

DOUGLAS COUNTY LIBRARIES  
Board of Trustees Regular Meeting  
June 29, 2022  
Parker, Colorado

President Vaughn called the regular meeting to order at 7:03 p.m.

This meeting was held and was noticed in compliance with both Colorado Open Meeting Law and the Douglas County Libraries Bylaws.

The following were present:

**TRUSTEES:** Suzanne Burkholder, Jessica Kallweit, Rick LaPointe, Terry Nolan, Meghann Silverthorn, and Dawn Vaughn

Dan Danser was absent and the absence was excused.

A quorum was present.

**STAFF:** Bob Pasicznyuk, Amber DeBerry, Tammy Clausen, Jaime Gotlieb, Julianne Griffin, Rachel Malis, Patti Owen-DeLay, Lisanna Parkhurst, Sarah Schepman, and Robin Warnke

**GUESTS:** Douglas County Libraries Foundation Board members Shelly Humphries and Elaine McCain

**PUBLIC COMMENTS:** None

**CONSENT AGENDA:** Consisting of the May 25, 2022, Board regular minutes, the Executive Committee Record of June 20, 2022, and the Budgeted Capital Expenditure for Touchless Door Openers.

**MOTION 22-06-01:** Burkholder moved and the motion carried unanimously to approve the consent agenda, consisting of the regular meeting minutes of May 25, 2022, the Executive Committee Record of June 20, 2022, and the Budgeted Capital Expenditure in the amount of \$58,314.98 for Touchless Door Openers. LaPointe seconded the motion.

**EXECUTIVE LIBRARY DIRECTOR'S REPORT**

Pasicznyuk reported that the new Castle Rock build is ahead of schedule and going well, and the project budget is within contingencies. Construction may impact the streets adjacent to the project. Foundation work is ongoing and steel work framing the building will start in August.

## **CARE Model Presentation**

Clausen and Schepman overviewed the new service delivery model Douglas County Libraries is launching.

Highlights of their presentation:

- CARE stands for Creative Action, Responsive Engagement.
- The CARE model applies to customers, co-workers, and interacting with our environment and ties into our core values and vision.
- CARE is being used to engage with challenging situations and promote creative solutions to customer service. The focus is on the individual customer and engaging with them. One example is sending a care package out to customer in the parking lot with sick child in their car.

CARE is being rolled out to staff in several ways, including performance feedback, training and onboarding. The Customer Experience team is ordering tools like greeting cards, flash drives, snacks, and water bottles to hand out to customers when appropriate in support of delivering service with CARE. The service model goal is to encourage lifelong use of library services.

## **DISTRICT BUSINESS**

### **Bylaws Review Task Force Update**

Silverthorn shared that the task force held a wrap-up meeting and went over the proposed changes. The draft Bylaws will be ready for board action in August. The draft is currently with legal counsel for review.

### **Ad Hoc Policy Review Committee Update**

Silverthorn reported that the committee discussed areas to review and approved the project plan and timeline. After staff review the policy, one committee member will review that policy and then ask the other committee members for feedback. Policies will be reviewed by legal counsel as needed and brought to the board for adoption on an ongoing basis. These committee meetings will be held prior to monthly board meetings.

### **Trustee Appointment Process**

Pasicznyuk shared that in conversation with County Manager Doug DeBord, DeBord felt there should be no problem with moving the trustee appointment process forward to open appointments in August and complete prior to the end of the year.

## **REPORTS**

### Partnership of Douglas County Governments (PDCG)

No report.

### Douglas County Youth Initiative (DCYI)

LaPointe shared that a request may be coming to the Partnership of Douglas County Governments from Councilman Rivera of Parker for a second paid staff position for the DCYI, requiring a larger investment from partners.

### Urban Libraries Council (ULC)

Silverthorn reported that they completed hiring for new a CEO, Brooks Rainwater. Silverthorn shared benefits that new CEO brings to ULC around addressing a broader range of library needs, not just urban library needs.

### **FOUNDATION REPORT**

Vaughn reminded the board about the upcoming galas, the Family Fete in August and the Gala in October, asking that trustees attend one or both.

### **EXECUTIVE SESSION**

Vaughn stated the reasons and statute citations for moving into Executive Session.

**MOTION 22-06-02:** LaPointe moved and the motion carried unanimously to enter into Executive Session pursuant to C.R.S., Section 24-6-402(4)(f), C.R.S., for the purposes of discussing personnel matters related to the Executive Library Director’s goals and annual performance feedback process. Silverthorn seconded the motion.

### **RETURN TO OPEN MEETING**

The board returned to open meeting at 8:24 p.m.

Vaughn stated: For the record, if any person who participated in the Executive Session believes that any substantial discussion of any matters not included in the motion to go into the Executive Session occurred during the Executive Session, or that any improper action occurred during the Executive Session in violation of Colorado Open Meeting Law, I ask that you state your concerns for the record.

Hearing none, the board proceeded with discussion on the following requests of Pasicznyuk:

- Trustees would like copies of presentations at board meetings that are not included in the board packet.
- Trustees would like a timeline for a new process to assess employee satisfaction. DCL’s Senior Leadership Team is looking into meaningful ways to measure employee well-being.

### **TRUSTEE COMMENTS**

Silverthorn shared that the task force formed by Commissioner Laydon, which she was requested to join as his “library appointee,” is considering naming honors for Kendrick Castillo. The committee has met several times. Castillo’s parents, commissioners, and some classmates are on the committee. The Highlands Ranch library has been mentioned as a naming opportunity. Silverthorn has shared that she is a trustee, but cannot speak for the board. Naming the library after Kendrick Castillo does not comply with current library naming policy. The board discussed opportunities that might have a longer impact of recognition and remembrance than naming of the library.

### **UPCOMING BOARD MEETINGS**

1. **Board Executive Committee Meeting:** July 18, 2022, Castle Pines Library, 8:00 a.m.
2. **Board Informal Breakfast:** July 27, 2022, the Exchange in Castle Pines, 8:00 a.m.

3. **Board Executive Committee Meeting:** August 8, 2022, Castle Pines Library, 8:00 a.m.
4. **Board Ad Hoc Policy Committee Meeting:** August 31, 2022, Parker Library, 4:30 p.m.-5:00 p.m.
5. **Board Study Session:** August 31, 2022, Parker Library, 5:00 p.m.-6:30 p.m.
6. **Board Regular Meeting:** August 31, 2022, Parker Library, 7:00 p.m.

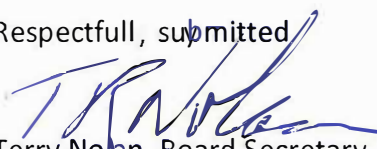
**OTHER BOARD CALENDAR ITEMS**

1. **Partnership of Douglas County Governments Meeting:** July 20, 2022, Town of Parker, PACE Center, 7:00 a.m.-9:30 a.m.

**ADJOURN**

Vaughn adjourned the meeting at 9:09 p.m.

Respectfull, submitted

  
Terry Nolan, Board Secretary  
Minutes prepared by Lisanna Parkhurst

