foundation Report
11. Public Comments on Items Not on the Agenda

Persons planning to attend the meeting who need sign language interpretation, translation services, assisted listening systems, Braille, taped material, or special transportation, should contact the City Clerk's Office at 303 335-4536 or MeredythM@LouisvilleCO.gov. A forty-eight-hour notice is requested.

Si requiere una copia en español de esta publicación o necesita un intérprete durante la reunión, por favor llame a la Ciudad al 303.335.4536 o 303.335.4574.

12. Board Comments
13. Discussion Items for Next Meeting
14. Adjourn

Library Board of Trustees

Meeting Minutes

**July 13, 2023
Library Meeting Room
950 Spruce Street
6:30 PM**

Call to Order – Chairperson Jaime called the meeting to order at 6:31.

Roll Call was taken and the following members were present:

Board Members Present: Jaime Dufresne, Laurel Cole, Carrie Cortiglio, Weiyan Chen, Helana Lechner

Superior Board of Trustees Representatives- Carol Burkitt, Cheryl Octkerburg

Board Members Absent: Sue West

Staff Members Present: Sharon Nemechek, Erin Owen, Kristen Bodine, Peggy Norris, Curt Williams

Additional: Katherine (Kat) Wesling, Strategic Planning Facilitator

Approval of Agenda – The agenda was approved by all members.

Approval of Meeting Minutes – The minutes from the May 11, 2023 meeting were approved as written.

Public Comments - None

Strategic Planning - This was the third meeting that has focused on updating the mission statement for the library. The team engaged in a final activity.

Sharon updated the Board that the library staff has worked on synthesizing the words that the Board has discussed in previous meetings. The mission statement that resonated for the library staff was from the Madison Library - “A welcoming place to....” The Board landed on the words: connect, discover, and grow.

The Board engaged in an activity to give feedback on the new strategic priorities.

City Board and Commission Discussion - The City Council has asked for feedback from boards and commissions about the existence of all city boards and commissions. There has been discussion about revising many of the city's boards and revisions. However, the Library Board of Trustees is required and will remain unchanged.

Summer Reading Program Report - Kristen reported that each section of the summer reading program has seen increased participation compared to last year.

Scavenger Hunt Participants - 1716 (2023) - 1263 (2022)

Adult Participants - 892 (2023) - 681 (2022)

Teen Participants - 623 (2023) - 582 (2022)

Children Participants - 1662 (2023) - 1610 (2022)

Laurel expressed kudos to Kristen and her team for a wonderful program. Erin reported that the team will be getting feedback about this year's prizes and incentives.

Louisville Public Library Foundation Report - Jaime reported that the Foundation has been reviewing its purpose and roles and will share with the Board when it is finalized. The Foundation is very interested to see the new Strategic Plan. Both groups will meet jointly in September.

New members have focused on updating the Foundation's social media presence and fundraising efforts. Currently, the Foundation has \$574,000 in endowment and are anticipating \$18,000 in donations. They ran a book sale this past Saturday during the Farmer's Market. Jaime and Lindsay (Foundation President) will meet to continue to develop a relationship between the two groups.

Director's Report -

In early 2009 the City of Louisville and the Town of Superior entered into a formal intergovernmental agreement (IGA) whereby the Louisville Public Library would

provide library service to Superior residents in exchange for payment from the Town of Superior. The residents of Superior agreed to a property tax levy of 1.5 mills to support library service. Since that time, Superior has transmitted to Louisville every January the equivalent of a 1.5 mill levy on the total assessed valuation of Superior as certified for general tax purposes by the Boulder County Assessor for the preceding year. In 2023 that amount was \$373,810. Since 2009 the relationship between the Louisville Public Library and the Town of Superior has been guided by this IGA. In 2011 there was an amendment specifying that Louisville purchase a book drop to be installed at the Superior Town Hall. There have been no other amendments to the original IGA. Between 2008 and 2020 Superior residents consistently accounted for about 20% of Library circulation. That number has dropped to about 16% of physical item circulation post-COVID. Superior residents still account for 20% of digital circulation. Statistics are not readily available for other types of engagement, including program attendance and Library visits, but Library staff are working on collecting this information. On average Superior's contribution to the Library's budget equals about 18% of the Library's total operations and maintenance budget.

Since July 2021 the Louisville Public Library has provided the following services at the Superior Community Center: Book locker for holds delivery Book return Small circulating collection Family Storytime – once a week Adult Programming – once a quarter In a recent joint meeting of the Superior Town Board and the Louisville City Council there were discussions about increasing library service in Superior. There is also some talk of adding a Library to the new civic space downtown. Any additional services will likely require additional resources. I'll keep you in the loop as these conversations progress.

Staffing Update Our wonderful Adult Services Librarian, Claire Steiner, is moving to Calgary, Alberta, Canada. Claire has been an integral and valuable part of the Library team and will be greatly missed. She's been a role model for exceptional customer service and an expert at planning and executing programs, not to mention her amazing 3D printing skills! Her last day is July 28th. We've hired Daniel Tate, an Adult Services Librarian from Loveland, to take her place. We're looking forward to welcoming him to the team.

Public Comments on Items Not on the Agenda - none

Board Comments - Kudos to the new sun shade at the front entrance and the welcoming sitting areas.

This summer's Music and Movement class has been inside rather than outside at the Steinbaugh Pavilion due to the Downtown Business Association. Kristen will survey families next year if their preference is to remain inside on Fridays or move outdoors on Mondays.

The library staff was very appreciative of the pizza lunch after the Summer Reading Kick-Off Carnival and thanked the Board.

Discussion Items for Next Meeting - Foundation joint meeting, staff present for the holidays, summer reading, strategic planning, programming in general, EDI manager brief update

Adjourn – The meeting was adjourned at 7:43pm.

Programming Policy Draft

Programming at the Louisville Public Library is designed to support the library's mission of being a welcoming place for the community to connect, discover, and grow. Library staff who plan programs are guided by the library's mission and strategic plan. Programs at the Louisville Public Library serve many functions in the community:

- Introduce patrons and non-users to Library and community resources
- Provide opportunities for learning and entertainment
- Expand the visibility of the Library within the community
- Support the City of Louisville's commitment to equity, diversity, and inclusion
- Highlight collections

Program Selection

Programs are selected and planned by designated Library staff, using the following criteria:

- Support of the Library and the City's mission and strategic plan
- Community needs and interests
- Historical, educational, or artistic significance
- Relation to Library collections, resources, and exhibits
- Connection to other community or national programs, exhibitions, or events
- Promotion of diversity and inclusivity in our community
- Representation of traditionally marginalized voices
- Presentation quality
- Presenter background/qualifications in content area
- Availability elsewhere
- Cost and budget considerations

The choice to attend a Library program is an individual matter. All patrons may choose to not attend programs that they disagree with, but they may not restrict the free choice of others to attend programs. Library programs will not exclude topics solely because they may be considered controversial. Programs in the Library do not constitute an endorsement of the views expressed by the Library or City of Louisville.

Unsolicited offers from individuals or organizations to present programs will be evaluated by the same standards used by Library staff when planning Library programming.

Displays Policy Draft

Promotional displays of library materials at the Louisville Public Library are designed to support the library's mission of being a welcoming place for the community to connect, discover, and grow. Displays are a creation of library staff on a variety of topics using materials in the library collection and can include books, digital materials, and signage. To create displays, library staff use the following criteria:

- Support of the Library's mission and strategic plan
- Community needs and interests
- Historical, educational, or artistic significance
- Connection to other community or national programs, exhibitions, or events
- Promotion of diversity and inclusivity in our community

In addition, the Library draws upon other community resources in developing displays, and may partner with other community agencies, organizations, educational institutions, or individuals to develop and present co-sponsored displays. The Library will strive to include a wide spectrum of opinions and viewpoints in Library-initiated displays, as well as offer displays that appeal to a range of ages, interests, and information needs. The Library does not accept responsibility for ensuring that all points of view are represented in any single display.

Library displays will not exclude topics, books, media, and other resources solely because they may be considered controversial. A display in the Library does not constitute an endorsement by the Library or City of Louisville of the content of the display, or of the views expressed in materials on display.

Libraries

2023

It was the best of times, it was the worst of times.



A very good year!



- The Library has been mostly fully staffed throughout 2023, and several employees have been promoted. This is very good for staff morale.
- We've added Curt Williams to our Leadership Team. Curt came to us from CU and has already made meaningful changes to create a much more welcoming environment at the Circulation Desk and in the Library entry.
- The Library Plaza project has dramatically changed the whole library experience. People now work, meet, relax and play on the Plaza.
- The Coal Creek Gallery and First Friday upgrades have created opportunities for many local artists to show their work and sell their pieces.
- The 2023 Summer Reading Program engaged a record number of participants.
- Library staff has worked closely with the EDI Manager on many programs and events celebrating the diversity of our community.
- Our Adult Services team hosted two New York Times bestselling authors.
- We fully transitioned away from the FLC and into the Marmot Library Network. This was a very positive move for us!
- With the help of the Library Board of Trustees we created a new mission statement and strategic plan.
- With the help of all Library staff we created a new workplan to take us into 2025.

PUBLIC LIBRARIES UNDER ATTACK



Staff experiencing trauma - nationwide

- Members of the Proud Boys have taken to storming Drag Queen Story Hour events at libraries across the country, terrorizing patrons and library staff.
- Residents of Jamestown, Michigan, voted to defund their library rather than tolerate certain LGBTQ+-themed books on its shelves.
- Under a new rule in Missouri, public libraries will lose state funding if they don't follow new requirements barring them from giving minors books that their parents don't want them to read, and requiring them to keep "age-inappropriate" books away from areas meant for young readers.
- The entire staff of the Vinton, IA Public Library resigned after suffering extreme harassment.
- Residents in Dayton, WA described their library as "an irretrievably compromised entity," and declared that it "needs to be removed from our midst." Voters will decide in November whether to close their only public library.
- After 27 years of working at the Campbell County Public Library in Gillette, Wyo., the institution's director has been fired over her refusal to strip LGBTQ+ books from the town's collection.
- In 20 states library employees have been threatened with arrest for child abuse, pedophilia and distributing pornography, for including books with LGBTQ+ themes in their collections.
- The Louisiana Attorney General set up the "Protecting Minors" tip line to field concerns about librarians and teachers offering inappropriate books to children.

PUBLIC LIBRARIES UNDER ATTACK



Staff experiencing trauma - Colorado

- A librarian at the Boulder PL was attacked from behind by a patron and suffered a severe concussion.
- Two front range libraries experienced sexual assaults of library staff this year.
- Public library branches closed to remediate Methamphetamine contamination.
- One Colorado library has experienced so much disruption from patrons with mental health challenges that they plan to lock their doors and allow patrons in only after checking their library card and id.
- First Amendment auditors threatened and bullied library staff throughout the state.
- Several front range libraries received an onslaught of book challenges, challenges to Board positions and questions about the morality of their book selection process.
- A library in Colorado Springs closed for a day to recover from a violent altercation between library patrons.

2022 Urban Library Trauma Study

Key Takeaways

- Every person has a right to a safe workplace, yet public librarians are often not given these protections
- Societal issues like homelessness, racism, violence, and homophobia are part of the public library landscape and they must be acknowledged
- Witnessing and experiencing violence is increasingly becoming the norm in public libraries
- Librarians are being forced to do the work of social workers and they are developing secondary traumatic stress as a result
- More than two-thirds of respondents to the 2022 Urban Library Trauma Study said they had encountered violent or aggressive behavior from patrons.
- Respondents reported feeling that library administration would not back them up and support them in stressful situations or harassment.

Here at home...major events

- **COVID**

- The Library lost half of our staff at the start of COVID.
- Library staff were required to work with patrons during the entire COVID lockdown and recovery periods.
- There was a high level of incivility from patrons around masks, metering and limited services/hours.

- **MARSHALL FIRE**

- After the fire staff helped many patrons work through their trauma in a variety of small ways.
- Patrons of all ages shared their stories of loss and leaned on our team for emotional support.
- Staff experienced a high level of secondary stress managing these two long term events one after the other.

Here at home...

- This patron threatened staff, with no provocation, yelling, “This is why there are so many mass shootings!”
- PD took him to Centennial Peaks where he was detained on a 72 hour hold.

Here at home...

- After we hired a trans employee a patron called to complain about us exposing his grandchildren to “those gays.”
- We’ve had complaints about including our pronouns in our email signatures, including, *“Please delete this offensive WOKE muck. Please don’t succumb to WOKE muck. I am sick of WOKE muck at every turn in my town of 30+ years. Please don’t muck up my library or my town.”*
- Our frontline staff have been approached in the stacks and on desk by patrons complaining about our Pride displays.
- We have found multiple Patriot Front stickers on our external book drop. They are a white nationalist, neo-fascist hate group.



Just last week...

- A patron assaulted a library employee and another patron after experiencing a seizure.
- He attacked first responders and had to be wrestled to the ground and handcuffed.
- The employee and patron are bruised and shaken up, but will be okay.

THE POINT?

Staff need a high level of vocal and active support from all of us – the Leadership Team, Trustees, and Foundation Board members.

What does support look like in your role?



Thank you for all you do to support the Library in our service to the community.



Louisville Public Library

Mission Statement and Strategic Goals



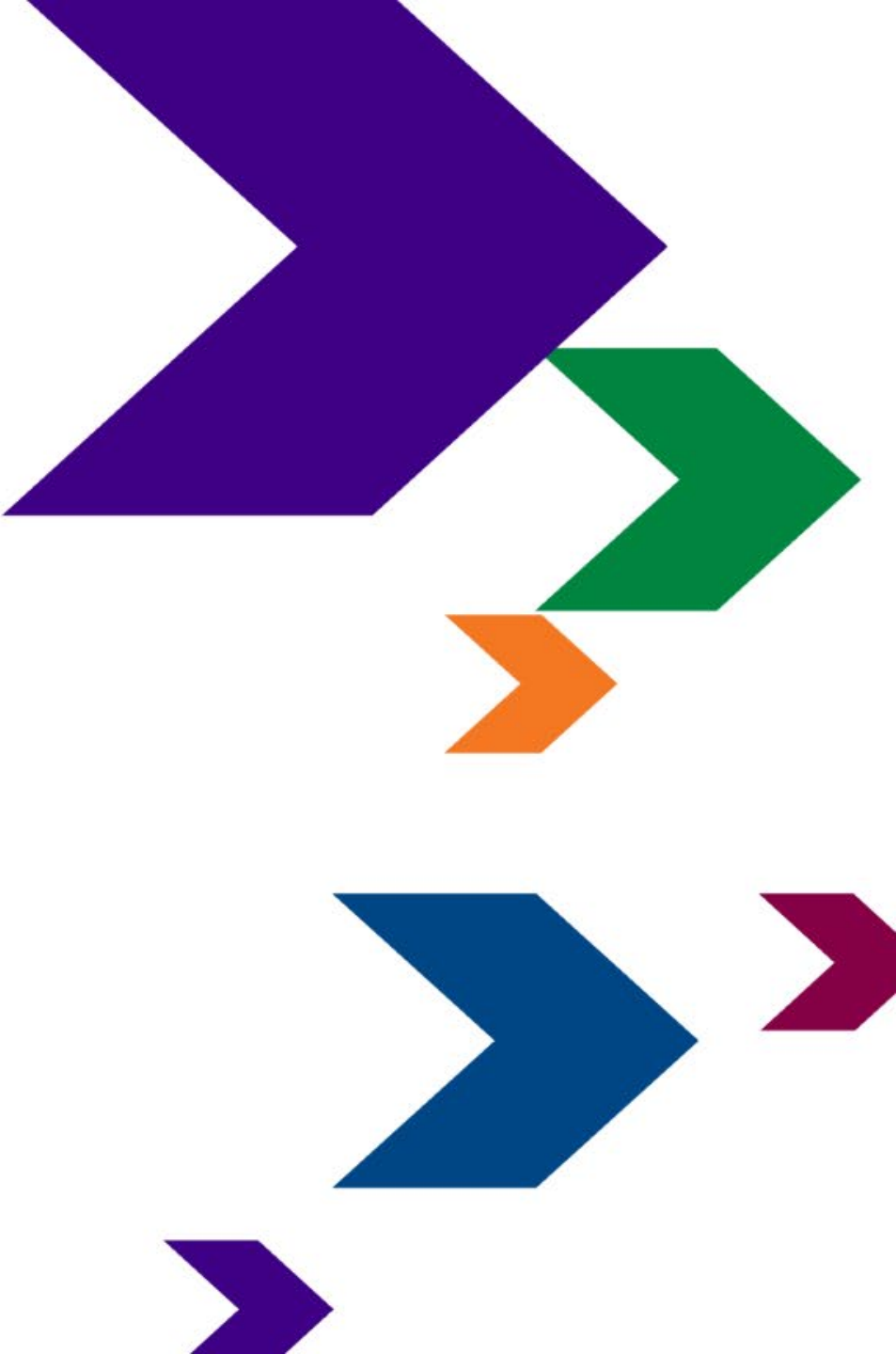
Mission Statement



**A welcoming place
to connect, discover,
and grow.**

Strategic Goals

2024-2026



Welcoming Space



Design and maintain an inviting, comfortable, accessible space with responsive, helpful, and friendly staff who embrace the diversity of our community and create a sense of belonging.

- Welcome All
- Inviting Spaces

Connecting Community



Create a variety of opportunities for our community to gather, celebrate and build relationships. Cultivate empowering moments where patrons can connect to each other, to library resources, and to local experts.

- Reengage with Displaced Families/New Families
- Outreach and Partnerships
- Community Resource Hub
- Reevaluation of Rooms & Spaces

Reading for Life and Lifelong Learning



Offer a robust collection that entertains, inspires, sparks imagination, and satisfies curiosity. Nurture a passionate love of books and reading among patrons of all ages.

- Respond to community demand for materials
- Provide opportunities for lifelong learning
- Readers Advisory

Provide a wide range of resources and programs that encourage exploration, creativity, and self-discovery.

- Creative Spaces
- Creative Classes/Workshops
- Local Authors
- Opportunities for Surprise and Delight

Staff Empowerment



Hire, train, and retain a team of employees who feel seen, valued, engaged and motivated. Encourage employee growth and development. Create opportunities for meaningful learning and professional development.

- Expanding Training and Professional Development
- Recognition and Appreciation