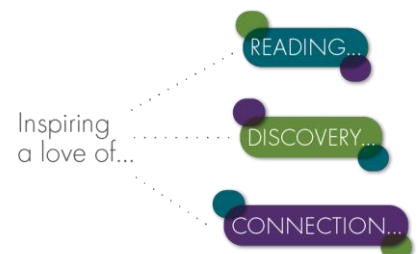


<b>HELD</b>	<b>Date:</b> March 29, 2023
	<b>Time:</b> 4:00 p.m. The study session was called to order at 4:10 p.m.
	<b>Location:</b> Parker Library, Parker, Event Hall A
<b>NOTICE</b>	<i>This meeting was held as scheduled and in accordance with applicable statutes of the State of Colorado, with the following members present:</i>
<b>ATTENDANCE</b>	<b>Board Members:</b> Suzanne Burkholder, Jessica Kallweit, Rick LaPointe, Zach McKinney, Terry Nolan, Meghann Silverthorn, Ted Vail
	<b>Staff:</b> Bob Pasicznyuk, Amber DeBerry and Patti Owen-DeLay, Jill Corrente, Julianne Griffin, Susie DeSersa
	<b>Public:</b> None

## DISCUSSION ITEMS:

<b>Customer Feedback Discussion</b>	<p>Pasicznyuk prefaced the customer feedback discussion.</p> <p>DeBerry advised to remember the audience and the channel.</p> <p>No industry standards around how to handle customer feedback- there are so many channels and differing situations for staffing and marketing support in libraries.</p> <p>If there is false statement on our channels, we would correct.</p> <p>Feedback is used and reviewed to see what we can learn.</p> <p>There has been an increase in feedback around displays. Displays are hard because once they are made, customers taking items change the balance.</p> <p>Vail shared some marketing ideas.</p>
<b>Follow up:</b> <ul style="list-style-type: none"> <li><b>Board Retreat</b></li> </ul>	<p>April 15 is confirmed. Half Day. Pasicznyuk will plan to talk about how we live our brand, strategy and resources if one of those points pivot.</p>



<ul style="list-style-type: none"> <li>• <b>Information Board wants to know more about</b></li> <li>• <b>2023 Board Goal(s)</b></li> <li>• <b>Individual Meetings with Board of County Commissioners</b></li> </ul>	<p>Expansion plans – plan a study session for this conversation. Strategic Plan and Revenue, How Board can support success of new Castle Rock opening.</p> <p>Will be discussed at the board retreat.</p> <p>Items mentioned: No negative feedback about the libraries, Douglas County Community Foundation, County Archives and Library Archives, Homeless messages, Library Financial Story (Castle Rock New Build), Library presence at School District old Wildlife building/campus, Mill levy, extending term limits.</p> <p>At the April meeting, the Board will look at the term limit request to the Board of County Commissioners.</p>
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<b>ADJOURNMENT</b>	The meeting was adjourned at 5:07 p.m.
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