



LIBRARY BOARD MEETING Thursday, Jan. 28, 2021, 5:30pm – Agenda – The public is welcome to join via Zoom.

CALL TO ORDER

ROLL CALL

REVIEW OF AGENDA

PUBLIC INPUT

DIRECTOR'S REPORT

COMMUNICATION

MONTHLY STATISTICS

PERSONNEL REPORT Kendra Adams, Vice-President of the Board

TREASURER'S REPORT

Approve Financial Reports, Nov. and Dec. 2020 – Ron Dunworth, Treasurer (Action)

FRIENDS AND FOUNDATION REPORT Ron Clark, Liaison to the Friends and Foundation

REPORTS OF THE LIAISONS

REPORTS OF THE BOARD MEMBERS

OLD BUSINESS

Approve Minutes of the Dec. 10, 2020 Board meeting (Action)

Facilities Planning Update – Katie Messerli

NEW BUSINESS

Service models for our library district – Staff (Information and Discussion)

Interlibrary Loan Policy – Revised – Ann Kling (Action)

Board Self- Evaluation – Kendra Adams (Information)

Official posting locations for public notices of meetings (Action)

Review public access to information on the website – Katie Messerli (Information)

Election of Board Officers and Committee Members (Action)

Relationship Team – Ann Kling (Information)

Strategic Plan, 2020, 4th quarter update – Ann Kling (Information)

Auditor's Letter of Engagement – Ann Kling (Action)

UPCOMING AGENDA

ADJOURN

Weekly meetings of the Long Range Planning Committee, Wednesdays, 1pm. (Virtual, via Zoom)

Working Session of the Board, Feb. 11, 2021, 5:30 pm – Zoom

Next Board Meeting, Feb. 25, 2021, 5:30 pm. – Zoom

Monthly Report of the Director, November/December 2020

Highlights

- Throughout November and December, meetings related to the facilities planning process continued with leaders in the community including, the School Superintendent, Heads of the Chambers of Commerce, the Head of the Downtown Development Agency, the Head of Windsor Parks, Recreation, Museums and Public Works and a local developer, AIMS Community College, and members of the Windsor Housing Authority.
- The Long Range Planning Committee continued to meet weekly at 1pm on Wednesdays through December 16. to explore all of the options outlined in the Facilities Planning process.
- Working sessions of the Board were held on Thursday, Nov. 12 and on Thursday, Dec. 3, to continue the work of facilities planning. Details of the meetings can be found at <https://clearviewlibrary.org/library-board>.
- Due to the return to red status and the high positivity rates of Covid19, the library district closed the doors of the library and the bookmobile on Nov. 21, 2020 and returned to curbside services. While this was a disappointing turn of events, it was the safest thing to do for our patrons and our staff.
- The Strategic Planning Advisory Board held their annual meeting via Zoom on Wednesday, Dec. 2. The committee was updated on the progress made throughout the year in the four focus areas of the Plan: Communications, Partnerships, Programming and Services and Space. The quarterly report along with a link to the materials from the Annual meeting are included in the board packet.
- A working session of the Board on the library's budget was held on Thursday, Dec. 3, via Zoom.

Opportunities

- The library presented a communal reading of A Visit from St. Nicholas on Tuesday night, Dec. 15. Readers included the Mayors of Windsor and Severance, the Fire and Police Chiefs, the School Superintendent, Town Board members and many of our local business leaders.
- Library staff and board members along with staff from the Fire District and the Town of Windsor toured a building that is available for lease. All three organizations are facing space challenges. The building presents an opportunity for partnerships. Leasing space is part of the facilities planning process that the district is undergoing and is expected to be completed in March of 2021.

Challenges

- In November, the library district had an employee test positive for Covid19. The exposure of four staff to this individual required that they be quarantined for two weeks. Staff from the Children's Services and Mobile Services Departments helped provide coverage of circulation department functions until the quarantine was over.
- Finding space for materials when the doors are closed to the public remains a challenge. Fewer physical materials are checked out when Takeout is the only option and our already overcrowded shelving is not adequate. Staff used available book trucks and crammed as many items as possible onto the shelves.

Personnel

As a replacement for the library staff's annual Staff Day which was normally held in December, the library district now has a one hour All Staff Meeting via Zoom at 8am on the first Friday of the month. The meeting is focused on no more than 2 topics. In November, the Staff viewed a presentation from the director on the 2021 budget and also had breakout sessions on professional development and training needs. The topic for December was the facilities planning process presented by Communications Specialist, Katie Messerli. In addition, the staff had a discussion about which of the three focus areas they are most passionate about.

Resignations/Retirements

- Monica Gould, Youth Services Asst.
- Kali Dhaytkar, Adult Services Asst.
- Christine Gruenenwald, Customer Service Specialist

New Hires

- Kailin Kelley, Customer Service Specialist

November/December Board Meeting Highlights

November Highlights

- **Annual Audit** — The 2019 Annual Audit was completed and reviewed on November 4. The towns of Severance and Windsor, the Weld RE-4 School District, and the Friends & Foundation were invited to review the audit. The auditor found that the financial statements present fairly, and the report has been filed with the State of Colorado.
- **COVID-19 Service Plans** — Director Kling shared the library's service plan in the event of Safer at Home - Level Orange, High Risk, or a Stay at Home Shutdown. The State has designated libraries as a critical service.
- **Short- and Long-Range Facilities Plan** — The Long Range Facilities Planning Committee continues to meet with area partners and stakeholders, as well as evaluate potential areas of exploration. The Board of Trustees will meet on December 3 to review work to date and discuss new, potential solutions in a work session.

December Highlights

- **2021 Budget** — The 2021 budget was adopted, the mill levy set, and money appropriated.
- **Library Board Selection Process** — Trustees Adams and Dunworth presented on the Trustee selection process, including feedback received, Library Law, Bylaw requirements, how other districts select trustees, and other potential selection options.
- **Short- and Long-Range Facilities Plan** — The Long Range Facilities Planning Committee continues to meet on Wednesdays at 1 p.m. ([accessible to the public via Zoom](#)). The Board of Trustees will meet in a Work Session on January 14 to review potential solutions in the areas of expansion at the current location and rent / lease / buy / sell.

Board Packets can be found on the library district's website:

<https://clearviewlibrary.org/library-board-4094>

Monthly Reports of the Managers and Communication Specialist

Communications– November/December 2020

Katie Messerli, Communications Specialist

Highlights

- Supported the district with the temporary and full closure of the Windsor-Severance Library as a result of COVID-19 impacts.
- Collaborated with IT & Technical Services on the launch of the new Interlibrary Loan Service, Prospector.
- Continued progress on project management and facilitation of the Facilities Plan project.

Opportunities

- Working with IT & Technical Services to evaluate and select a new support ticketing system and knowledge base portal
- Kicked off the website redesign project in conjunction with IT & Technical Services. In addition to aesthetic changes, the redesign will include a content audit and updates; user experience testing and improvements; and efforts to better integrate the catalog and third-party content providers.

Challenges

- Finding new and innovative ways, in partnership with Public Services, to promote physical materials while the Windsor-Severance Library is closed.

Public Services– November/December 2020

Casey Lansinger-Pierce, Public Services Manager

Highlights

- In November, we celebrated the 10 year anniversary of the bookmobile! For ten years, our beloved bookmobile has been visiting neighborhoods, parks, and community events. We celebrated by posting bookmobile trivia on Facebook and offering gift cards to local businesses for the winners. We also parked the bookmobile in the parking lot on a Saturday in November and encouraged folks to come on board to enjoy our mobile library.
- In December, the adult programming team and Public Services Manager coordinated a virtual community reading of 'Twas the Night Before Christmas. We were joined by a host of community leaders, including Mayor McLeod of Severance and Mayor Rennemeyer of Windsor, as we all took turns reciting lines from the classic poem. This event was well received by the community and those involved; it was a perfect opportunity to strengthen partnerships and connections.
- Ben Guterson, author of *Winter House*, the book that our Imagine Stories Together family book club read, visited book club participants on the last day of the program series for a special visit! We were so humbled by his generous offer to visit and spend time talking about his book and taking questions from the families involved.

Opportunities

- Adult programming began planning and promoting a new Supper Club program, in partnership with Preserving with Purpose, a memory-preservation organization. The goal of this program series is to build connections in our community through food, traditions, and stories. We have also identified several partnership opportunities that this series will provide us.
- In December, Kelly Hall launched a new podcast series called Clearview on Business. Kelly will interview local business owners for this podcast and will encourage listeners to shop local. We are excited about the connections and exposure the podcast will bring the business community, as well as the library.

Challenges

- We are pressing pause on Where in the World is Page the Pelican, an early literacy program that we launched in September 2020. The purpose of this program was to encourage early learners to get out and about in their community and look for our mascot - Page the Pelican - in local store front windows. Unfortunately, this program did not take off so we are reassessing and reconsidering.
- Kali Dhayatkar, Adult Services Assistant, stepped down in mid-December to spend more time with her family. Kali was instrumental in program planning, Lobby Stop services, and reader's advisory services. We are currently hiring for her replacement.
- Monica Gould, Children Services Assistant, retired in November after 7 years of service with the district. Monica was instrumental in developing and coordinating our PAWS for Reading program, offering storytimes, and assisting with the Adult Recess program. At this time we are not refilling Monica's position since we brought Nancy, our new Children and Family Services Librarian, onboard full time in October.

IT/Technical Services – November/December 2020

Bud Hunt, IT/Technical Services Manager

Highlights

- After a smooth transition to Polaris in October, we continue to fine tune and adjust the system and workflows to ensure a pleasant patron experience.
- The District is now a member of the Prospector Interlibrary Loan Network, sharing resources with libraries in Colorado and other states. This upgrade to our ILL services ensures more access to more materials for our patrons. Much thanks to Natalie Wagner, our ILL staff, for her work getting this project completed.
- We've been working with the Weld RE-4 school district to create a student card option to offer families during school registration. We will be launching this program with the district in the new school year. Special thanks to Trevor Timmons and Mollie Amundson with the district who have helped to make this offering possible.

Opportunities

- Additional microphones have been installed in the large meeting room in order to improve audio capabilities for board meetings. We look forward to seeing how these work in real situations, though a return to virtual board meetings has delayed this opportunity.
- As the library has returned to curbside service, we are finding a number of patrons eager to interact with staff via the telephone, sometimes resulting in bypassing our menus to get to the first available person.
- The Windsor Charter Academy is interested in accessing our Overdrive collection via the Sora app. This month, we met with them to explore the possibilities and explain how that worked.

Challenges

- Reporting tools and options are different in Polaris and we continue to adjust our workflows and create custom reports to integrate these tools into our monthly and annual reports.
- The year ends with more mobile workstations in place than previously. Software updates have become a little more difficult to manage. Processes are being changed to improve support to our growing group of mobile staff. Home workspaces also mean the need to distinguish between hardware that travels and hardware that doesn't.
- Continuing to support students without Internet access has been tricky as we are not currently able to source hotspots. We hope supplies will become available in the next year.

Interlibrary Loan – November/December 2020

In December, 2020 the Clearview Library District began using the Prospector Interlibrary Loan product, this was possible as a result of the migration of our integrated library system from The Library Corporation to Polaris. In addition to an increase in borrowing by patrons of the Clearview Library District, we are seeing materials of the Clearview Library District being borrowed by other libraries in the Prospector System.

November 2020 ILL STATS			
	SWIFT	ILL	Total
ILL's Borrowed	82	27	109
ILL's Returned	165	8	173
ILL's Lending	9		
CLD ILL's Lending	0		
ILL's Lent Returned	15		
CLD ILL's Lent Returned	0		24
Courtesy Received	15		
Courtesy Returned	22		37
		Total Courier:	343

December 2020 ILL STATS					
					Total
ILL's Borrowed	137	14	40		191
ILL's Returned	34	7	44	30	115
ILL's Lending	286	2	0		288
ILL's Lending Returned	49	0	0	11	60
Courtesy Received	39				
Courtesy Returned	19				58
				Total Courier:	712

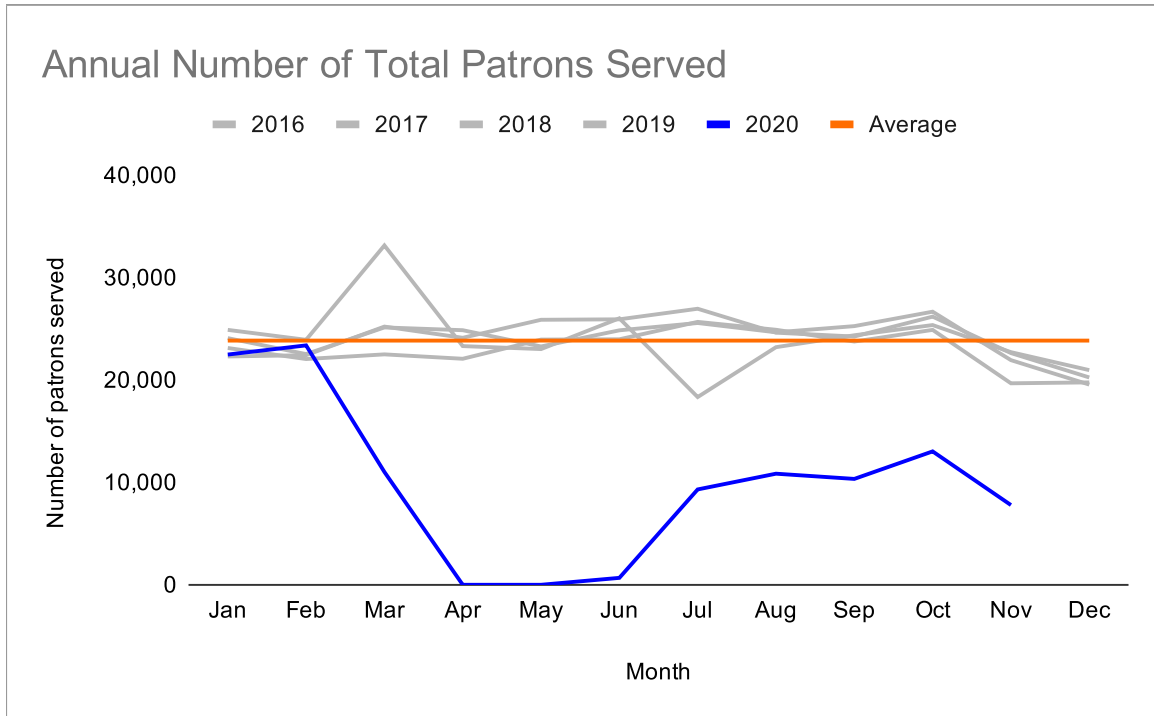
Highlights from the January Board Meeting

- The library and bookmobile opened their doors to the public with a soft opening on Thursday, Jan. 21 and an advertised opening on Monday, Jan. 25. Restrictions that were in place prior to the closure in November 2020 are still in effect.
- The staff presented different models of library service to the board.
- The Library Board adopted a new Interlibrary Loan Policy.
- Officers were elected for 2021.

Resource of the Month – Book Clubs

- Book clubs are a great way to expand your reading selections, hold yourself accountable to reading more, gain new perspectives / insights, and engage with your community.
- The district facilitates five different book clubs for various ages: Reading Bugs (6-8), Not Your Boring Book Club (9-12), Teen Cookbook Book Club (12-18), Imagine Stories Together (All, families), and Better Than the Movie Book Club (18+). clearviewlibrary.org/events
- NovelList offers custom book club discussion guides for hundreds of titles that include a summary, read-alikes, and discussion starters. clearviewlibrary.org/databases
- Hoopla has a Book Club Hub. Each quarter they select a new book and provide discussion guides and bonus content, like author Q&As. theclub.hoopladigital.com

Patrons Served (Total)



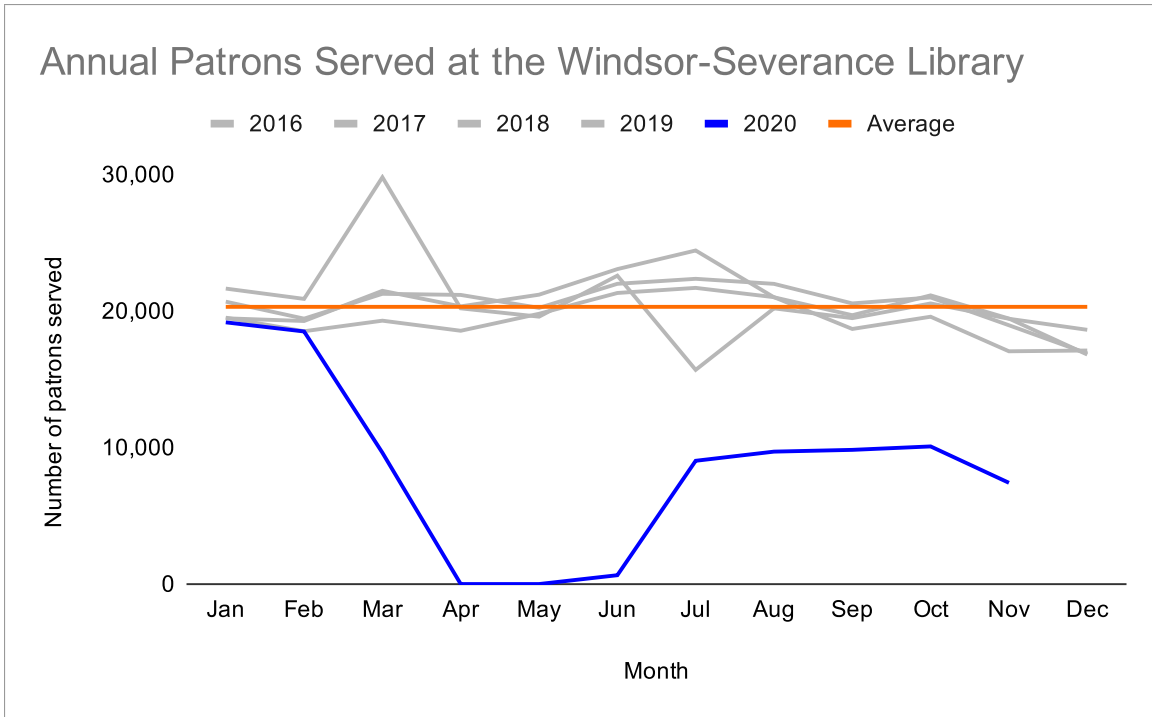
	2016	2017	2018	2019	2020
Jan	24,899	22,302	24,094	23,129	22,489
Feb	23,929	22,428	22,533	22,050	23,385
Mar	33,147	25,220	25,138	22,507	11,021
Apr	23,315	24,126	24,868	22,077	0
May	23,023	25,885	23,280	23,951	0
Jun	26,030	25,930	24,855	23,980	677
Jul	18,337	26,963	25,571	25,680	9,314
Aug	23,209	24,626	24,662	24,910	10,852
Sep	24,373	24,249	25,266	23,760	10,342
Oct	25,370	26,194	26,676	24,899	13,030
Nov	22,723	22,634	21,943	19,681	7,788
Dec	20,968	20,252	19,556	19,770	

Patrons served is defined as the total number of patrons served at all library events and locations. The number is compiled from counts from the Clearview Library, Bookmobile, and Outreach services.

What the data tell us: The Clearview Library District went back to curbside pickup only starting November 21, resulting in fewer patrons being able to enter library facilities. November and December 2019 patron counts were previously reported incorrectly and have been updated.



Patrons Served (Clearview Library)



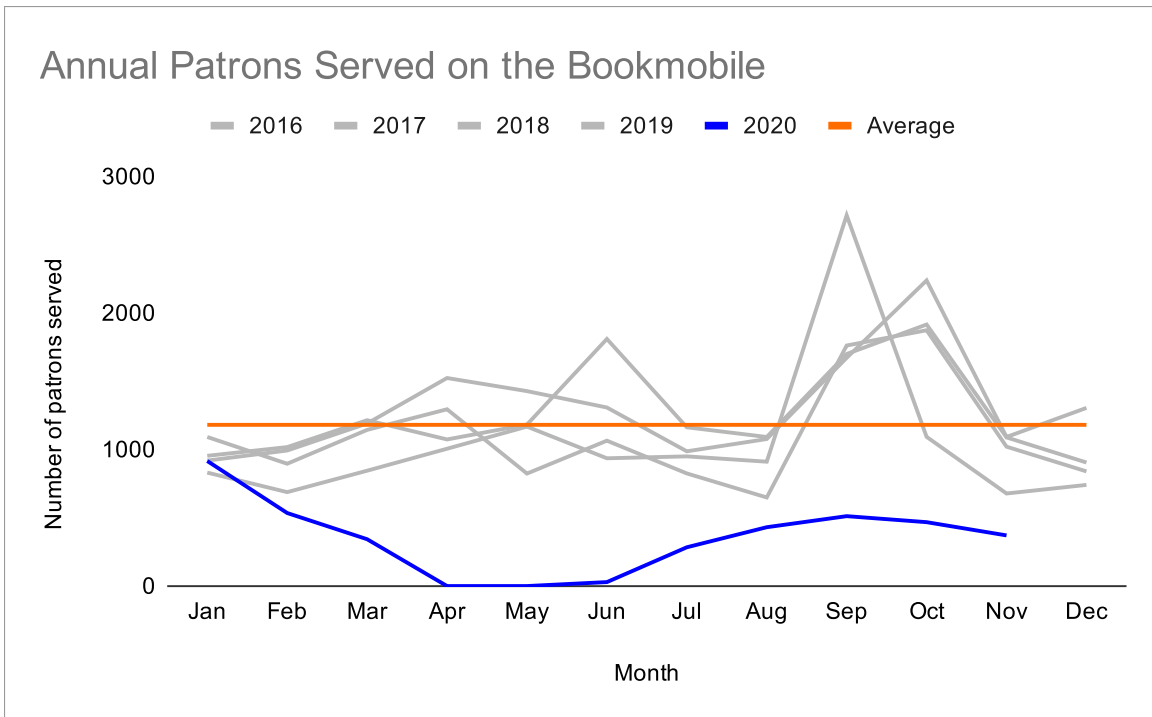
	2016	2017	2018	2019	2020
Jan	21,645	19,468	20,687	19,514	19,172
Feb	20,890	19,270	19,443	18,520	18,503
Mar	29,799	21,482	21,262	19,294	9,620
Apr	20,197	20,342	21,181	18,555	0
May	19,588	21,198	20,231	19,800	0
Jun	22,592	23,072	21,994	21,323	648
Jul	15,690	24,436	22,361	21,697	9,030
Aug	20,196	21,007	21,991	21,016	9,701
Sep	19,479	19,694	20,558	18,687	9,830
Oct	20,556	21,148	20,995	19,584	10,082
Nov	19,434	19,449	18,958	17,051	7,417
Dec	18,624	16,813	16,891	17,109	

The number for patrons served at the library is from the library's door counter; it does not capture unique visitors, but is rather an overall count of how many individuals crossed the threshold of the interior doors.

What the data tell us: The Windsor-Severance Library went back to curbside pickup only starting November 21, resulting in fewer patrons being able to enter the building.



Patrons Served (Bookmobile)



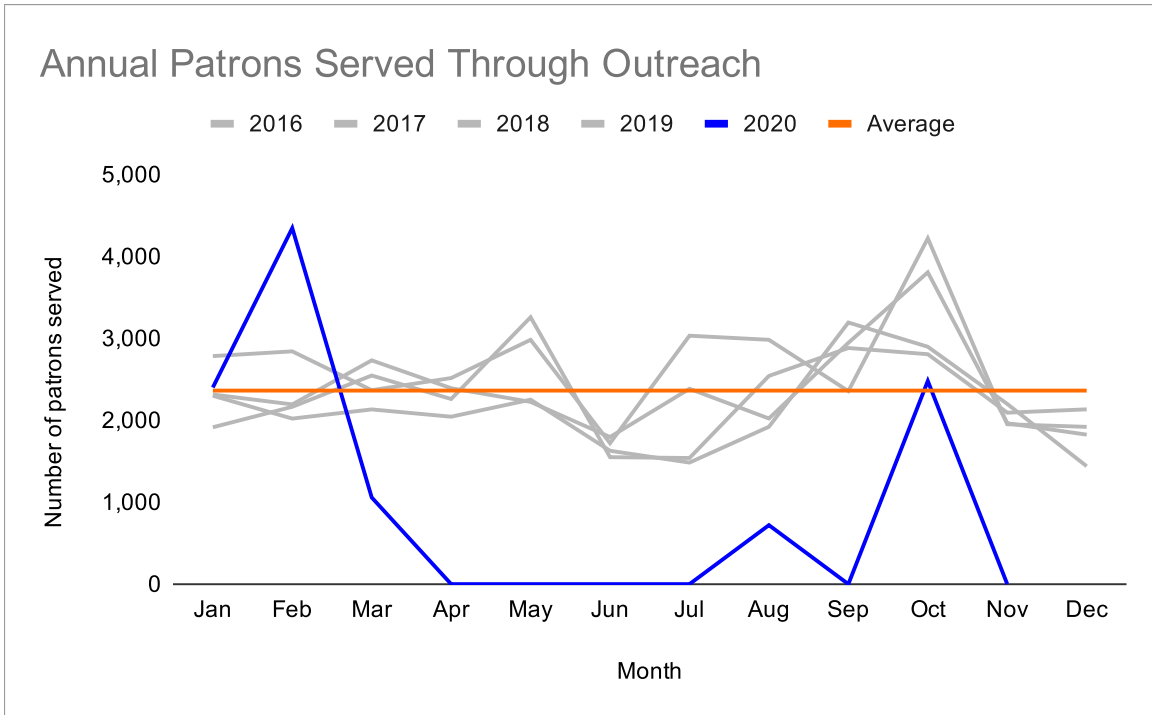
	2016	2017	2018	2019	2020
Jan	954	919	1,092	831	916
Feb	1,018	993	896	688	535
Mar	1,215	1,191	1,144	845	343
Apr	1,074	1,524	1,295	1,006	0
May	1,183	1,428	824	1,168	0
Jun	1,810	1,308	1,065	936	29
Jul	1,163	987	825	950	284
Aug	1,092	1,077	649	911	431
Sep	1,700	1,672	1,762	2,716	512
Oct	1,916	2,239	1,874	1,093	468
Nov	1,089	1,092	1,021	678	371
Dec	905	1,305	840	741	

The number for patrons served on the bookmobile is how many individuals walked onto the bookmobile in the past month. This includes visitors at neighborhood stops, special events and programs, and school visits.

What the data tell us: The Clearview Library District went back to curbside pickup only starting November 21, resulting in fewer patrons being able to use the Bookmobile.



Patrons Served (Outreach)



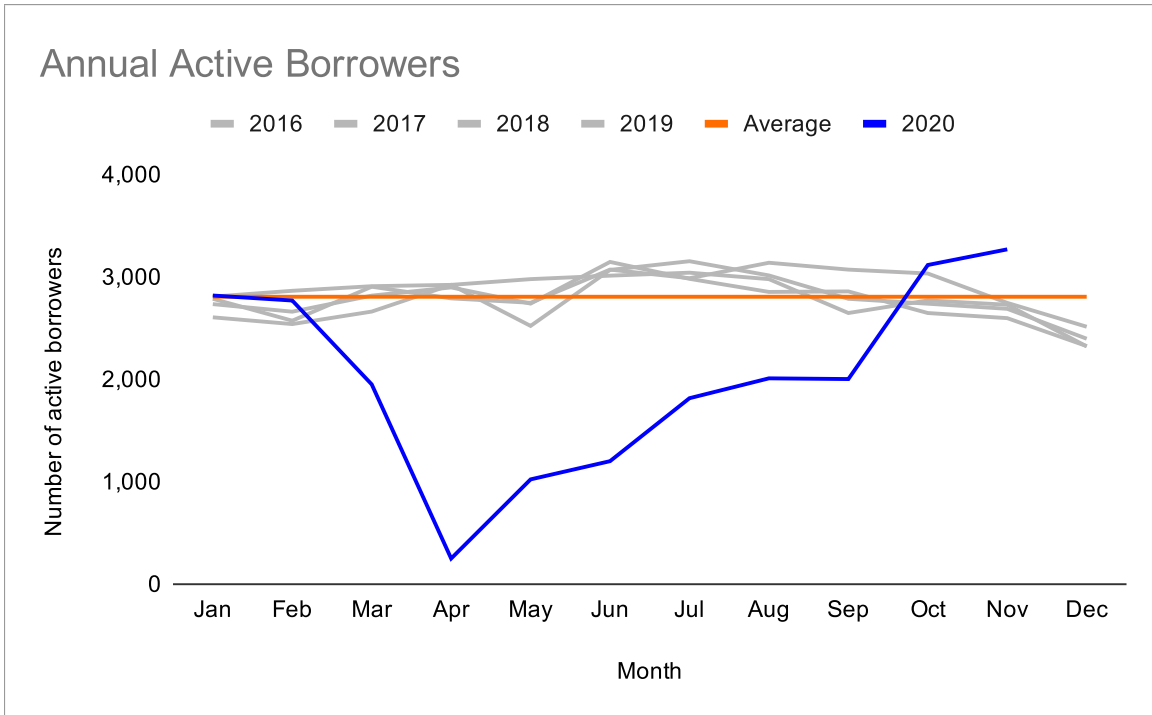
	2016	2017	2018	2019	2020
Jan	2,300	1,915	2,315	2,784	2,401
Feb	2,021	2,165	2,194	2,842	4,347
Mar	2,133	2,547	2,732	2,368	1,058
Apr	2,044	2,260	2,392	2,516	0
May	2,252	3,259	2,225	2,983	0
Jun	1,628	1,550	1,796	1,721	0
Jul	1,484	1,540	2,385	3,033	0
Aug	1,921	2,542	2,022	2,983	720
Sep	3,194	2,883	2,946	2,357	0
Oct	2,898	2,807	3,807	4,222	2,480
Nov	2,200	2,093	1,964	1,952	0
Dec	1,439	2,134	1,825	1,920	0

The number for patrons served through outreach includes services that take place outside of the library, such as special events and school visits. This number does not include bookmobile numbers.

What the data tell us: There were no Outreach events due to COVID-19 in November. November and December 2019 patron counts were previously reported incorrectly and have been updated.



Active Borrowers



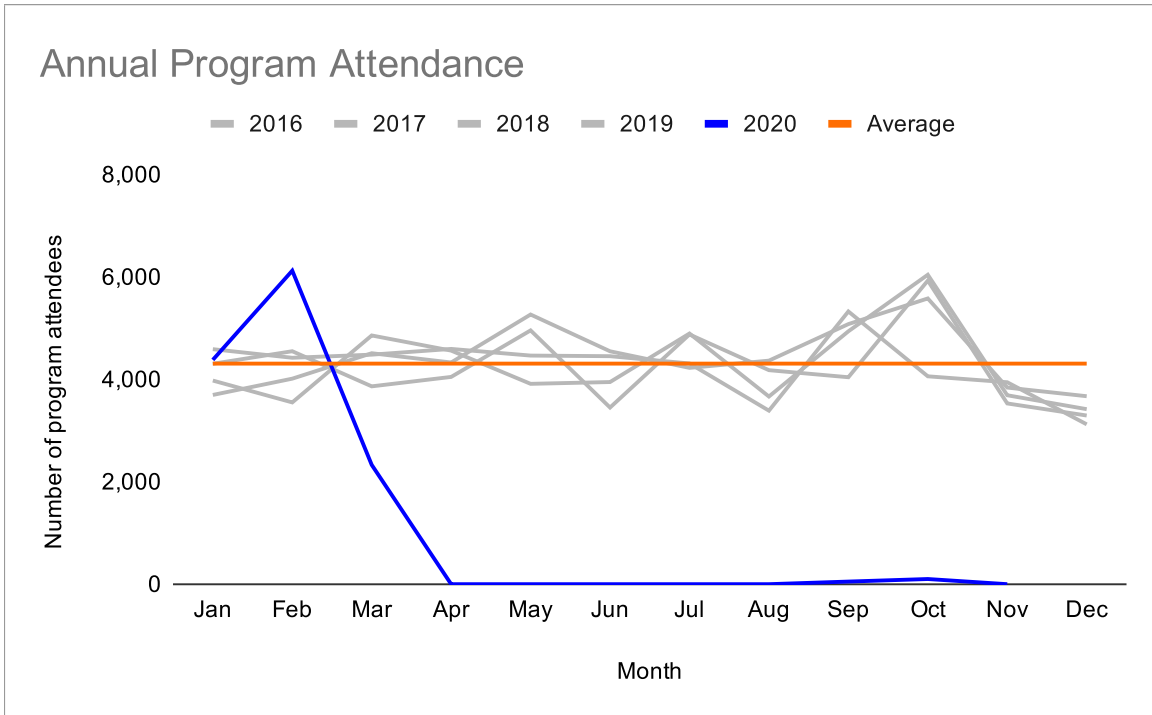
	2016	2017	2018	2019	2020
Jan	2,735	2,787	2,808	2,606	2,819
Feb	2,661	2,573	2,865	2,540	2,770
Mar	2,818	2,905	2,910	2,662	1,951
Apr	2,898	2,791	2,923	2,923	250
May	2,740	2,748	2,979	2,522	1,023
Jun	3,147	3,072	3,013	3,069	1,201
Jul	2,982	2,988	3,042	3,154	1,816
Aug	2,854	3,139	2,979	3,015	2,010
Sep	2,859	3,072	2,648	2,787	2,003
Oct	2,648	3,034	2,771	2,739	3,117
Nov	2,598	2,747	2,729	2,689	3,270
Dec	2,325	2,514	2,322	2,397	

Active Borrowers is defined as the total count of patrons that have had any activity in the past month. This includes checkouts and renewals, placing holds, fine payments, and more.

What the data tell us: The transition to our new integrated library system, Polaris, has resulted in a new method for counting active borrowers. This count will now include all patrons with any activity in the last month, not just the borrowing of physical items.



Program Attendance



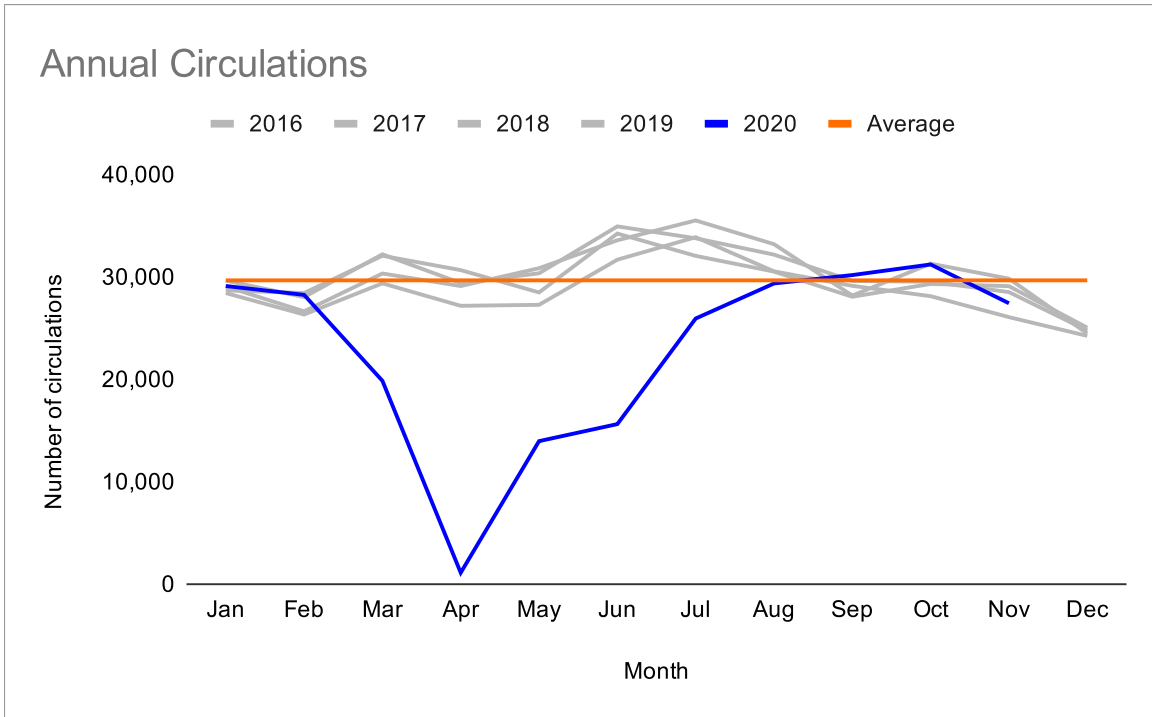
	2016	2017	2018	2019	2020
Jan	4,591	3,697	3,978	4,306	4,382
Feb	4,423	4,015	3,551	4,551	6,125
Mar	4,484	4,512	4,859	3,865	2,331
Apr	4,596	4,331	4,563	4,049	0
May	4,466	5,268	3,914	4,958	0
Jun	4,454	4,550	3,949	3,451	0
Jul	4,312	4,226	4,897	4,879	0
Aug	3,390	4,367	3,666	4,181	0
Sep	5,328	5,081	4,940	4,043	51
Oct	4,061	5,582	6,045	5,931	101
Nov	3,945	3,841	3,691	3,531	0
Dec	3,123	3,672	3,419	3,295	

This number represents unique attendees counted at all library programs or special events that the library is present at. This number includes attendees at programs that take place in the library, as well as programs that we host outside the library. Examples: Pub Trivia at High Hops, craft programs for adults, and storytimes.

What the data tell us: The Windsor-Severance Library does not currently conduct in-person programming due to COVID-19. There were 61 virtual programs in November, with 330 YouTube viewers and 248 Zoom users.



Items Borrowed (Total Circulations)



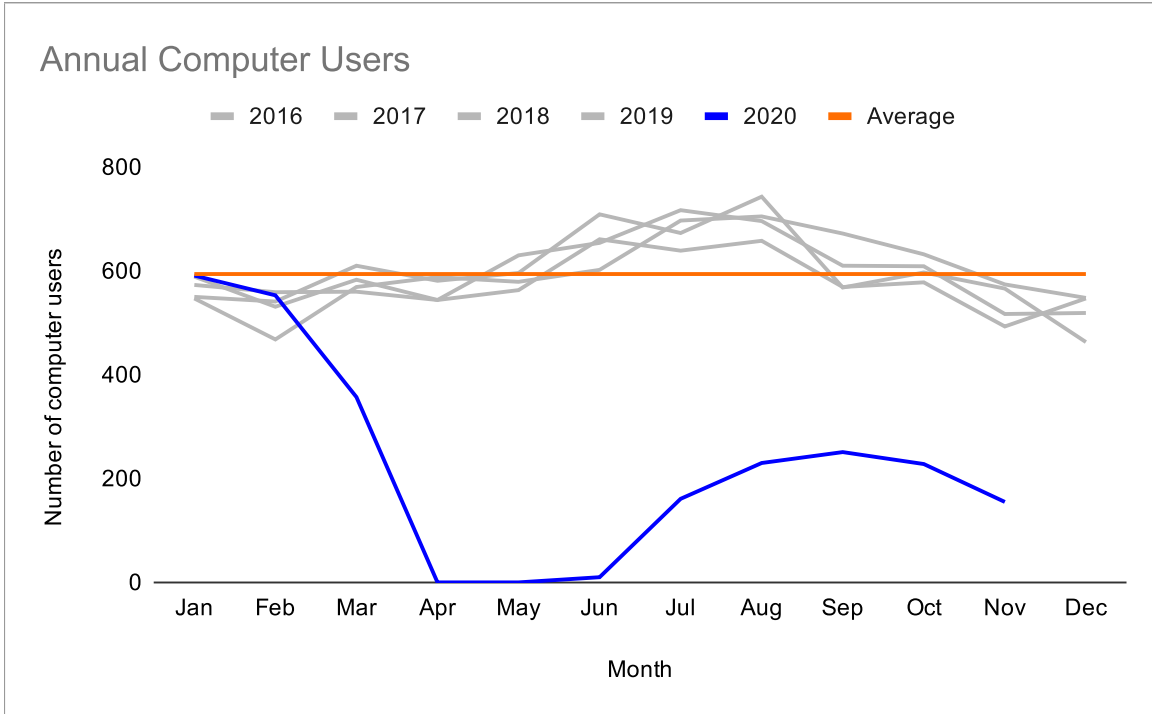
	2016	2017	2018	2019	2020
Jan	28,694	29,649	29,071	28,431	29,120
Feb	28,433	28,038	26,642	26,333	28,253
Mar	32,076	32,215	30,341	29,380	19,859
Apr	30,670	29,407	29,117	27,184	1,113
May	28,491	30,359	30,857	27,279	13,966
Jun	34,242	34,942	33,585	31,690	15,630
Jul	32,062	33,782	35,522	33,885	25,942
Aug	30,526	32,185	33,205	30,551	29,367
Sep	28,072	29,617	28,182	29,137	30,186
Oct	29,320	29,537	31,302	28,127	31,223
Nov	29,103	28,523	29,835	26,079	27,433
Dec	25,048	24,773	24,483	24,248	

Items Borrowed is defined as the number of circulations (combined checkouts and renewals) of physical items.

What the data tell us: Circulation increased from this time last year due to the implementation of auto-renewals. Holiday closures and a return to curbside pickup only resulted in fewer circulations than the previous month.



Computer Users



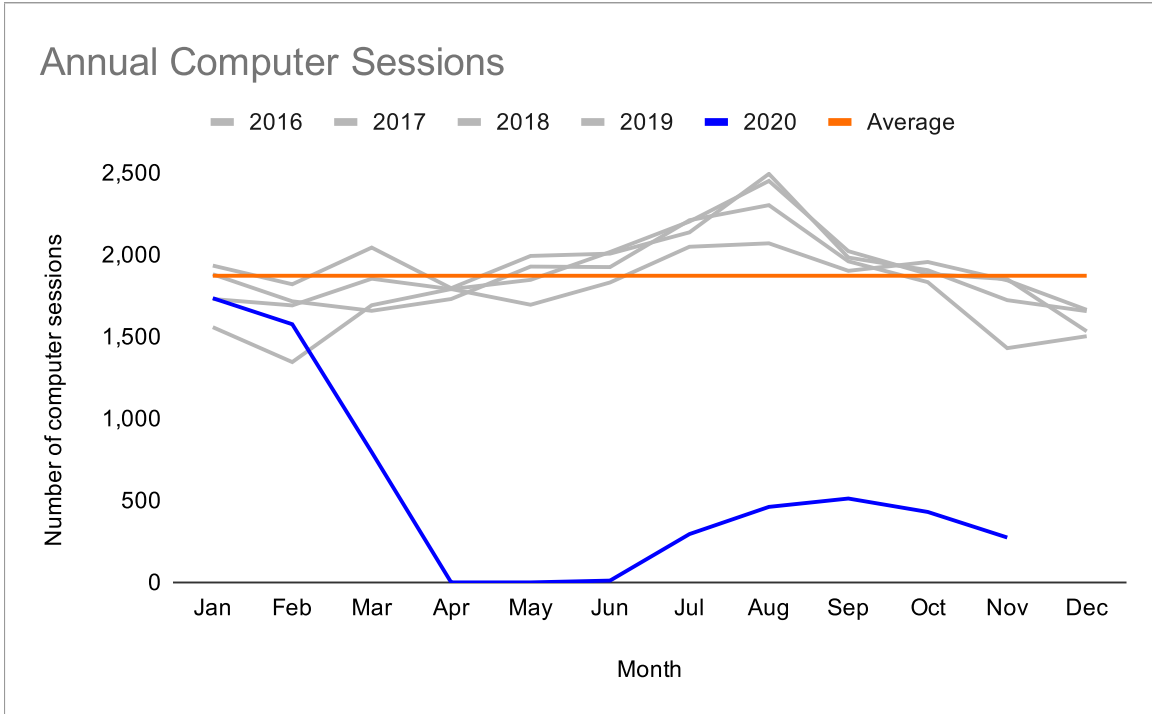
	2016	2017	2018	2019	2020
Jan	547	550	589	573	591
Feb	468	541	531	559	553
Mar	569	610	583	560	357
Apr	588	581	544	544	0
May	579	596	630	563	0
Jun	602	709	654	661	10
Jul	697	673	717	639	161
Aug	705	743	696	658	230
Sep	672	568	610	569	251
Oct	632	597	609	578	228
Nov	574	566	517	493	155
Dec	548	463	519	547	

Computer Users is defined as the number of unique patrons (identified by patron barcode and guest logins) that have logged into our public computers.

What the data tell us: The return to curbside pickup only resulted in fewer patrons having access to our computers.



Computer Sessions



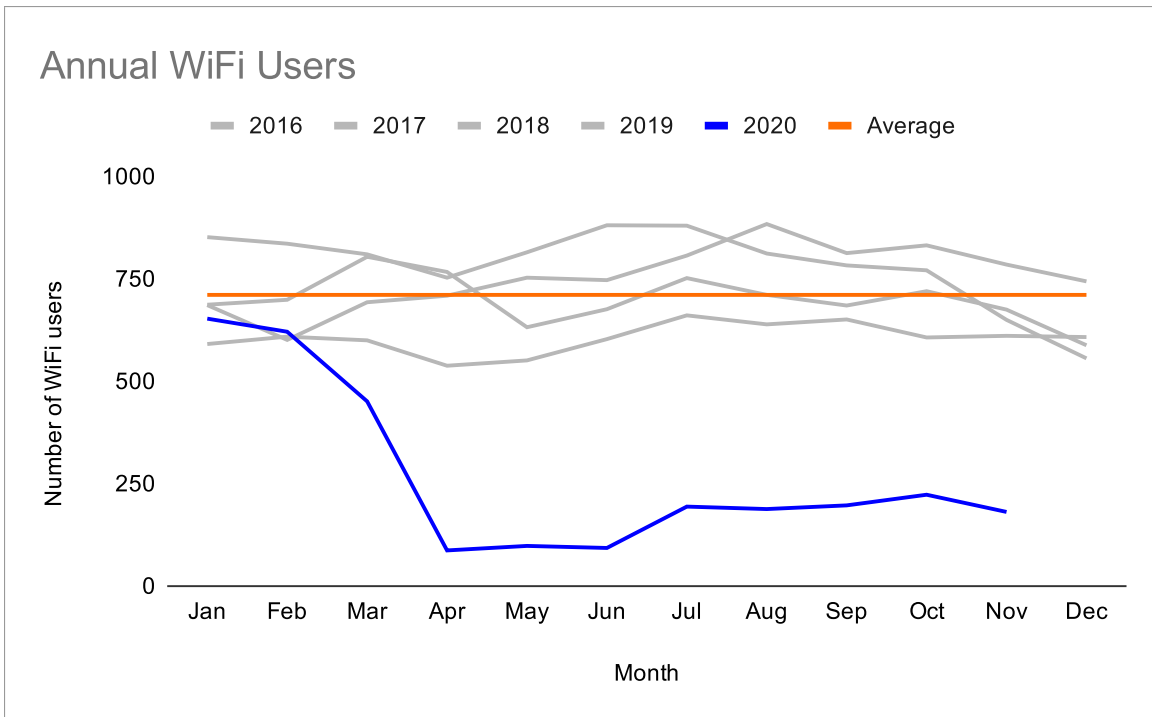
	2016	2017	2018	2019	2020
Jan	1,558	1,730	1,934	1,881	1,735
Feb	1,345	1,691	1,820	1,716	1,576
Mar	1,692	1,854	2,044	1,658	795
Apr	1,791	1,790	1,796	1,730	0
May	1,695	1,847	1,993	1,928	0
Jun	1,831	2,017	2,007	1,925	11
Jul	2,049	2,203	2,137	2,211	295
Aug	2,070	2,451	2,494	2,303	461
Sep	1,902	2,022	1,983	1,960	512
Oct	1,956	1,883	1,906	1,833	430
Nov	1,844	1,851	1,723	1,430	274
Dec	1,664	1,533	1,656	1,503	

Computer Sessions is defined as the number of times any patron has logged into our in-library computers. These are unique sessions, but not unique users.

What the data tell us: The return to curbside pickup only resulted in fewer patrons having access to our computers.



WiFi Users



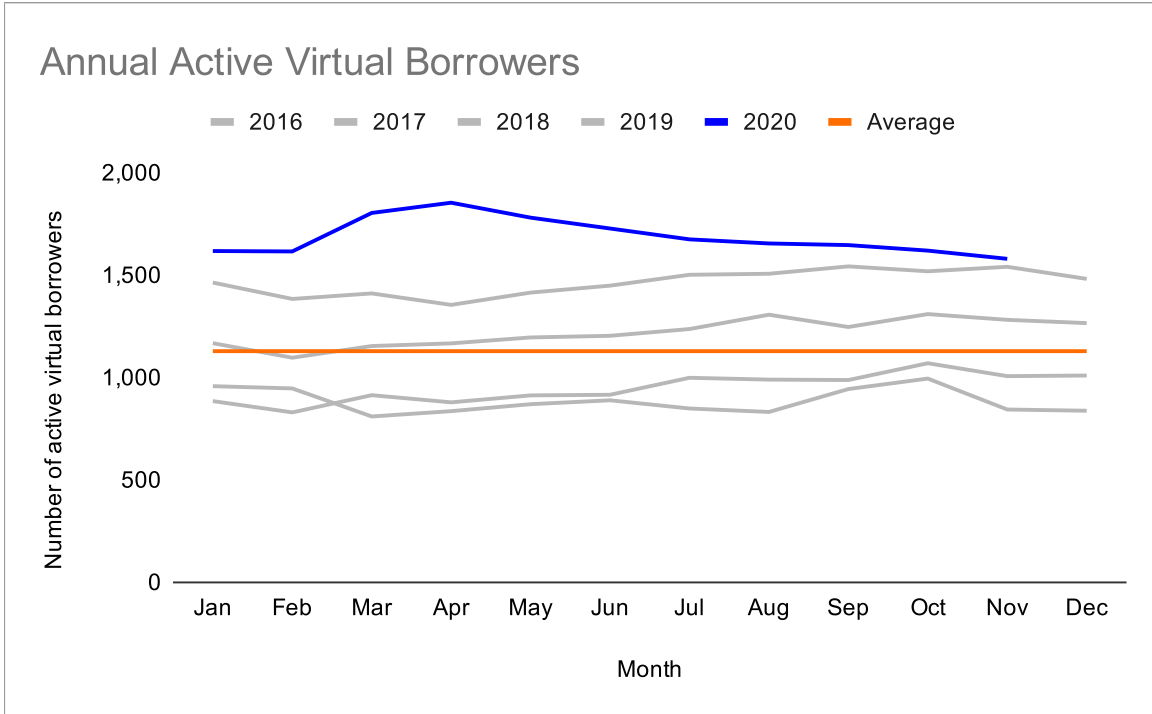
	2016	2017	2018	2019	2020
Jan	591	687	686	852	653
Feb	609	699	601	836	621
Mar	600	804	693	810	451
Apr	538	767	709	753	87
May	551	632	753	815	98
Jun	603	676	747	881	93
Jul	661	752	807	880	194
Aug	639	711	884	812	188
Sep	651	685	813	783	197
Oct	607	720	832	771	223
Nov	611	675	785	650	181
Dec	608	588	744	556	

WiFi Users is defined as the number of unique clients, including library owned clients, that use library WiFi.

What the data tell us: The return to curbside pickup only resulted in fewer patrons entering the building to use the WiFi.



Active Virtual Borrowers



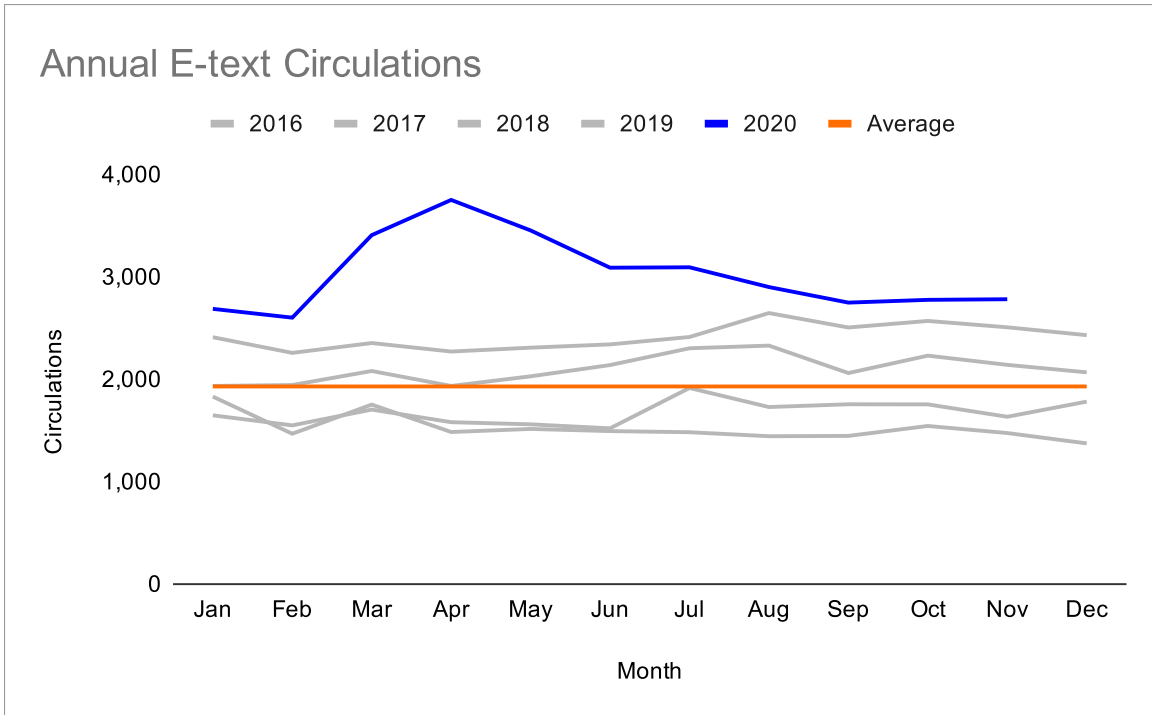
	2016	2017	2018	2019	2020
Jan	958	885	1,168	1,464	1,618
Feb	947	830	1,097	1,384	1,616
Mar	810	914	1,154	1,411	1,804
Apr	836	879	1,167	1,355	1,854
May	870	913	1,196	1,415	1,781
Jun	889	916	1,204	1,449	1,728
Jul	849	999	1,237	1,502	1,675
Aug	832	990	1,307	1,507	1,655
Sep	944	988	1,247	1,543	1,647
Oct	995	1,070	1,310	1,519	1,620
Nov	844	1,007	1,282	1,541	1,580
Dec	838	1,010	1,266	1,482	1,482

Active Virtual Borrowers is defined as the number of people per month that borrow e-materials, such as e-books, movies, or streaming music. Patrons included in these numbers have borrowed from Overdrive, Hoopla, Kanopy, or Freegal.

What the data tell us: Active Virtual Borrowers continues to level off from the peak hit during the months of the library closure. The numbers still remain high and are an increase from previous years.



E-text Circulation



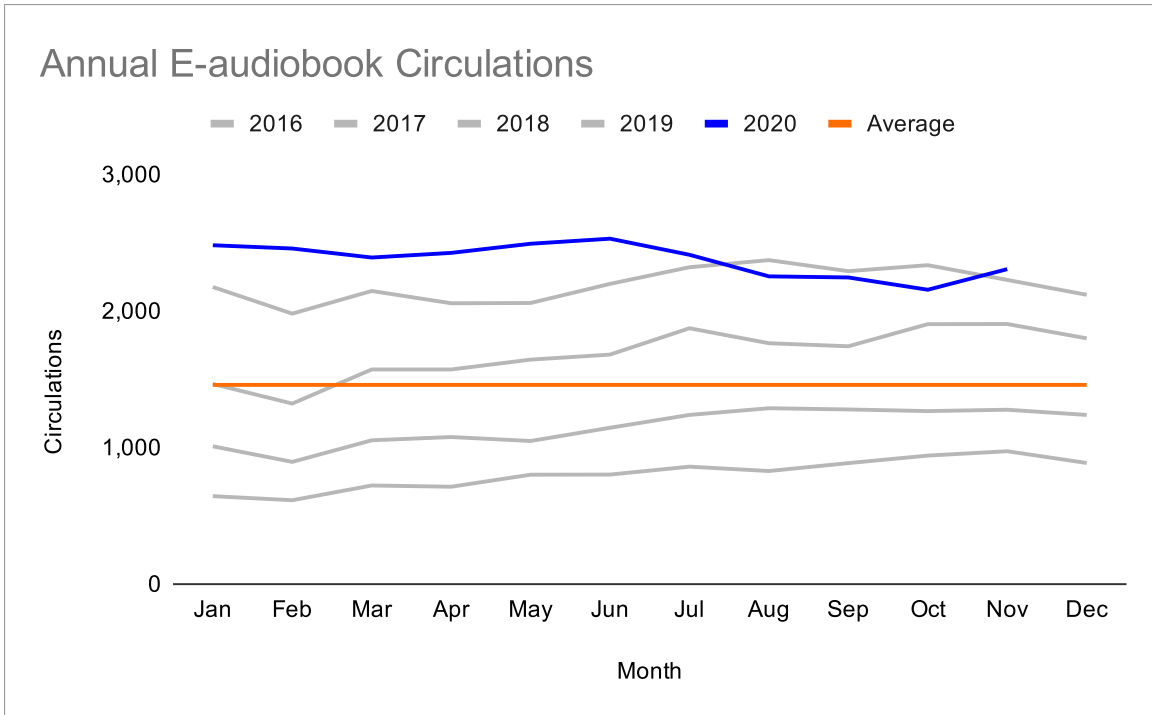
	2016	2017	2018	2019	2020
Jan	1,831	1,648	1,935	2,411	2,688
Feb	1,468	1,550	1,944	2,258	2,602
Mar	1,753	1,704	2,081	2,354	3,408
Apr	1,485	1,581	1,935	2,271	3,752
May	1,515	1,560	2,029	2,309	3,454
Jun	1,494	1,521	2,139	2,341	3,090
Jul	1,483	1,915	2,303	2,413	3,094
Aug	1,444	1,729	2,329	2,647	2,901
Sep	1,447	1,756	2,061	2,506	2,749
Oct	1,544	1,755	2,231	2,570	2,776
Nov	1,475	1,634	2,141	2,508	2,782
Dec	1,374	1,782	2,068	2,431	2,688

E-text Circulation is a count of all books, magazines, and comics borrowed from online services provided by the library. Currently included is circulations of Overdrive e-books and magazines, Hoopla e-books and comics, and Flipster magazines. A viewing of a Flipster magazine, as opposed to a download, still counts as a circulation.

What the data tell us: E-text circulations continued to remain fairly level, but still showed an increase compared to previous years.



E-audiobook Circulation



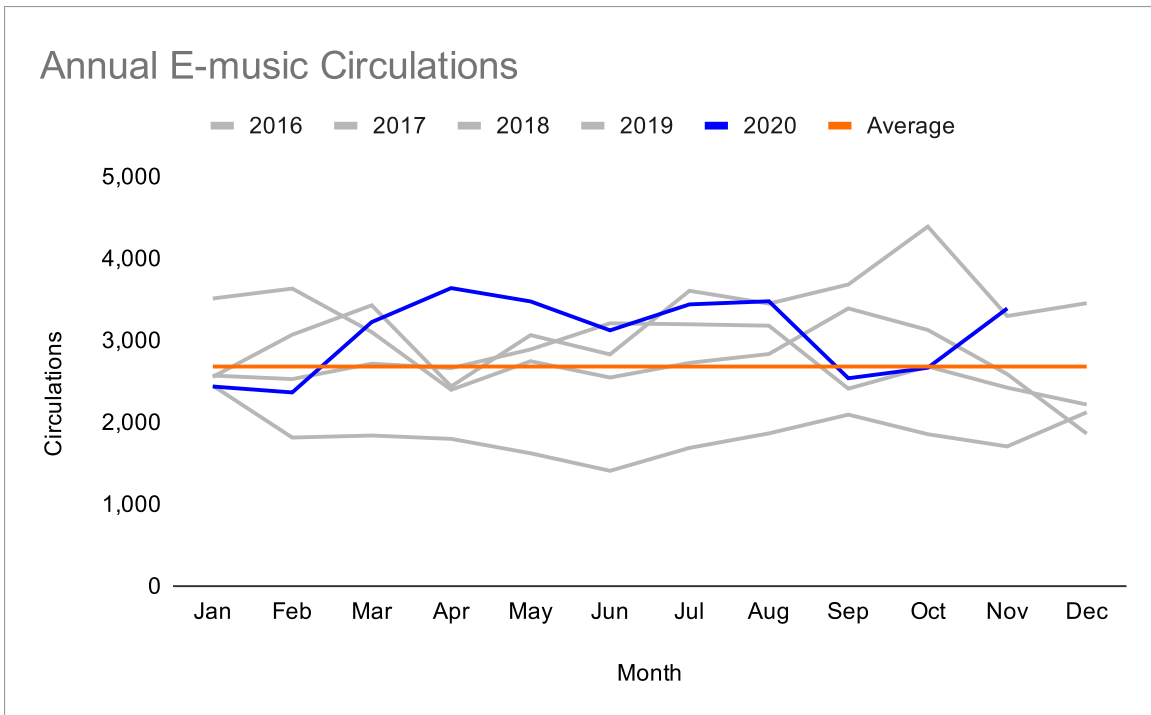
	2016	2017	2018	2019	2020
Jan	644	1,009	1,466	2,176	2,482
Feb	614	895	1,322	1,981	2,458
Mar	722	1,053	1,572	2,147	2,392
Apr	713	1,077	1,572	2,057	2,426
May	801	1,048	1,644	2,059	2,493
Jun	802	1,145	1,681	2,199	2,530
Jul	860	1,239	1,874	2,321	2,412
Aug	828	1,288	1,764	2,373	2,254
Sep	886	1,279	1,742	2,292	2,246
Oct	941	1,267	1,904	2,336	2,156
Nov	973	1,277	1,905	2,228	2,307
Dec	887	1,239	1,800	2,119	

E-audiobook Circulation is a count of all audiobooks borrowed from online services provided by the library. Currently included is circulations of Overdrive and Hoopla audiobooks.

What the data tell us: E-audiobook circulations increased for the first time in several months. Usage for both Overdrive and Hoopla increased.



E-music Circulations



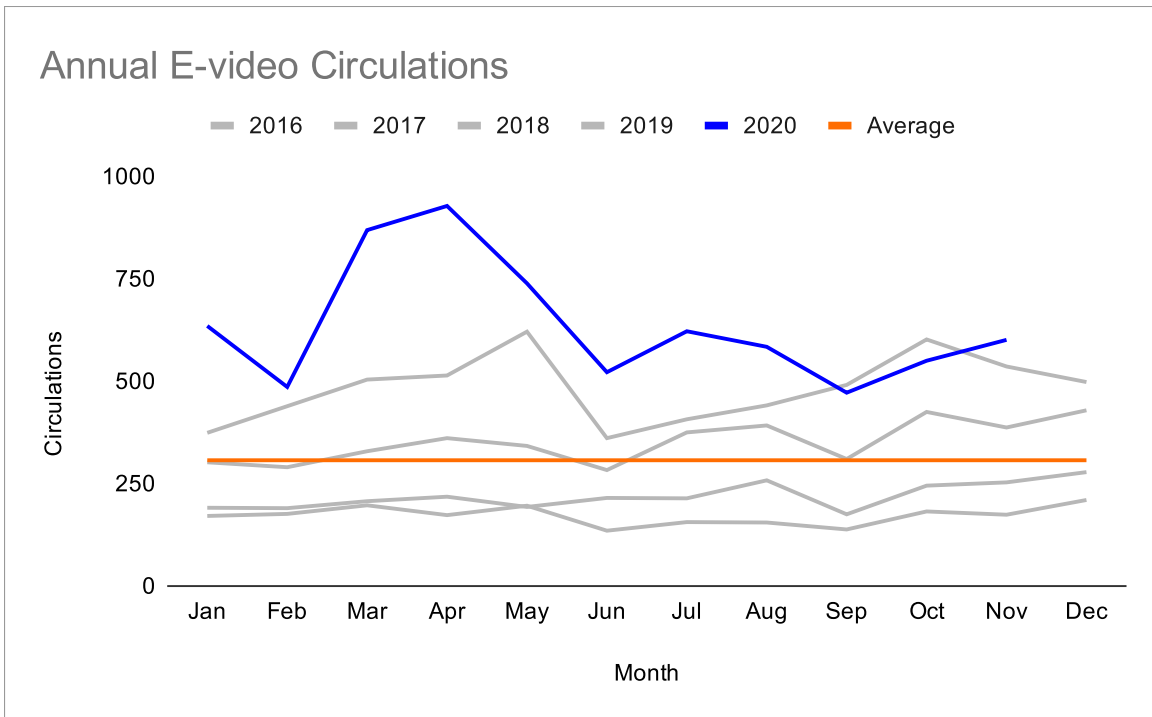
	2016	2017	2018	2019	2020
Jan	2,447	2,570	2,554	3,511	2,436
Feb	1,813	2,527	3,069	3,632	2,364
Mar	1,838	2,715	3,428	3,101	3,223
Apr	1,797	2,661	2,438	2,396	3,638
May	1,621	2,889	3,064	2,745	3,475
Jun	1,407	3,208	2,828	2,546	3,122
Jul	1,687	3,196	3,605	2,725	3,439
Aug	1,864	3,179	3,448	2,833	3,477
Sep	2,093	2,410	3,682	3,390	2,537
Oct	1,854	2,680	4,389	3,127	2,665
Nov	1,705	2,422	3,297	2,587	3,389
Dec	2,121	2,216	3,454	1,861	

E-music Circulation is a count of all music borrowed from online services provided by the library. Currently included is Hoopla music circulations, and downloads and streams from Freegal.

What the data tell us: E-music circulation saw an increase due to a jump in Freegal streaming.



E-video Circulations



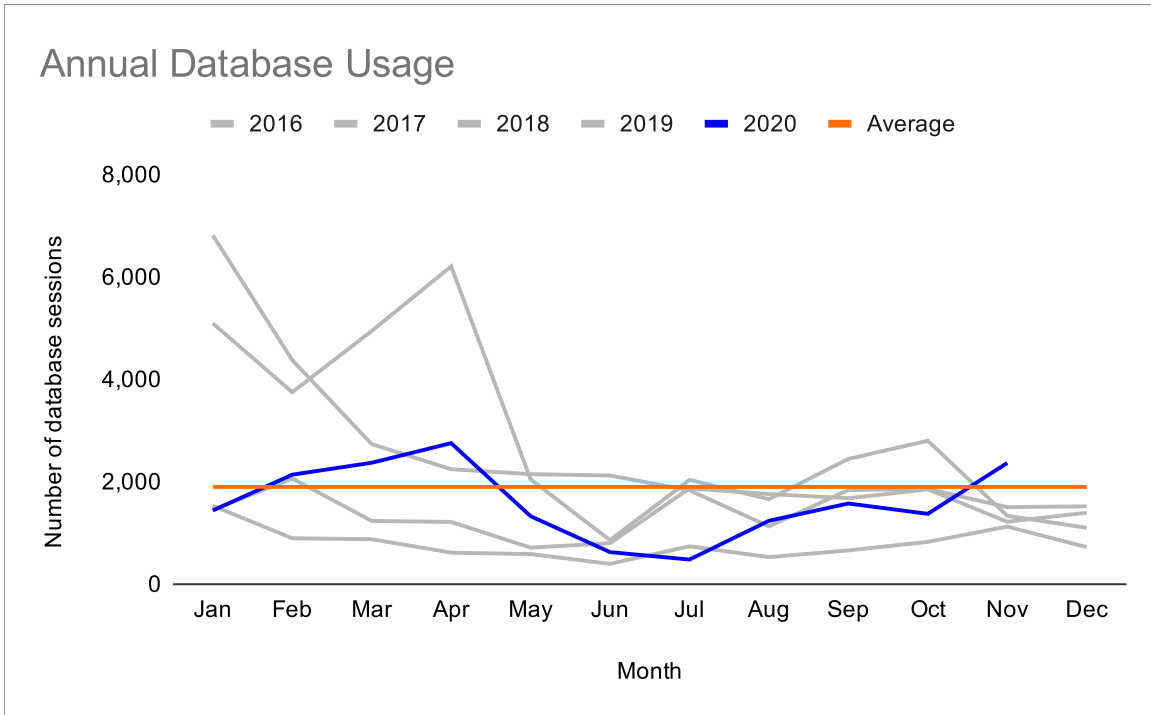
	2016	2017	2018	2019	2020
Jan	171	191	302	374	635
Feb	176	190	290	439	486
Mar	197	207	329	504	869
Apr	173	218	361	514	928
May	196	193	342	621	739
Jun	135	215	283	361	522
Jul	156	214	375	407	622
Aug	155	258	392	441	584
Sep	138	175	310	491	472
Oct	182	245	425	602	550
Nov	174	253	387	536	601
Dec	210	278	429	498	

E-video Circulation is a count of all videos borrowed from online services provided by the library. Currently included is video streams from Overdrive, and circulations of movies and TV shows from Kanopy and Hoopla.

What the data tell us: E-video circulations began to pick up again with the return to curbside pickup only.



Database Usage



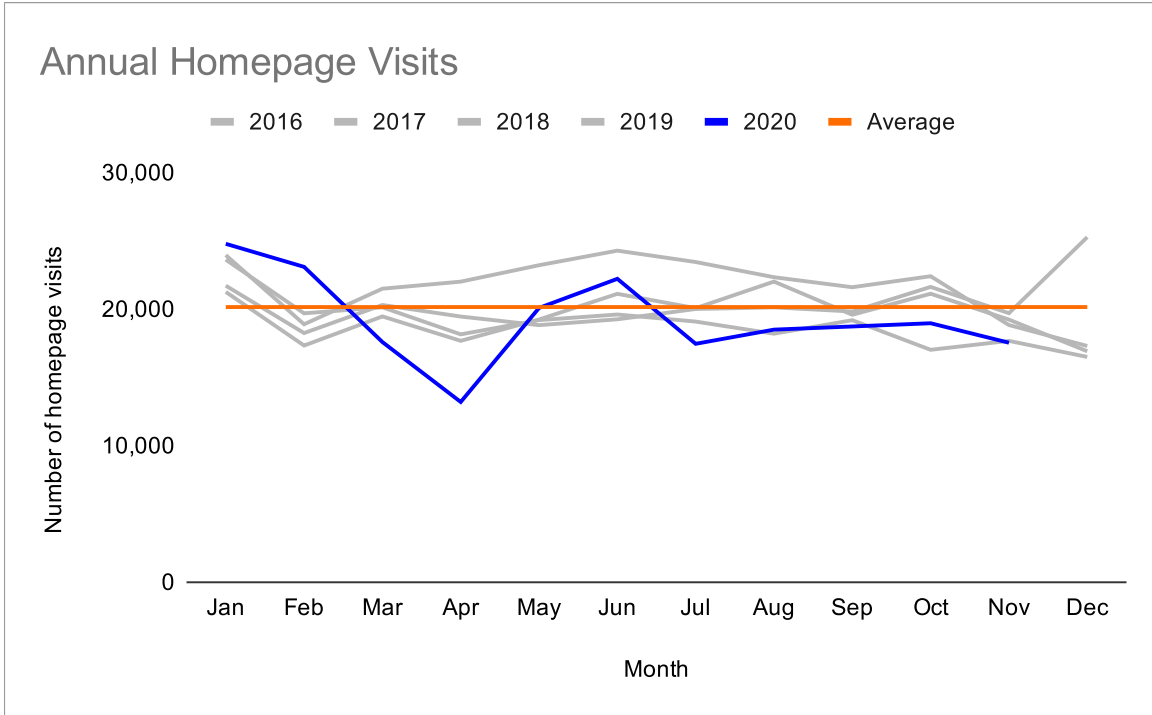
	2016	2017	2018	2019	2020
Jan	6,813	5,095	1,454	1,530	1,438
Feb	4,376	3,749	2,064	896	2,138
Mar	2,735	4,946	1,235	877	2,371
Apr	2,245	6,207	1,215	615	2,754
May	2,148	2,048	713	587	1,327
Jun	2,122	858	800	396	625
Jul	1,833	2,036	1,871	739	480
Aug	1,129	1,659	1,759	528	1,237
Sep	1,838	2,446	1,678	658	1,575
Oct	1,860	2,801	1,851	826	1,373
Nov	1,504	1,335	1,218	1,124	2,367
Dec	1,520	1,100	1,394	722	

Database Usage tracks database sessions whenever possible, except in the cases of Gale Legal Forms (downloads), TumbleBooks (views), Niche Academy (views), Newspapers.com (searches), and Fold3 (searches). Sessions are when a patron logs in to a database, not necessarily with their card number. When someone uses certain databases in the library, they don't need to login with their card number, and their sessions are still counted.

What the data tell us: Database sessions saw a jump in November due to an increase in EBSCO usage.



Homepage Visits



	2016	2017	2018	2019	2020
Jan	23,624	21,265	21,721	23,962	24,789
Feb	19,697	17,336	18,252	18,894	23,099
Mar	20,137	19,469	20,307	21,500	17,592
Apr	18,156	17,682	19,460	22,017	13,203
May	19,198	19,243	18,831	23,221	20,092
Jun	19,611	21,124	19,258	24,288	22,224
Jul	19,091	20,075	20,014	23,455	17,463
Aug	18,204	22,021	20,132	22,342	18,502
Sep	19,193	19,593	19,829	21,609	18,733
Oct	17,024	21,132	21,632	22,414	18,970
Nov	17,677	19,236	19,708	18,838	17,542
Dec	16,502	16,919	25,276	17,304	-

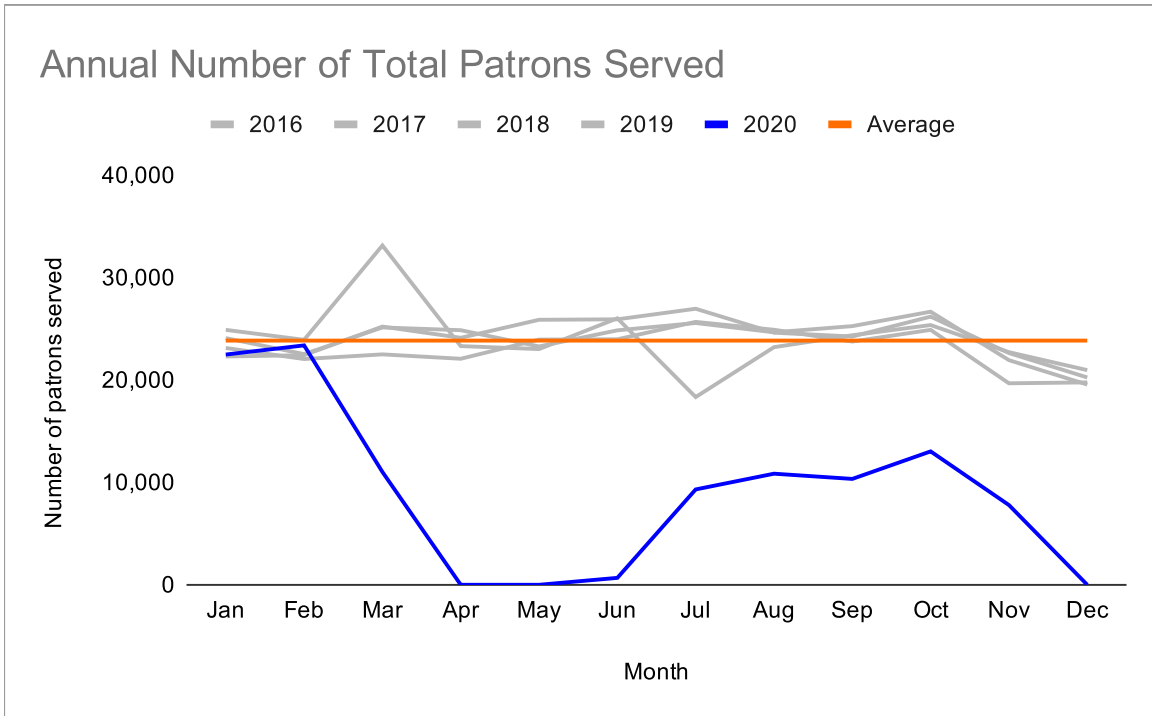
Homepage Visits is defined as the number of times a device has arrived at and loaded our website: www.clearviewlibrary.org. This is not a count of unique visitors to our website, but rather the total number of times our page has been loaded within a certain time period.

What the data tell us: The library building was closed to the public starting November 21, resulting in a small drop in homepage views.



	2015 Actual	2016 Actual	2017 Actual	2018 Actual	2019 Actual	November 2020	vs. Nov. 2019	YTD 2020	vs. YTD 2019	Goal	% of Goal*	
People Served	280,160	289,323	290,809	288,442	276,394	7,788	-60%	108,898	-58%	285,370	38%	Goal is average of previous three years' data.
Program Attendance	39,794	51,173	53,142	51,472	51,040	0	-100%	12,990	-73%	51,885	25%	Goal is average of previous three years' data.
Items Borrowed	350,053	356,737	363,027	362,142	342,324	27,433	5%	252,092	-21%	355,831	71%	Goal is average of previous three years' data.
Computer Users	7,785	7,181	7,197	7,199	6,944	155	-69%	2,536	-60%	7,113	36%	Goal is average of previous three years' data.
Computer Sessions	22,218	21,397	22,873	23,493	22,078	274	-81%	6,089	-70%	22,815	27%	Goal is average of previous three years' data.
WiFi Use	5,430	7,269	8,396	9,054	9,399	181	-72%	2,986	-66%	8,950	33%	Goal is average of previous three years' data.
Virtual Borrowers	9,736	10,611	11,401	14,635	17,567	1,580	3%	18,578	15%	14,534	128%	Goal is average of previous three years' data.
E-text Borrowed	16,808	18,313	20,135	25,196	29,019	2,782	11%	33,296	25%	31,921	104%	Goal is a 10% increase in use.
E-audiobooks Borrowed	6,225	9,671	13,816	20,246	26,288	2,307	4%	26,156	8%	28,917	90%	Goal is a 10% increase in use.
E-music Borrowed	29,062	22,247	32,673	39,256	34,454	3,389	31%	33,765	4%	37,899	89%	Goal is a 10% increase in use.
E-video Borrowed	1,708	2,063	2,637	4,225	5,788	601	12%	7,008	32%	6,367	110%	Goal is a 10% increase in use.
Database Sessions	14,791	30,123	34,280	17,252	9,498	2,367	111%	17,685	102%	20,343	87%	Goal is average of previous three years' data.
Homepage Visits	237,296	228,114	235,095	244,420	259,844	17,542	-7%	212,209	-13%	246,453	86%	Goal is average of previous three years' data.
												*Target for November is 92%
	The 2019 Total for People Served was previously recorded incorrectly and has been updated.											

Patrons Served (Total)



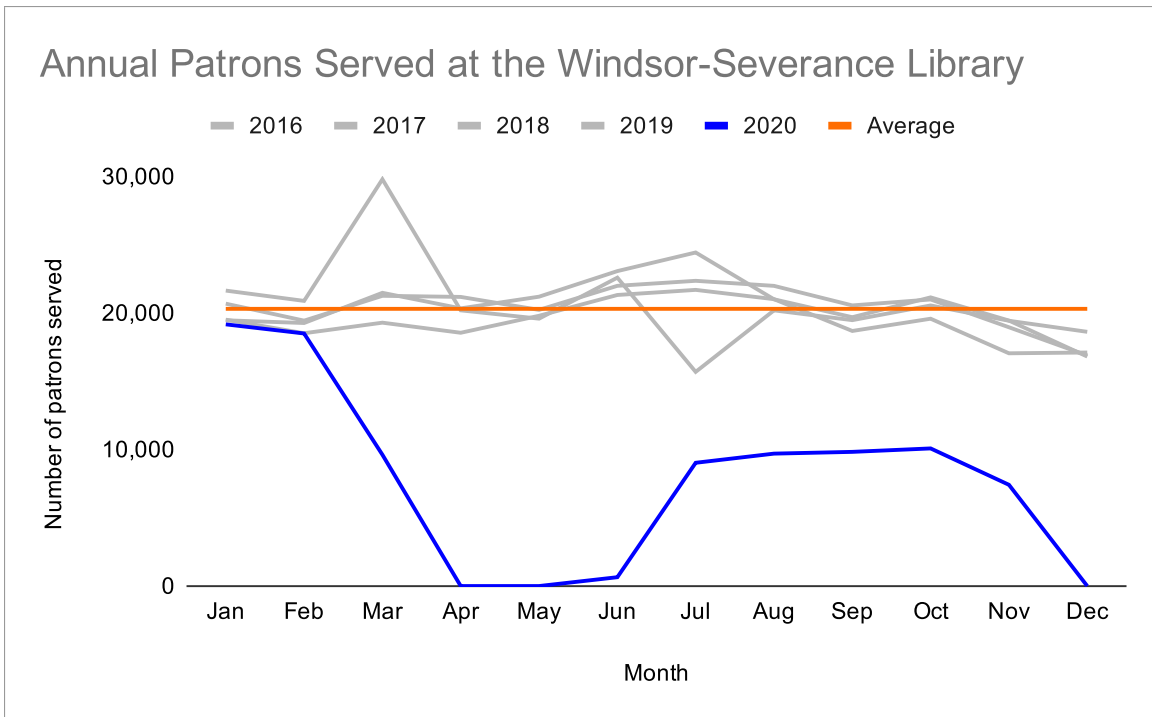
	2016	2017	2018	2019	2020
Jan	24,899	22,302	24,094	23,129	22,489
Feb	23,929	22,428	22,533	22,050	23,385
Mar	33,147	25,220	25,138	22,507	11,021
Apr	23,315	24,126	24,868	22,077	0
May	23,023	25,885	23,280	23,951	0
Jun	26,030	25,930	24,855	23,980	677
Jul	18,337	26,963	25,571	25,680	9,314
Aug	23,209	24,626	24,662	24,910	10,852
Sep	24,373	24,249	25,266	23,760	10,342
Oct	25,370	26,194	26,676	24,899	13,030
Nov	22,723	22,634	21,943	19,681	7,788
Dec	20,968	20,252	19,556	19,770	0

Patrons served is defined as the total number of patrons served at all library events and locations. The number is compiled from counts from the Clearview Library, Bookmobile, and Outreach services.

What the data tell us: The Windsor-Severance Library was closed to the public in response to COVID-19 for the month of December.



Patrons Served (Clearview Library)



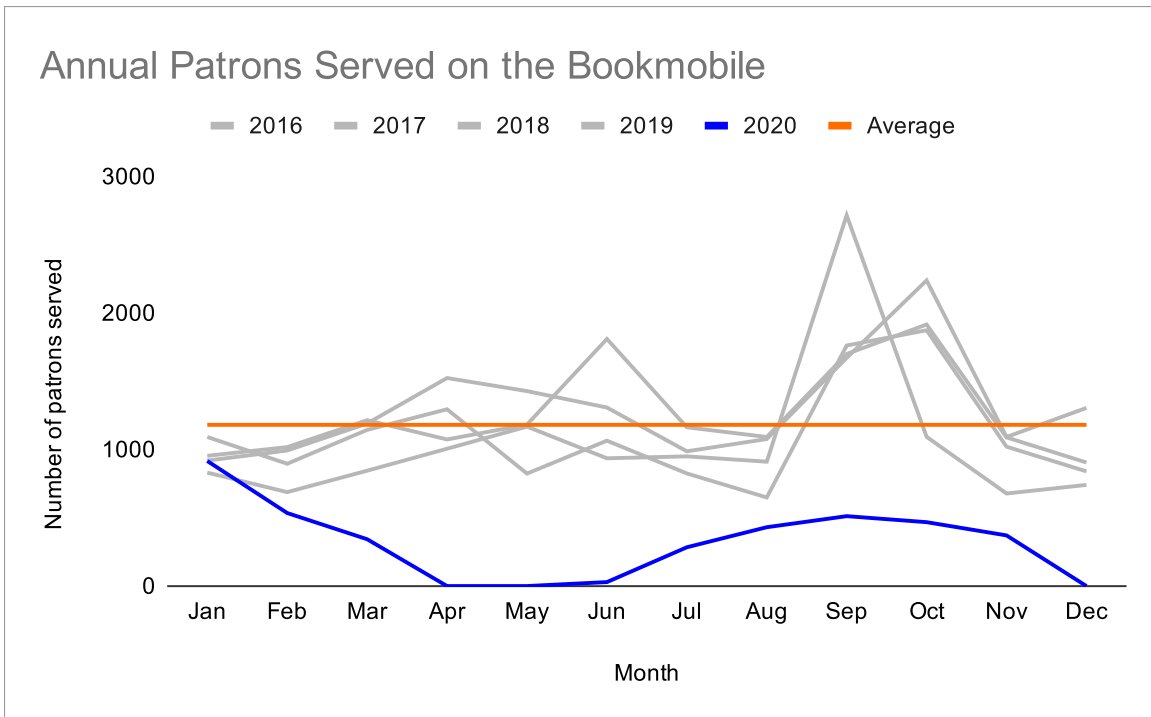
	2016	2017	2018	2019	2020
Jan	21,645	19,468	20,687	19,514	19,172
Feb	20,890	19,270	19,443	18,520	18,503
Mar	29,799	21,482	21,262	19,294	9,620
Apr	20,197	20,342	21,181	18,555	0
May	19,588	21,198	20,231	19,800	0
Jun	22,592	23,072	21,994	21,323	648
Jul	15,690	24,436	22,361	21,697	9,030
Aug	20,196	21,007	21,991	21,016	9,701
Sep	19,479	19,694	20,558	18,687	9,830
Oct	20,556	21,148	20,995	19,584	10,082
Nov	19,434	19,449	18,958	17,051	7,417
Dec	18,624	16,813	16,891	17,109	0

The number for patrons served at the library is from the library's door counter; it does not capture unique visitors, but is rather an overall count of how many individuals crossed the threshold of the interior doors.

What the data tell us: The Windsor-Severance Library was closed to the public in response to COVID-19 for the month of December.



Patrons Served (Bookmobile)



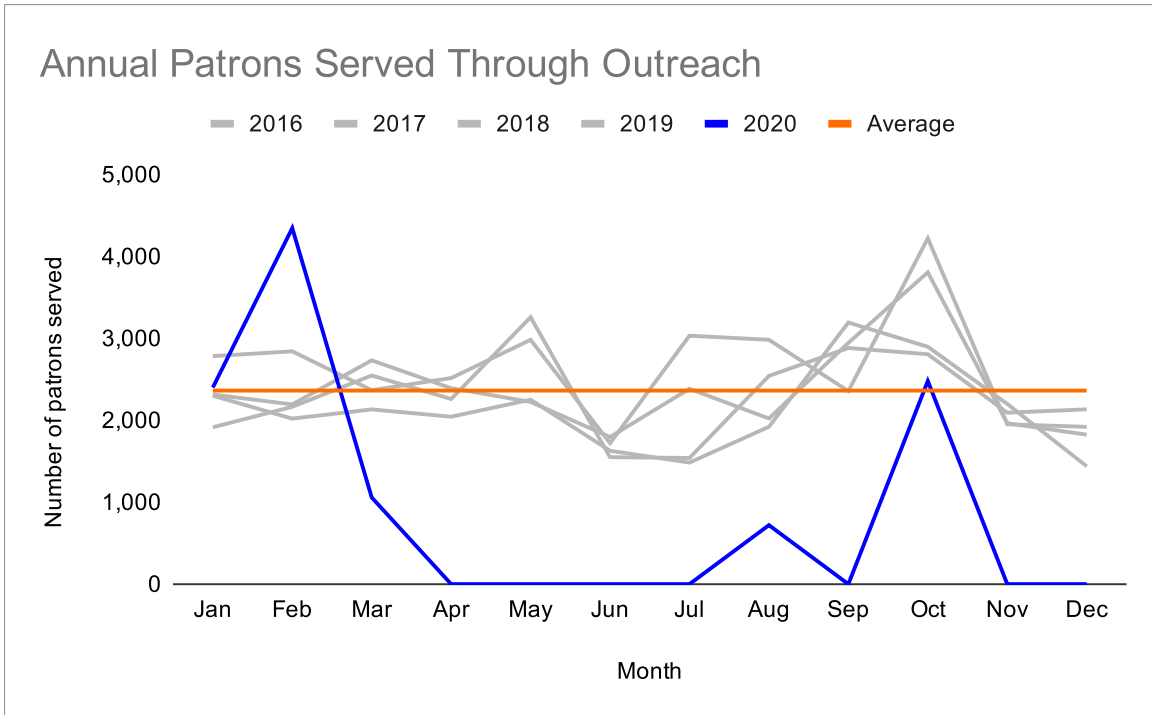
	2016	2017	2018	2019	2020
Jan	954	919	1,092	831	916
Feb	1,018	993	896	688	535
Mar	1,215	1,191	1,144	845	343
Apr	1,074	1,524	1,295	1,006	0
May	1,183	1,428	824	1,168	0
Jun	1,810	1,308	1,065	936	29
Jul	1,163	987	825	950	284
Aug	1,092	1,077	649	911	431
Sep	1,700	1,672	1,762	2,716	512
Oct	1,916	2,239	1,874	1,093	468
Nov	1,089	1,092	1,021	678	371
Dec	905	1,305	840	741	0

The number for patrons served on the bookmobile is how many individuals walked onto the bookmobile in the past month. This includes visitors at neighborhood stops, special events and programs, and school visits.

What the data tell us: Due to precautions to prevent the spread of COVID-19, patrons did not enter the Bookmobile during the month of December. 168 patrons still turned out for curbside pickup.



Patrons Served (Outreach)



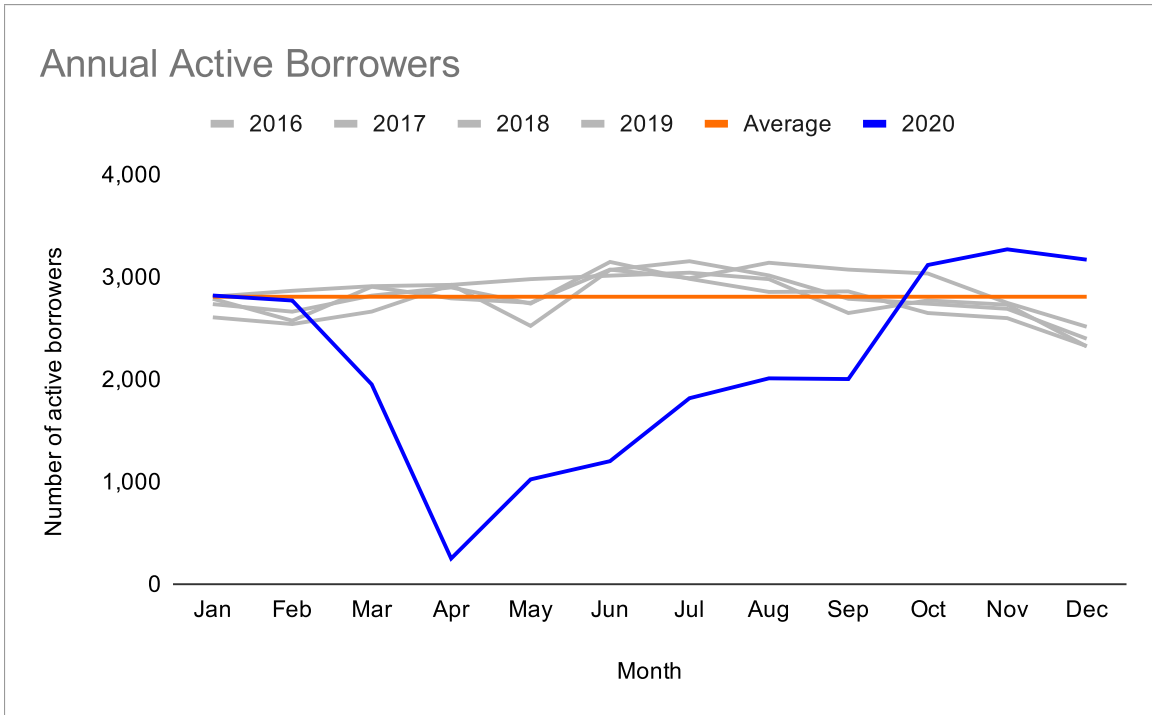
	2016	2017	2018	2019	2020
Jan	2,300	1,915	2,315	2,784	2,401
Feb	2,021	2,165	2,194	2,842	4,347
Mar	2,133	2,547	2,732	2,368	1,058
Apr	2,044	2,260	2,392	2,516	0
May	2,252	3,259	2,225	2,983	0
Jun	1,628	1,550	1,796	1,721	0
Jul	1,484	1,540	2,385	3,033	0
Aug	1,921	2,542	2,022	2,983	720
Sep	3,194	2,883	2,946	2,357	0
Oct	2,898	2,807	3,807	4,222	2,480
Nov	2,200	2,093	1,964	1,952	0
Dec	1,439	2,134	1,825	1,920	0

The number for patrons served through outreach includes services that take place outside of the library, such as special events and school visits. This number does not include bookmobile numbers.

What the data tell us: There were no Outreach events as a response to COVID-19 in December.



Active Borrowers



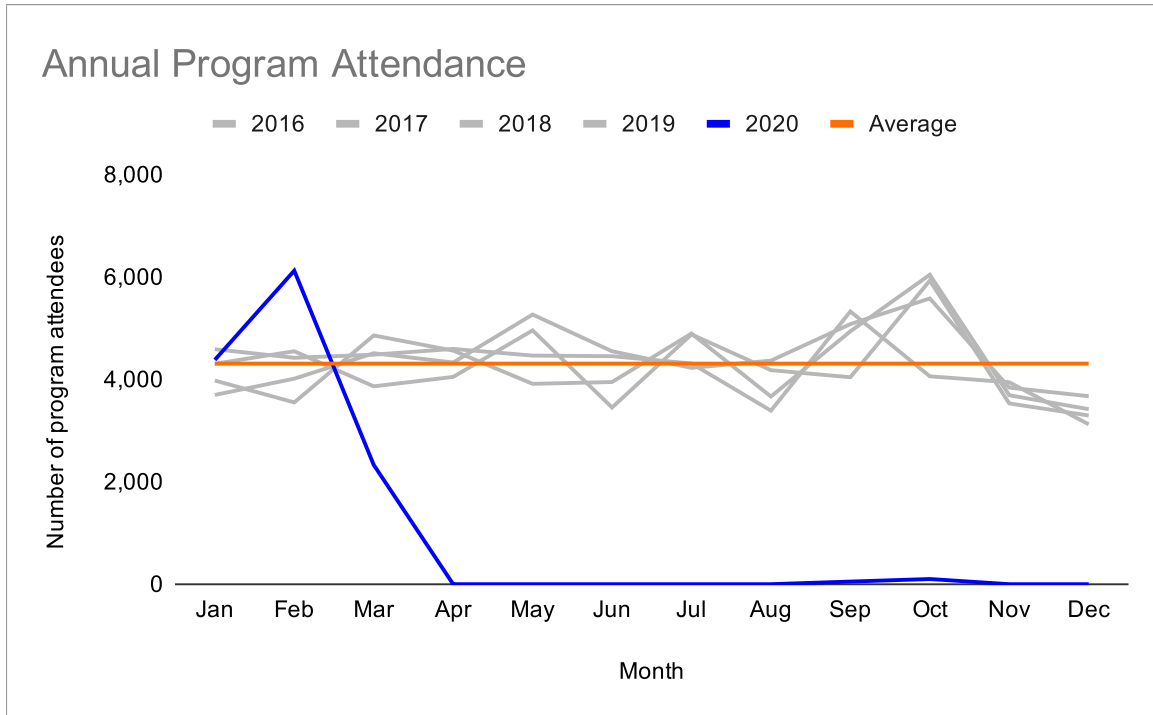
	2016	2017	2018	2019	2020
Jan	2,735	2,787	2,808	2,606	2,819
Feb	2,661	2,573	2,865	2,540	2,770
Mar	2,818	2,905	2,910	2,662	1,951
Apr	2,898	2,791	2,923	2,923	250
May	2,740	2,748	2,979	2,522	1,023
Jun	3,147	3,072	3,013	3,069	1,201
Jul	2,982	2,988	3,042	3,154	1,816
Aug	2,854	3,139	2,979	3,015	2,010
Sep	2,859	3,072	2,648	2,787	2,003
Oct	2,648	3,034	2,771	2,739	3,117
Nov	2,598	2,747	2,729	2,689	3,270
Dec	2,325	2,514	2,322	2,397	3,169

Active Borrowers is defined as the total count of patrons that have had any activity in the past month. This includes checkouts and renewals, placing holds, fine payments, and more.

What the data tell us: The transition to our new integrated library system, Polaris, has resulted in a new method for counting active borrowers. This count will now include all patrons with any activity in the last month, not just the borrowing of physical items.



Program Attendance



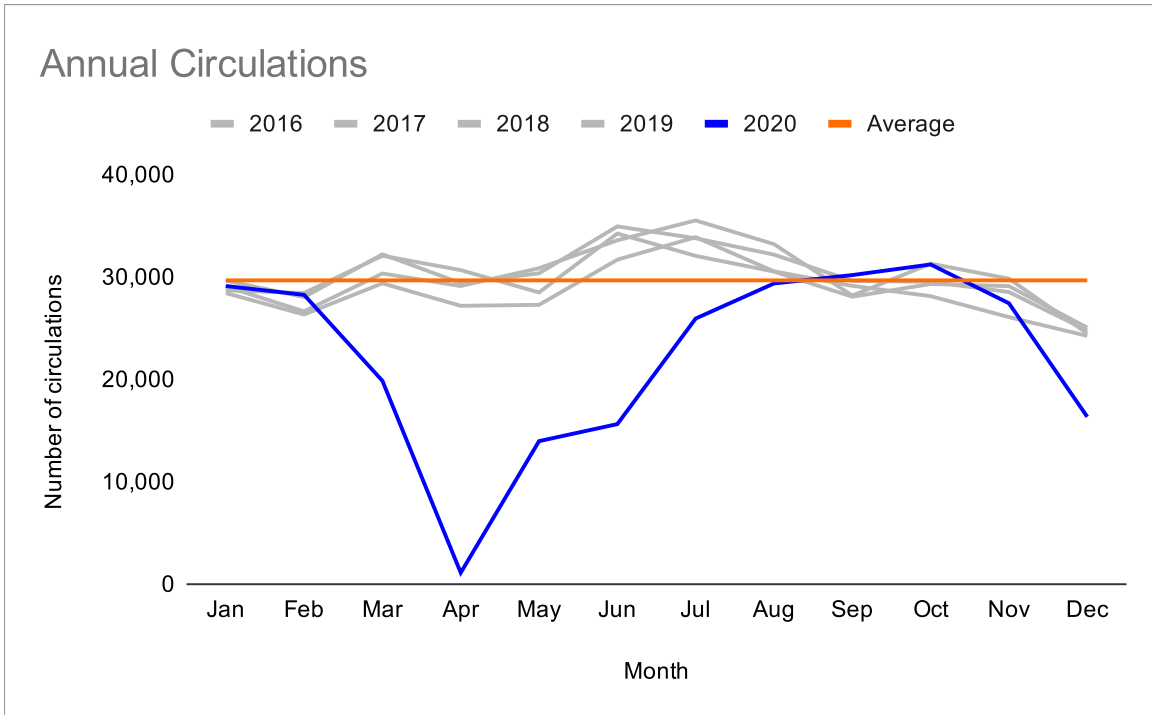
	2016	2017	2018	2019	2020
Jan	4,591	3,697	3,978	4,306	4,382
Feb	4,423	4,015	3,551	4,551	6,125
Mar	4,484	4,512	4,859	3,865	2,331
Apr	4,596	4,331	4,563	4,049	0
May	4,466	5,268	3,914	4,958	0
Jun	4,454	4,550	3,949	3,451	0
Jul	4,312	4,226	4,897	4,879	0
Aug	3,390	4,367	3,666	4,181	0
Sep	5,328	5,081	4,940	4,043	51
Oct	4,061	5,582	6,045	5,931	101
Nov	3,945	3,841	3,691	3,531	0
Dec	3,123	3,672	3,419	3,295	0

This number represents unique attendees counted at all library programs or special events that the library is present at. This number includes attendees at programs that take place in the library, as well as programs that we host outside the library. Examples: Pub Trivia at High Hops, craft programs for adults, and storytimes.

What the data tell us: The Windsor-Severance Library does not currently conduct in-person programming due to COVID-19. There were 47 virtual programs in December, with 276 YouTube viewers and 229 Zoom users.



Items Borrowed (Total Circulations)



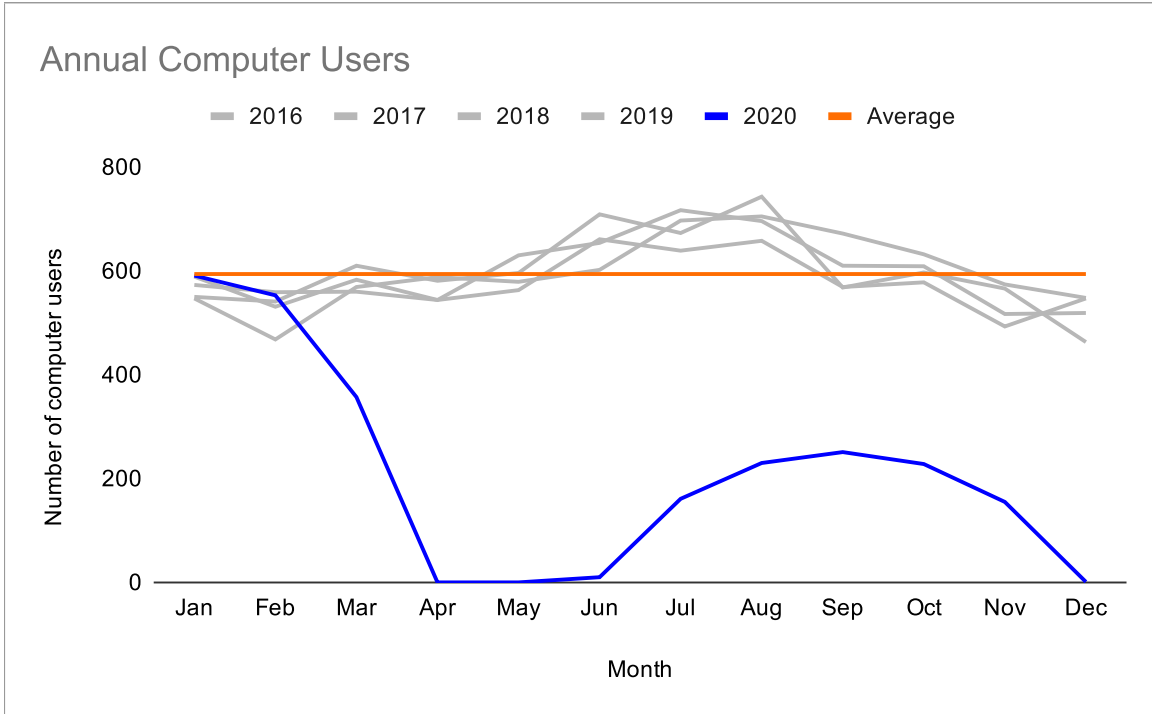
	2016	2017	2018	2019	2020
Jan	28,694	29,649	29,071	28,431	29,120
Feb	28,433	28,038	26,642	26,333	28,253
Mar	32,076	32,215	30,341	29,380	19,859
Apr	30,670	29,407	29,117	27,184	1,113
May	28,491	30,359	30,857	27,279	13,966
Jun	34,242	34,942	33,585	31,690	15,630
Jul	32,062	33,782	35,522	33,885	25,942
Aug	30,526	32,185	33,205	30,551	29,367
Sep	28,072	29,617	28,182	29,137	30,186
Oct	29,320	29,537	31,302	28,127	31,223
Nov	29,103	28,523	29,835	26,079	27,433
Dec	25,048	24,773	24,483	24,248	16,343

Items Borrowed is defined as the number of circulations (combined checkouts and renewals) of physical items.

What the data tell us: Circulations slowed down after the return to curbside pickup only. But circulations are higher than the last time the library was curbside pickup only for an entire month (May).



Computer Users



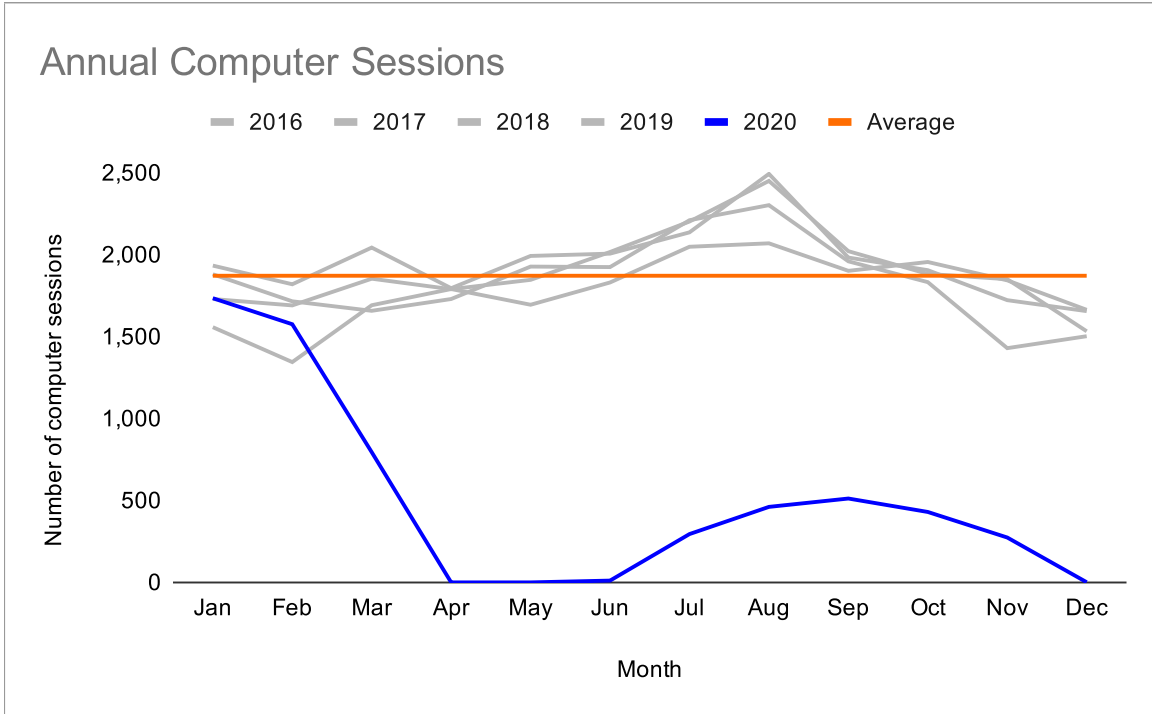
	2016	2017	2018	2019	2020
Jan	547	550	589	573	591
Feb	468	541	531	559	553
Mar	569	610	583	560	357
Apr	588	581	544	544	0
May	579	596	630	563	0
Jun	602	709	654	661	10
Jul	697	673	717	639	161
Aug	705	743	696	658	230
Sep	672	568	610	569	251
Oct	632	597	609	578	228
Nov	574	566	517	493	155
Dec	548	463	519	547	1

Computer Users is defined as the number of unique patrons (identified by patron barcode and guest logins) that have logged into our public computers.

What the data tell us: Patrons were unable to access our computers due to the building being closed in response to COVID-19.



Computer Sessions



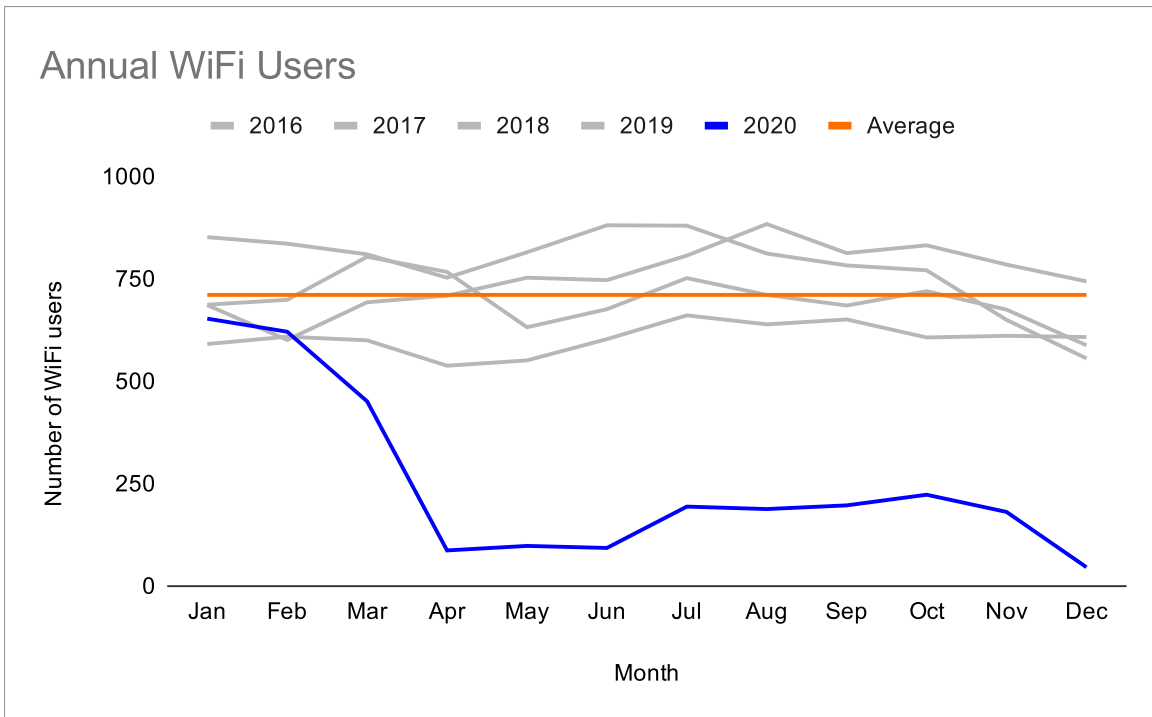
	2016	2017	2018	2019	2020
Jan	1,558	1,730	1,934	1,881	1,735
Feb	1,345	1,691	1,820	1,716	1,576
Mar	1,692	1,854	2,044	1,658	795
Apr	1,791	1,790	1,796	1,730	0
May	1,695	1,847	1,993	1,928	0
Jun	1,831	2,017	2,007	1,925	11
Jul	2,049	2,203	2,137	2,211	295
Aug	2,070	2,451	2,494	2,303	461
Sep	1,902	2,022	1,983	1,960	512
Oct	1,956	1,883	1,906	1,833	430
Nov	1,844	1,851	1,723	1,430	274
Dec	1,664	1,533	1,656	1,503	1

Computer Sessions is defined as the number of times any patron has logged into our in-library computers. These are unique sessions, but not unique users.

What the data tell us: Patrons were unable to access our computers due to the building being closed in response to COVID-19.



WiFi Users



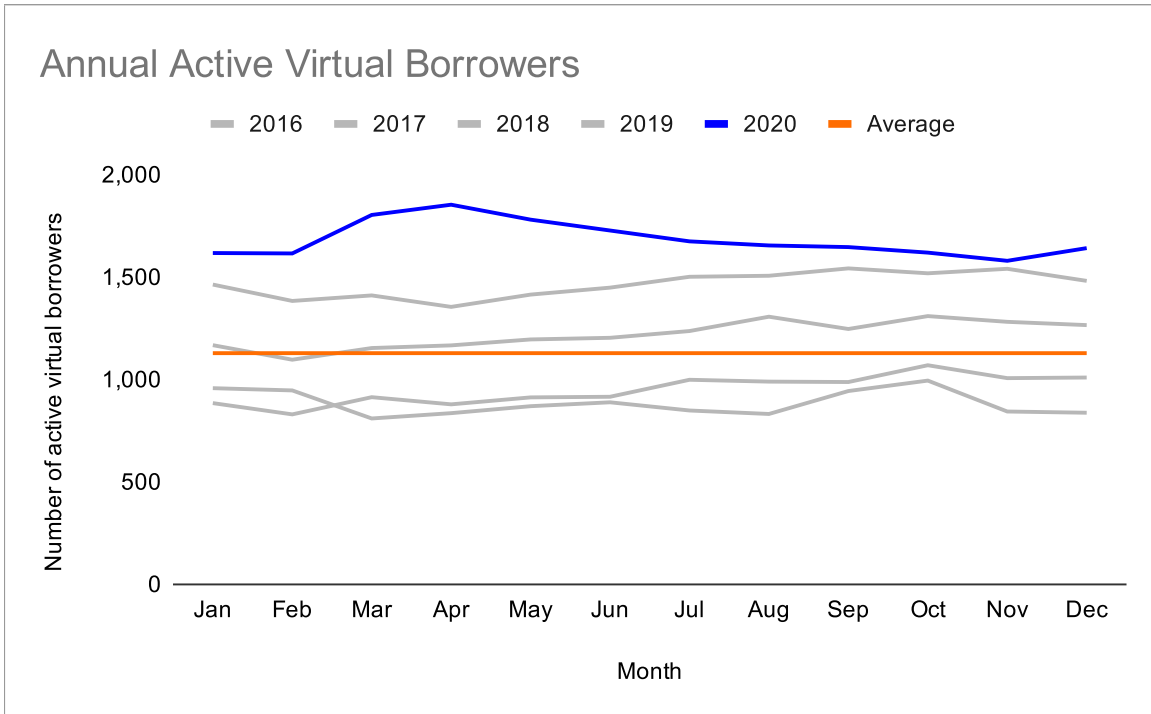
	2016	2017	2018	2019	2020
Jan	591	687	686	852	653
Feb	609	699	601	836	621
Mar	600	804	693	810	451
Apr	538	767	709	753	87
May	551	632	753	815	98
Jun	603	676	747	881	93
Jul	661	752	807	880	194
Aug	639	711	884	812	188
Sep	651	685	813	783	197
Oct	607	720	832	771	223
Nov	611	675	785	650	181
Dec	608	588	744	556	46

WiFi Users is defined as the number of unique clients, including library owned clients, that use library WiFi.

What the data tell us: The return to curbside pickup only meant that patrons were unable to enter the building to use the WiFi.



Active Virtual Borrowers



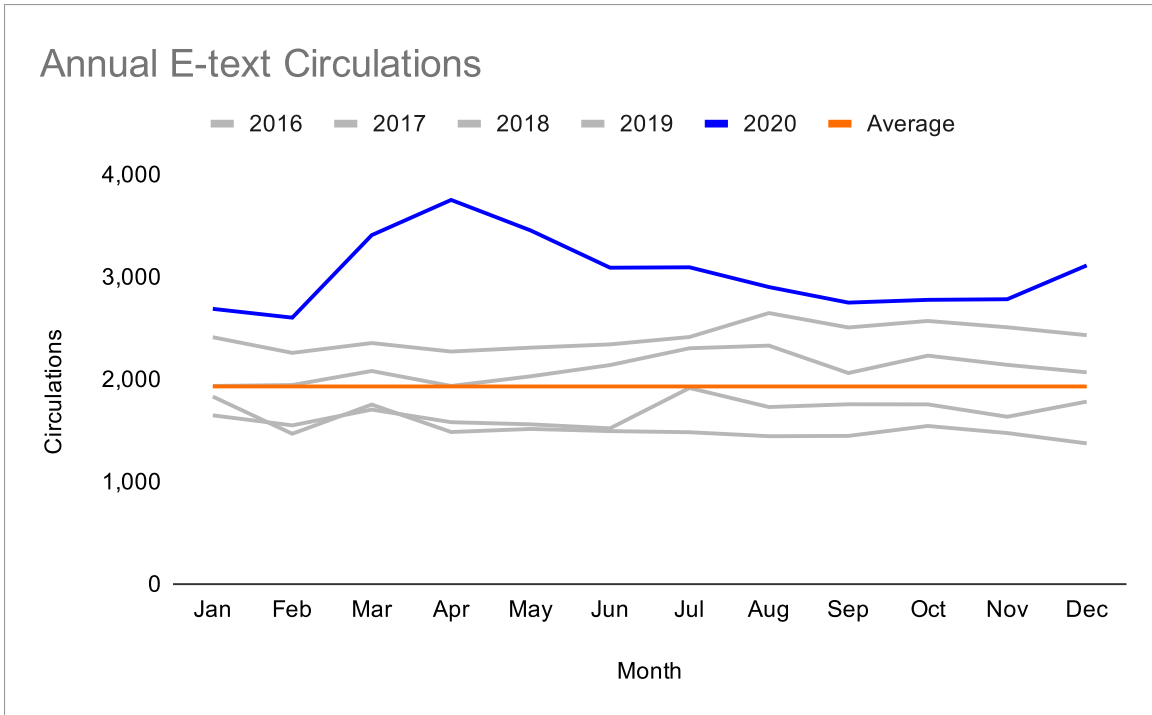
	2016	2017	2018	2019	2020
Jan	958	885	1,168	1,464	1,618
Feb	947	830	1,097	1,384	1,616
Mar	810	914	1,154	1,411	1,804
Apr	836	879	1,167	1,355	1,854
May	870	913	1,196	1,415	1,781
Jun	889	916	1,204	1,449	1,728
Jul	849	999	1,237	1,502	1,675
Aug	832	990	1,307	1,507	1,655
Sep	944	988	1,247	1,543	1,647
Oct	995	1,070	1,310	1,519	1,620
Nov	844	1,007	1,282	1,541	1,580
Dec	838	1,010	1,266	1,482	1,642

Active Virtual Borrowers is defined as the number of people per month that borrow e-materials, such as e-books, movies, or streaming music. Patrons included in these numbers have borrowed from Overdrive, Hoopla, Kanopy, or Freegal.

What the data tell us: The number of virtual borrowers picked back up again, but did not return to the level reached during the last time the building was closed.



E-text Circulation



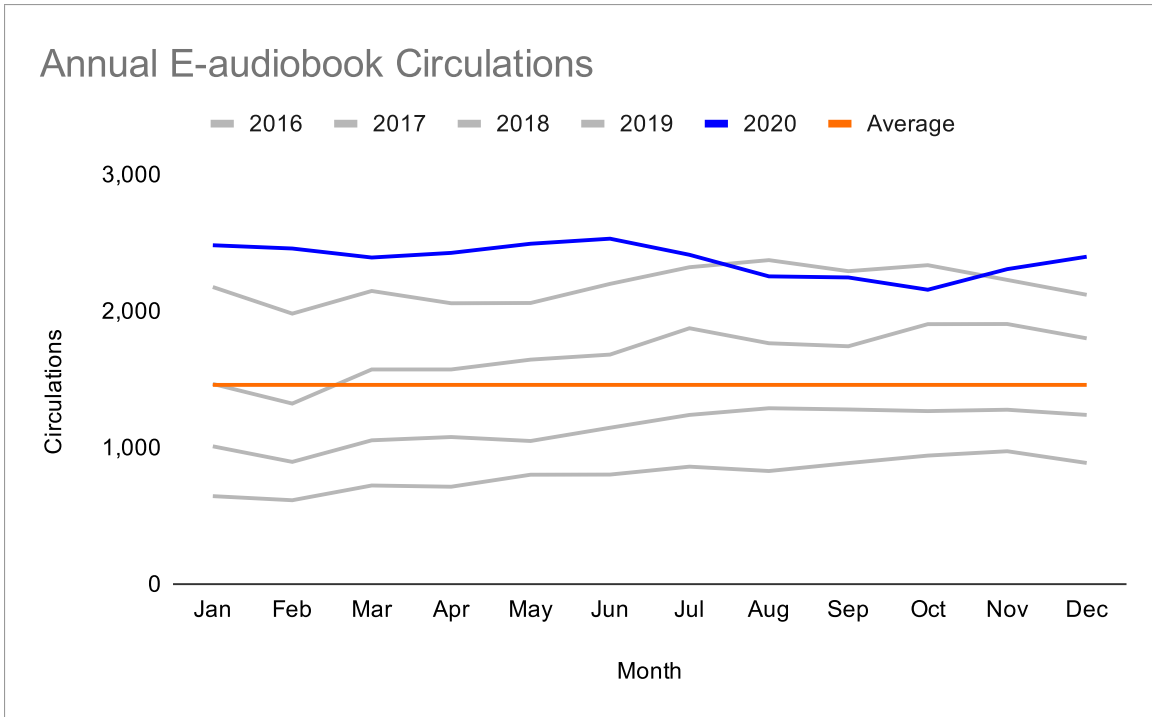
	2016	2017	2018	2019	2020
Jan	1,831	1,648	1,935	2,411	2,688
Feb	1,468	1,550	1,944	2,258	2,602
Mar	1,753	1,704	2,081	2,354	3,408
Apr	1,485	1,581	1,935	2,271	3,752
May	1,515	1,560	2,029	2,309	3,454
Jun	1,494	1,521	2,139	2,341	3,090
Jul	1,483	1,915	2,303	2,413	3,094
Aug	1,444	1,729	2,329	2,647	2,901
Sep	1,447	1,756	2,061	2,506	2,749
Oct	1,544	1,755	2,231	2,570	2,776
Nov	1,475	1,634	2,141	2,508	2,782
Dec	1,374	1,782	2,068	2,431	3,112

E-text Circulation is a count of all books, magazines, and comics borrowed from online services provided by the library. Currently included is circulations of Overdrive e-books and magazines, Hoopla e-books and comics, and Flipster magazines. A viewing of a Flipster magazine, as opposed to a download, still counts as a circulation.

What the data tell us: E-text circulations picked up again. The biggest increase was in Overdrive e-books.



E-audiobook Circulation



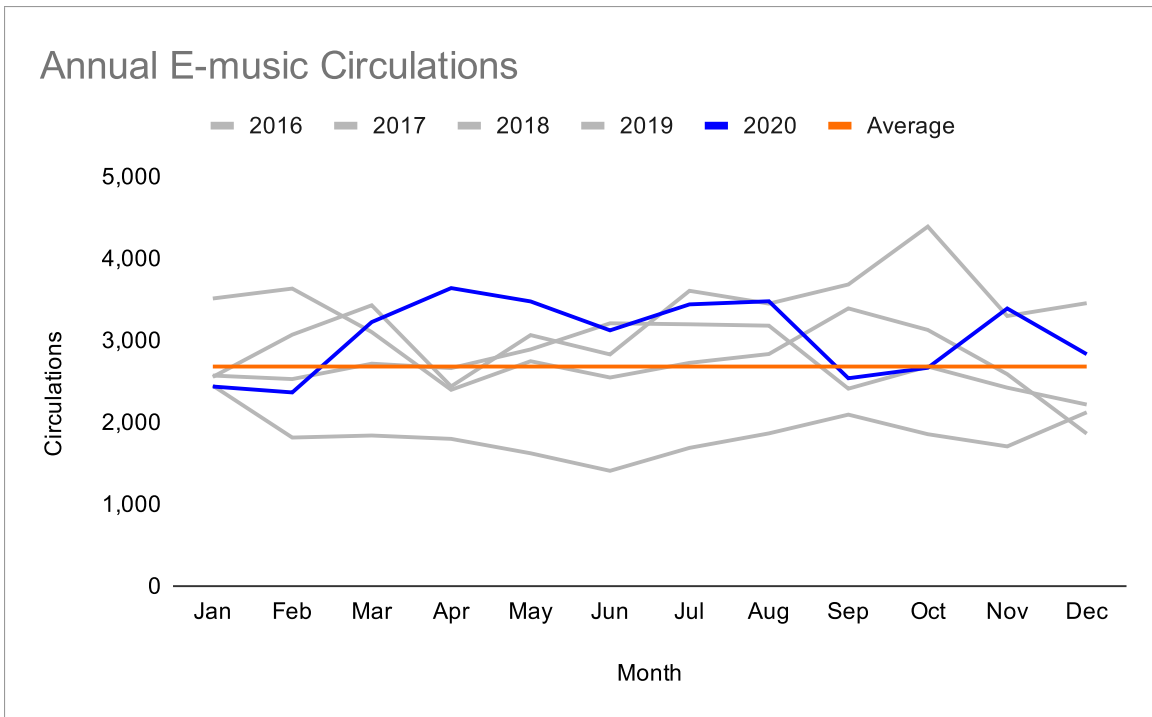
	2016	2017	2018	2019	2020
Jan	644	1,009	1,466	2,176	2,482
Feb	614	895	1,322	1,981	2,458
Mar	722	1,053	1,572	2,147	2,392
Apr	713	1,077	1,572	2,057	2,426
May	801	1,048	1,644	2,059	2,493
Jun	802	1,145	1,681	2,199	2,530
Jul	860	1,239	1,874	2,321	2,412
Aug	828	1,288	1,764	2,373	2,254
Sep	886	1,279	1,742	2,292	2,246
Oct	941	1,267	1,904	2,336	2,156
Nov	973	1,277	1,905	2,228	2,307
Dec	887	1,239	1,800	2,119	2,398

E-audiobook Circulation is a count of all audiobooks borrowed from online services provided by the library. Currently included is circulations of Overdrive and Hoopla audiobooks.

What the data tell us: E-audiobook usage continued to increase, from the previous month and the previous year. Usage on Overdrive and Hoopla both contributed to the increase.



E-music Circulations



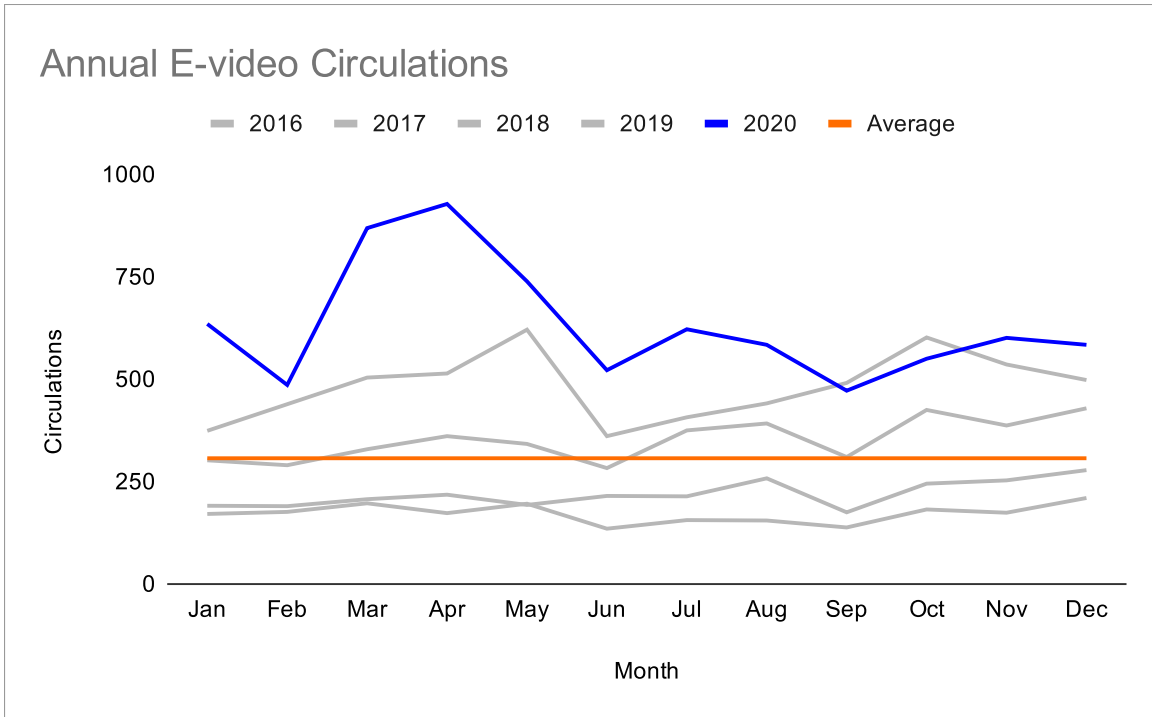
	2016	2017	2018	2019	2020
Jan	2,447	2,570	2,554	3,511	2,436
Feb	1,813	2,527	3,069	3,632	2,364
Mar	1,838	2,715	3,428	3,101	3,223
Apr	1,797	2,661	2,438	2,396	3,638
May	1,621	2,889	3,064	2,745	3,475
Jun	1,407	3,208	2,828	2,546	3,122
Jul	1,687	3,196	3,605	2,725	3,439
Aug	1,864	3,179	3,448	2,833	3,477
Sep	2,093	2,410	3,682	3,390	2,537
Oct	1,854	2,680	4,389	3,127	2,665
Nov	1,705	2,422	3,297	2,587	3,389
Dec	2,121	2,216	3,454	1,861	2,831

E-music Circulation is a count of all music borrowed from online services provided by the library. Currently included is Hoopla music circulations, and downloads and streams from Freegal.

What the data tell us: "Normal" usage trends in Freegal caused e-music circulations to return closer to average.



E-video Circulations



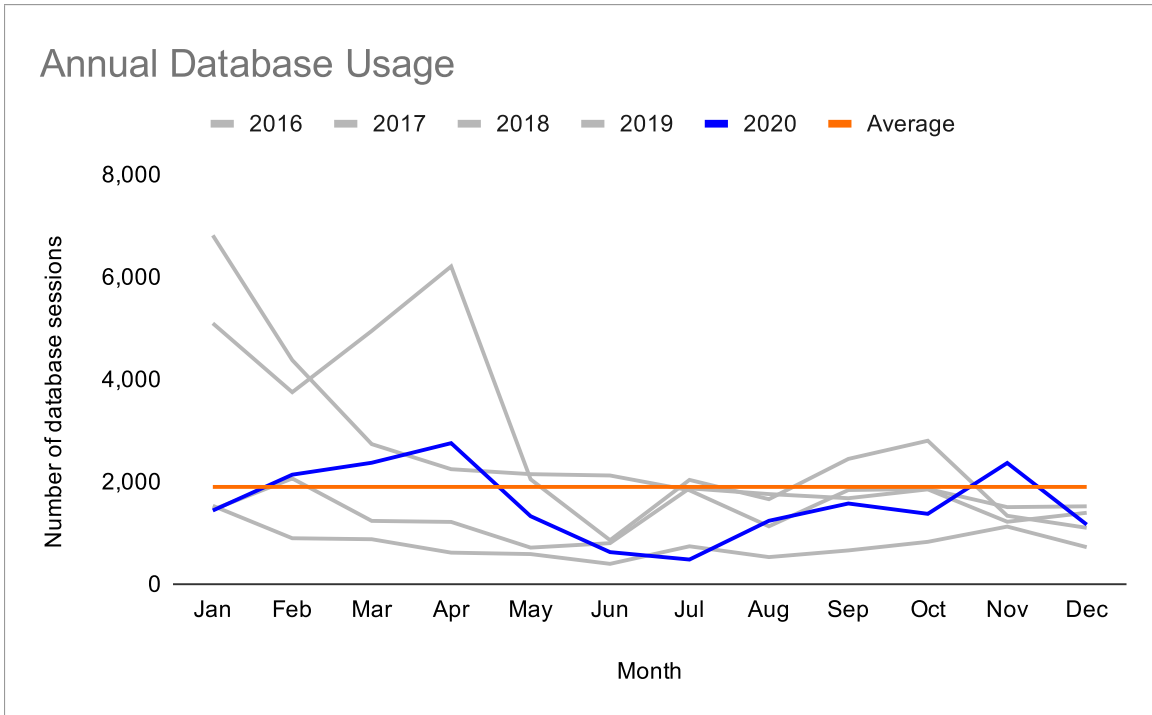
	2016	2017	2018	2019	2020
Jan	171	191	302	374	635
Feb	176	190	290	439	486
Mar	197	207	329	504	869
Apr	173	218	361	514	928
May	196	193	342	621	739
Jun	135	215	283	361	522
Jul	156	214	375	407	622
Aug	155	258	392	441	584
Sep	138	175	310	491	472
Oct	182	245	425	602	550
Nov	174	253	387	536	601
Dec	210	278	429	498	584

E-video Circulation is a count of all videos borrowed from online services provided by the library. Currently included is video streams from Overdrive, and circulations of movies and TV shows from Kanopy and Hoopla.

What the data tell us: Kanopy usage increased, but a decrease in Hoopla usage resulted in a slightly lower count this month compared to November. December's count still grew from last year.



Database Usage



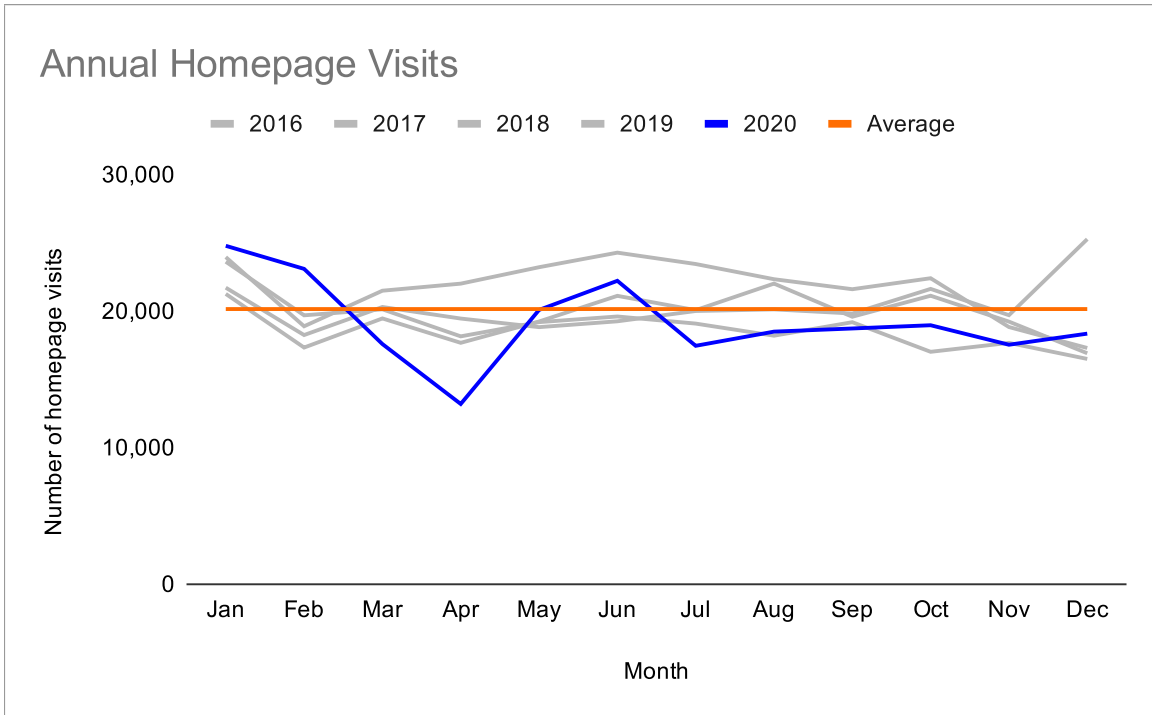
	2016	2017	2018	2019	2020
Jan	6,813	5,095	1,454	1,530	1,438
Feb	4,376	3,749	2,064	896	2,138
Mar	2,735	4,946	1,235	877	2,371
Apr	2,245	6,207	1,215	615	2,754
May	2,148	2,048	713	587	1,327
Jun	2,122	858	800	396	625
Jul	1,833	2,036	1,871	739	480
Aug	1,129	1,659	1,759	528	1,237
Sep	1,838	2,446	1,678	658	1,575
Oct	1,860	2,801	1,851	826	1,373
Nov	1,504	1,335	1,218	1,124	2,367
Dec	1,520	1,100	1,394	722	1,163

Database Usage tracks database sessions whenever possible, except in the cases of Gale Legal Forms (downloads), TumbleBooks (views), Niche Academy (views), Newspapers.com (searches), and Fold3 (searches). Sessions are when a patron logs in to a database, not necessarily with their card number. When someone uses certain databases in the library, they don't need to login with their card number, and their sessions are still counted.

What the data tell us: EBSCO usage returned to normal levels, resulting in a lower count than the previous month. But usage increased significantly from this same time last year.



Homepage Visits



	2016	2017	2018	2019	2020
Jan	23,624	21,265	21,721	23,962	24,789
Feb	19,697	17,336	18,252	18,894	23,099
Mar	20,137	19,469	20,307	21,500	17,592
Apr	18,156	17,682	19,460	22,017	13,203
May	19,198	19,243	18,831	23,221	20,092
Jun	19,611	21,124	19,258	24,288	22,224
Jul	19,091	20,075	20,014	23,455	17,463
Aug	18,204	22,021	20,132	22,342	18,502
Sep	19,193	19,593	19,829	21,609	18,733
Oct	17,024	21,132	21,632	22,414	18,970
Nov	17,677	19,236	19,708	18,838	17,542
Dec	16,502	16,919	25,276	17,304	18,354

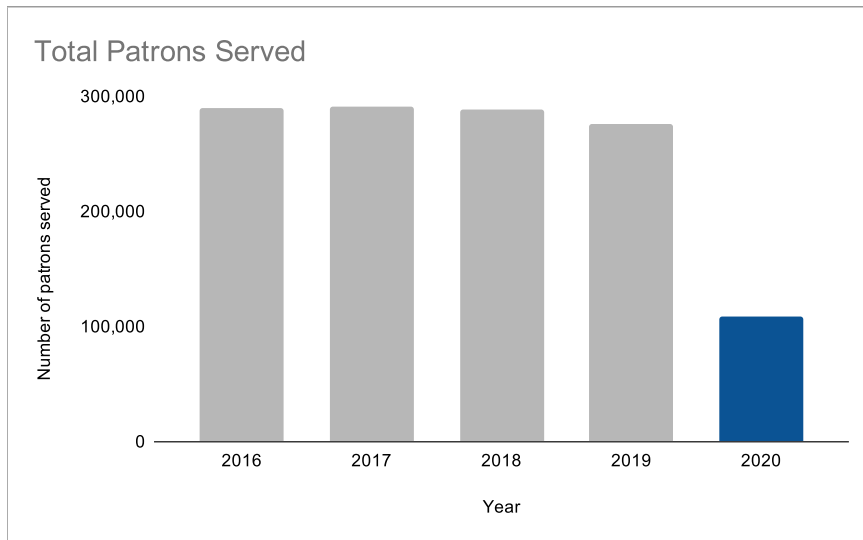
Homepage Visits is defined as the number of times a device has arrived at and loaded our website: www.clearviewlibrary.org. This is not a count of unique visitors to our website, but rather the total number of times our page has been loaded within a certain time period.

What the data tell us: Despite the library building being closed, the number of homepage visits has remained fairly level.



	2015 Actual	2016 Actual	2017 Actual	2018 Actual	2019 Actual	December 2020	vs. Dec. 2019	YTD 2020	vs. YTD 2019	Goal	% of Goal*		
People Served	280,160	289,323	290,809	288,442	276,394	0	-100%	108,898	-61%	285,370	38%	Goal is average of previous three years' data.	
Program Attendance	39,794	51,173	53,142	51,472	51,040	0	-100%	12,990	-75%	51,885	25%	Goal is average of previous three years' data.	
Items Borrowed	350,053	356,737	363,027	362,142	342,324	16,343	-33%	268,435	-22%	355,831	75%	Goal is average of previous three years' data.	
Computer Users	7,785	7,181	7,197	7,199	6,944	1	-100%	2,537	-63%	7,113	36%	Goal is average of previous three years' data.	
Computer Sessions	22,218	21,397	22,873	23,493	22,078	1	-100%	6,090	-72%	22,815	27%	Goal is average of previous three years' data.	
WiFi Use	5,430	7,269	8,396	9,054	9,399	46	-92%	3,032	-68%	8,950	34%	Goal is average of previous three years' data.	
Virtual Borrowers	9,736	10,611	11,401	14,635	17,567	1,642	11%	20,220	15%	14,534	139%	Goal is average of previous three years' data.	
E-text Borrowed	16,808	18,313	20,135	25,196	29,019	3,112	28%	36,408	25%	31,921	114%	Goal is a 10% increase in use.	
E-audiobooks Borrowed	6,225	9,671	13,816	20,246	26,288	2,398	13%	28,554	9%	28,917	99%	Goal is a 10% increase in use.	
E-music Borrowed	29,062	22,247	32,673	39,256	34,454	2,831	52%	36,596	6%	37,899	97%	Goal is a 10% increase in use.	
E-video Borrowed	1,708	2,063	2,637	4,225	5,788	584	17%	7,592	31%	6,367	119%	Goal is a 10% increase in use.	
Database Sessions	14,791	30,123	34,280	17,252	9,498	1,163	61%	18,848	98%	20,343	93%	Goal is average of previous three years' data.	
Homepage Visits	237,296	228,114	235,095	244,420	259,844	18,354	6%	230,563	-11%	246,453	94%	Goal is average of previous three years' data.	
												*Target for December is 100%	

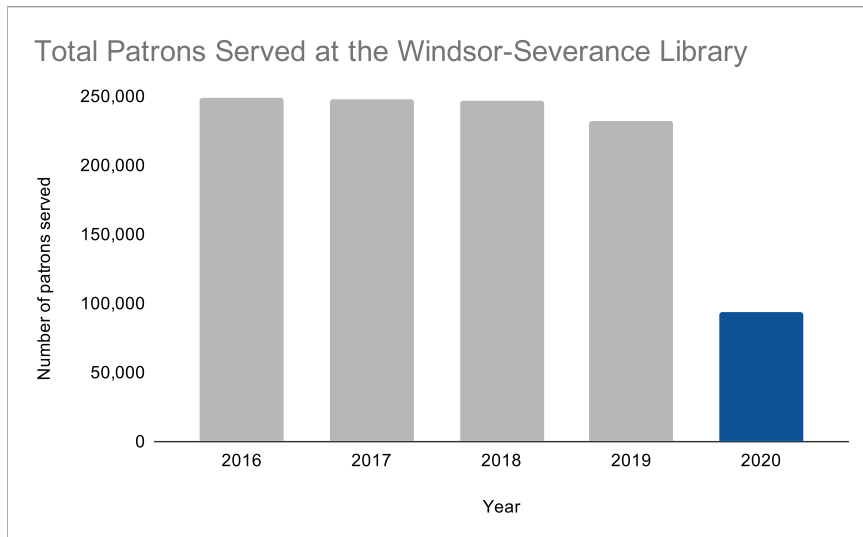
Patrons Served (Total)



2016	2017	2018	2019	2020
289,323	290,809	288,442	276,394	108,954

The pandemic affected the count of patrons who physically entered the library and bookmobile, and who attended outreach events. Patrons were still served through library takeout and virtual services (not included in this count).

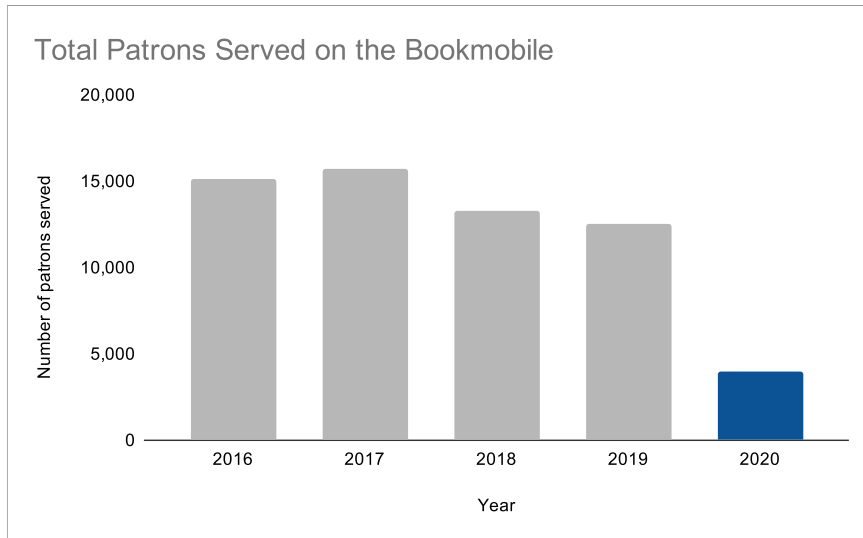
Patrons Served (Clearview Library)



2016	2017	2018	2019	2020
248,690	247,379	246,552	232,150	94,003

While the library building was closed, patrons were still being served. Patrons weren't counted entering the building, but they still used library services, such as curbside pickup and e-borrowing. The building was closed from March 16 to June 28, and from November 21 until the end of the year.

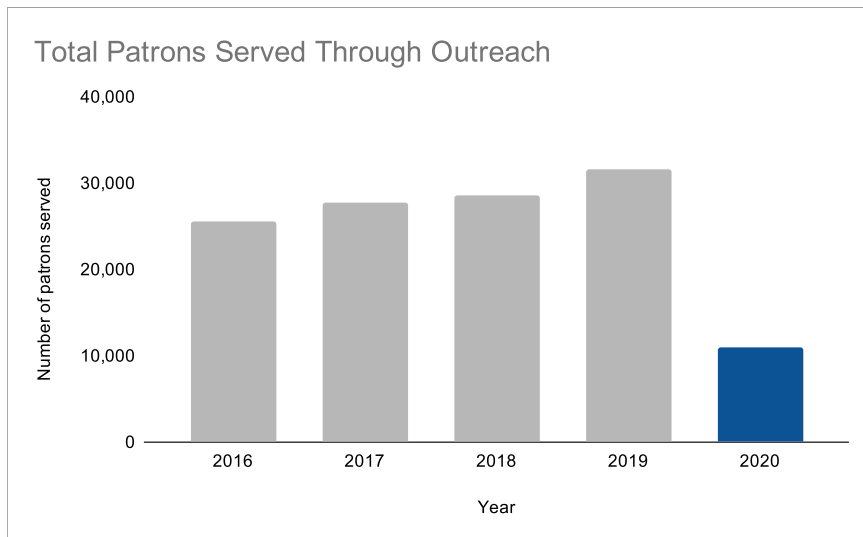
Patrons Served (Bookmobile)



2016	2017	2018	2019	2020
15,119	15,735	13,287	12,563	3,945

Due to the pandemic, the bookmobile was unable to allow patrons on board from March 16 to June 28 and from November 21 until the end of the year, resulting in a lower patron served count. This does not include those individuals picking up holds at bookmobile stops who did not enter the bookmobile.

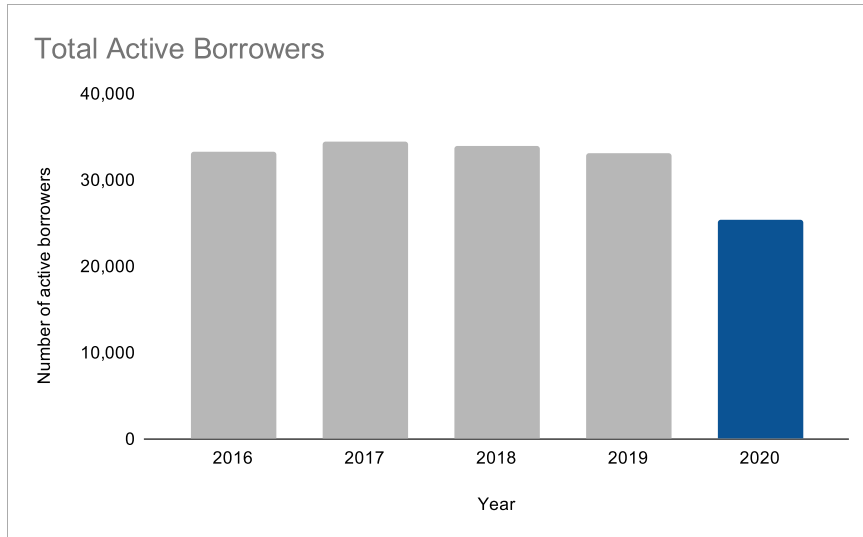
Patrons Served (Outreach)



2016	2017	2018	2019	2020
25,514	27,695	28,603	31,681	11,006

Outreach events were limited across the communities the district serves, which resulted in the drop in patrons served for 2020.

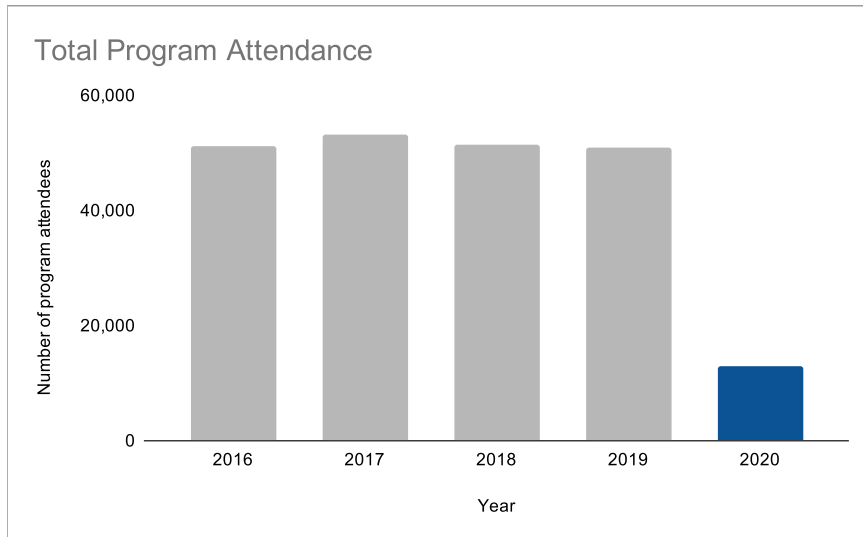
Active Borrowers



2016	2017	2018	2019	2020
33,265	34,370	33,989	33,103	25,399

Patrons were able to continue borrowing during the pandemic, albeit in a more limited capacity. Additionally, Polaris' method of counting active borrowers meant that numbers saw a large increase after the switch in October, resulting in a final count that was only a 23% decrease from the previous year.

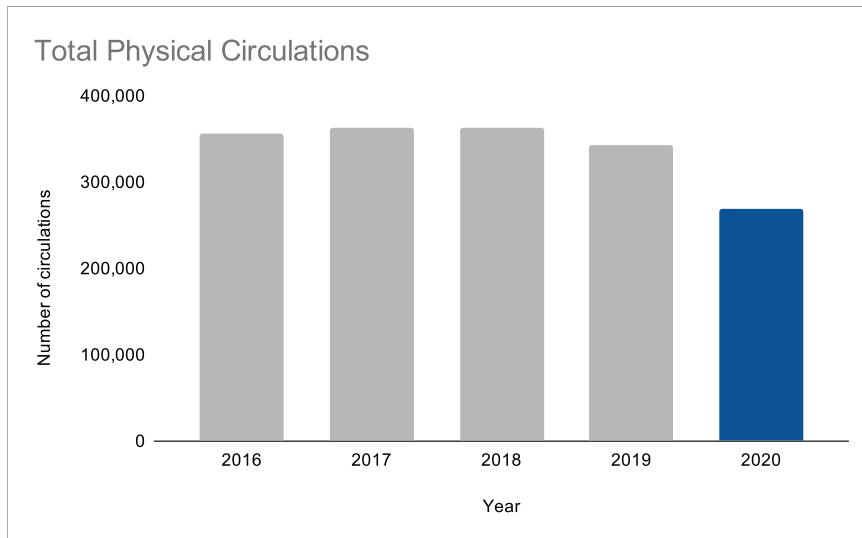
Program Attendance



2016	2017	2018	2019	2020
51,173	53,142	51,472	51,040	12,990

COVID-19 prevented in-person programming from taking place for much of the year, but a few socially-distanced outdoor programs were able to take place during the warmer months. Programmers had to adjust to online platforms such as Facebook, Zoom, and YouTube. The library hosted more than 600 virtual programs in 2020 (not included in this total).

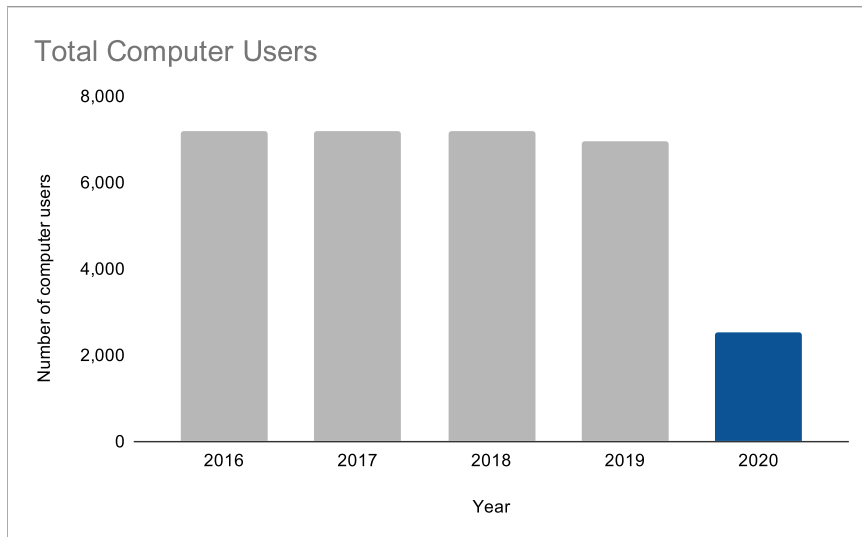
Items Borrowed (Total Circulations)



2016	2017	2018	2019	2020
356,737	363,027	362,142	342,324	268,435

Thanks to Library Takeout, physical item circulations were not affected as drastically as other measures, and only saw a 22% decrease from the previous year. Numbers were bolstered by automatic renewals, which prevents items from becoming overdue in many cases and encourages patrons to keep items for longer periods of time.

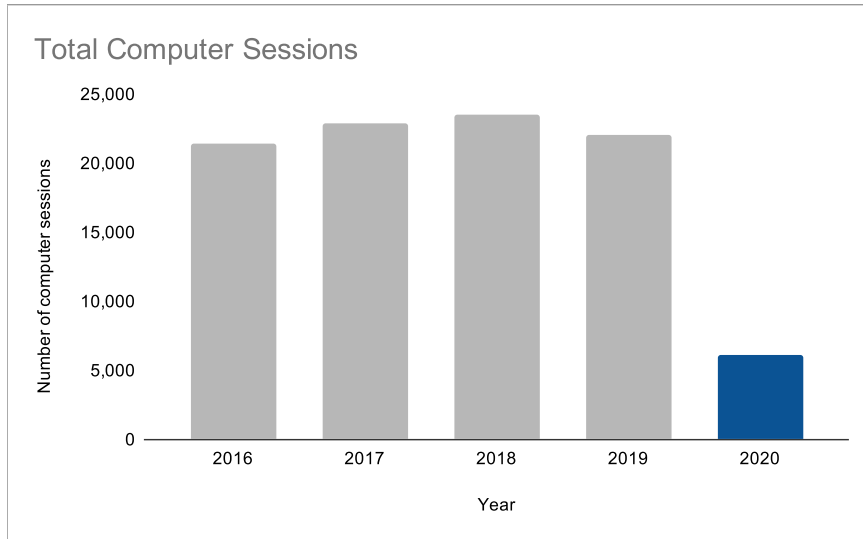
Computer Users



2016	2017	2018	2019	2020
7,181	7,197	7,199	6,944	2,537

For parts of the year, patrons were unable to enter the building and use the computers. When patrons could access the building, the number of computers and the daily time allowance were limited. Patrons still took advantage of the service as they were able.

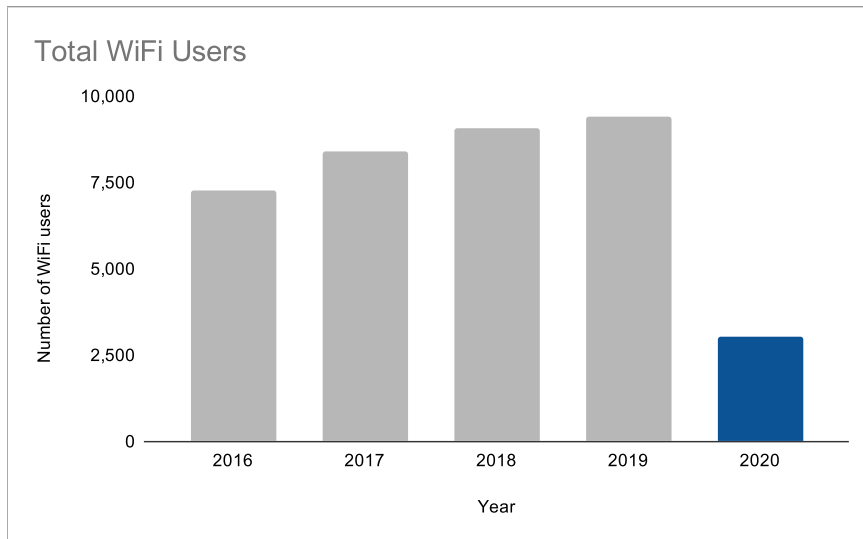
Computer Sessions



2016	2017	2018	2019	2020
21,397	22,873	23,493	22,078	6,090

For parts of the year, patrons were unable to enter the building and use the computers. When patrons could access the building, the number of computers and the daily time allowance were limited. Patrons still took advantage of the service as they were able.

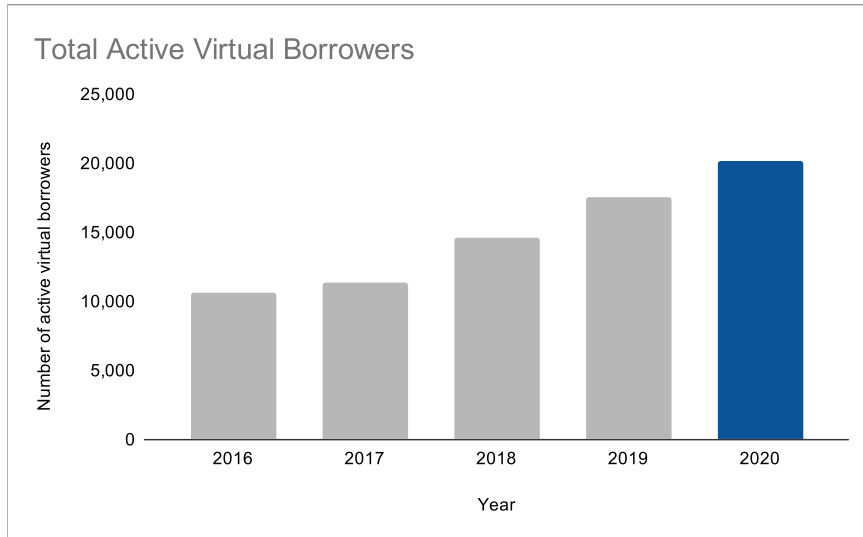
WiFi Users



2016	2017	2018	2019	2020
7,269	8,396	9,054	9,399	3,032

The pandemic and a new reporting method combined for a much lower WiFi count this year. While WiFi was available in the parking lot, monthly counts showed that patrons preferred to use WiFi in the library building.

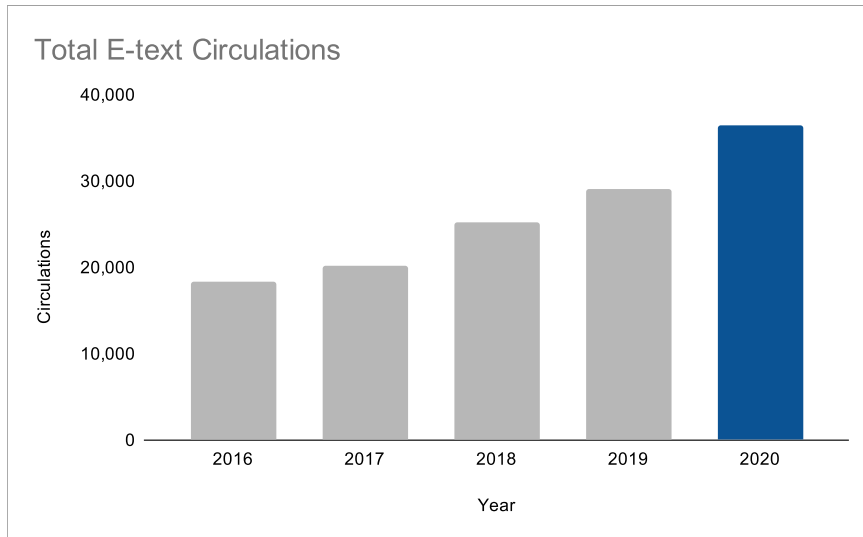
Active Virtual Borrowers



2016	2017	2018	2019	2020
10,611	11,401	14,635	17,567	20,220

In 2020, the number of active virtual borrowers exceeded the goal of 14,534, which was an average of the past 3 years' data. There was a 15% increase from 2019.

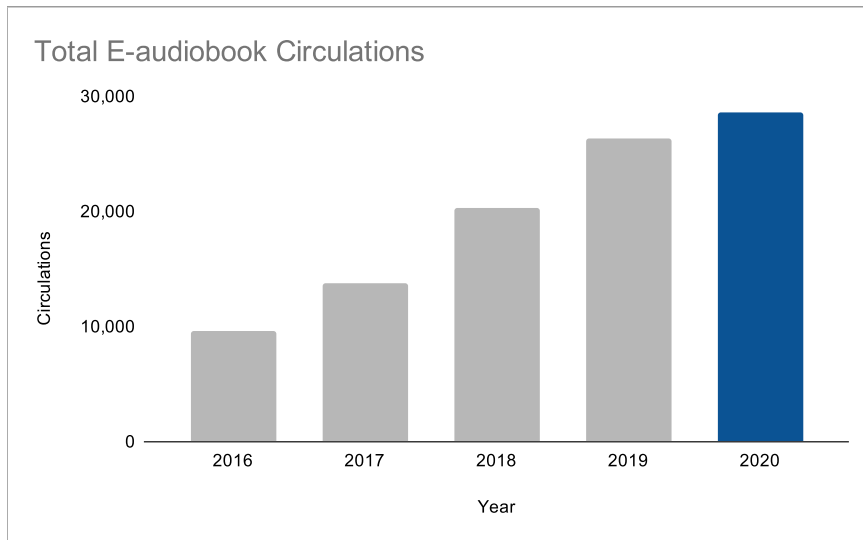
E-text Circulation



2016	2017	2018	2019	2020
18,313	20,135	25,196	29,019	36,408

E-text circulations exceeded the goal of a 10% increase in usage, for a 25% positive change. In terms of both numbers and percentages, this is the largest growth e-text circulations has seen in recent years.

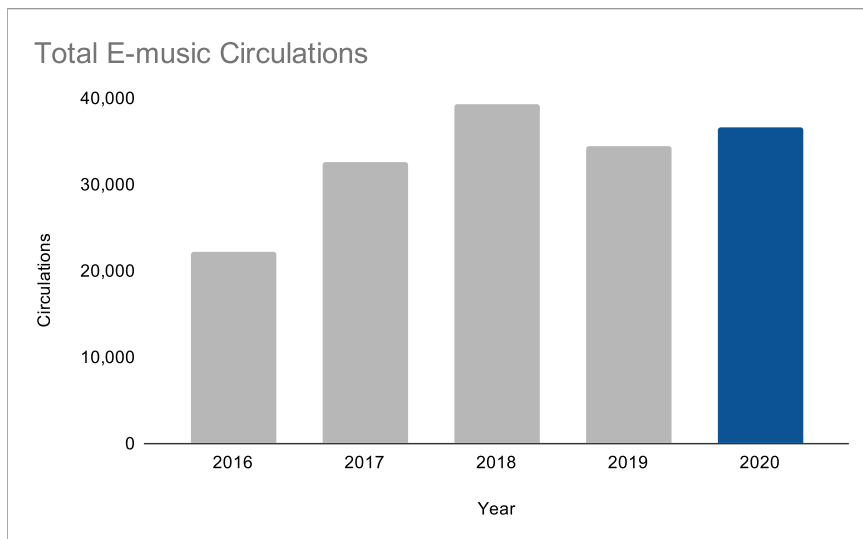
E-audiobook Circulation



2016	2017	2018	2019	2020
9,671	13,816	20,246	26,288	28,554

Although there were months when circulations decreased, the total count of e-audiobook circulations reached 99% of the goal for 2020, and increased from the previous year.

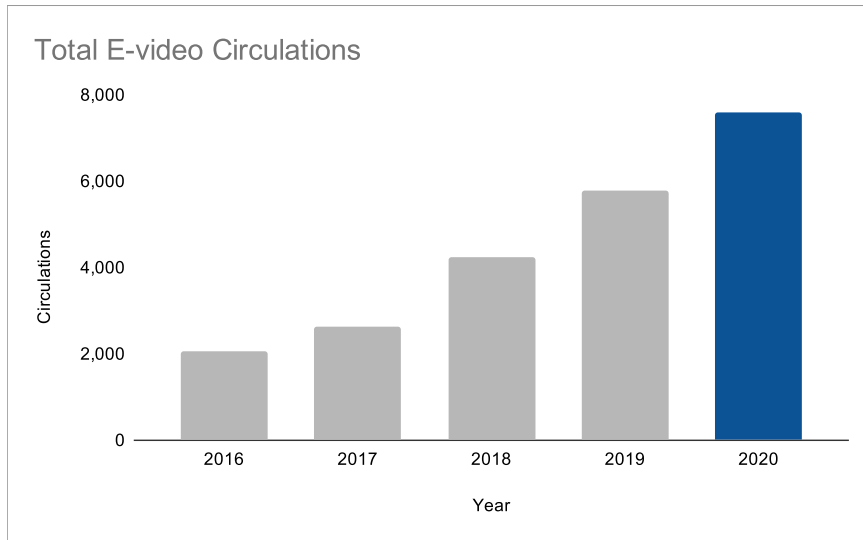
E-music Circulations



2016	2017	2018	2019	2020
22,247	32,673	39,256	34,454	36,596

E-music circulations saw growth from the previous year and reached 97% of the goal.

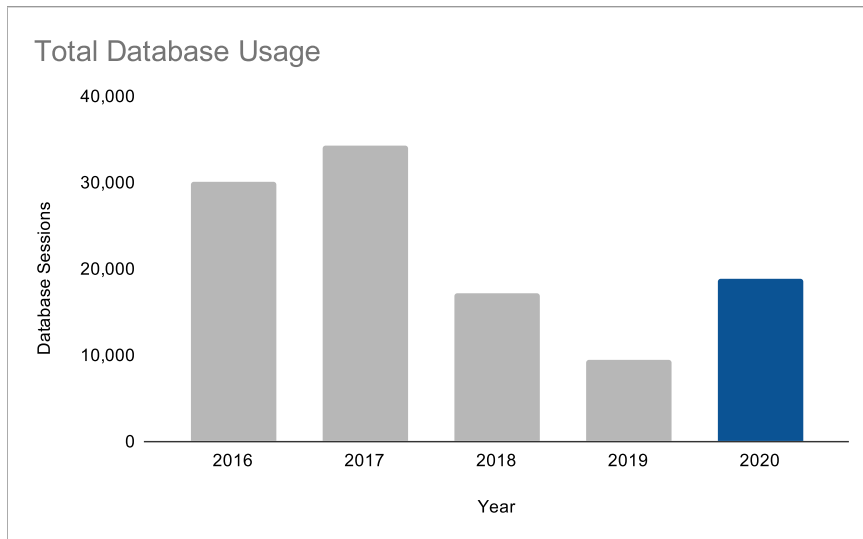
E-video Circulations



2016	2017	2018	2019	2020
2,063	2,637	4,225	5,788	7,592

In terms of numbers, the growth in e-video circulations from 2019 to 2020 is the largest yet. It exceeded the goal of a 10% increase in usage for a 31% increase.

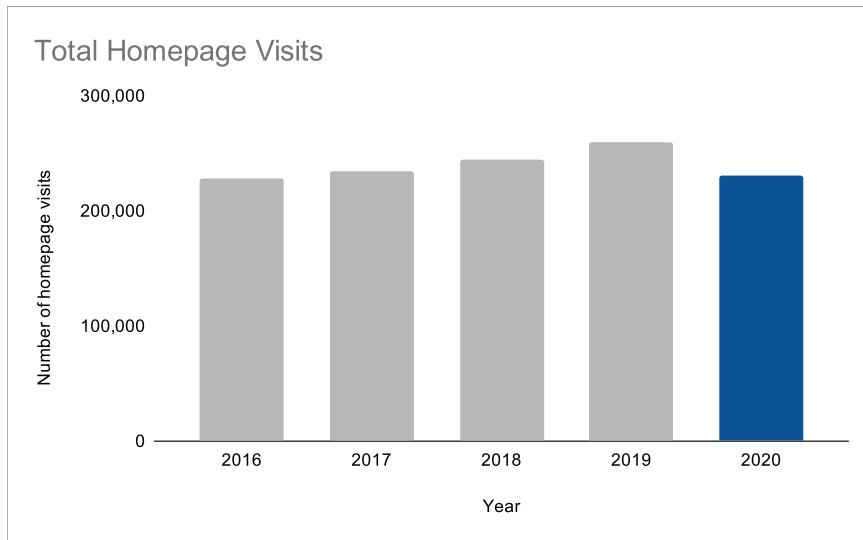
Database Usage



2016	2017	2018	2019	2020
30,123	34,280	17,252	9,498	18,848

Despite not quite reaching this year's goal of 20,343 database sessions, usage still nearly doubled from 2019 and even surpassed 2018. This is largely due to a significant increase in Tumblebooks usage, and the addition of the new databases Niche Academy, Newspapers.com, and Fold3.

Homepage Visits



2016	2017	2018	2019	2020
228,114	235,095	244,420	259,844	230,563

Despite drops in activity while the library was closed, total homepage visits remained fairly level when compared with previous years, and was just 6% shy of the goal.

CLEARVIEW LIBRARY DISTRICT
Balance Sheet Prev Year Comparison
As of November 30, 2020

	Nov 30, 20	Nov 30, 19	\$ Change	% Change
ASSETS				
Current Assets				
Checking/Savings				
1010 · Petty Cash	149.05	200.00	-50.95	-25.5%
1015 · Cash on Hand	433.30	533.30	-100.00	-18.8%
1033 · ColoTrust LT Bldg 8004	2,564,613.19	1,188,794.72	1,375,818.47	115.7%
1034 · Colo Trust Gen Fund Res 8005	679,444.37	673,517.60	5,926.77	0.9%
1038 · Colo Trust Operating Fund 8003	1,636,612.28	1,491,296.76	145,315.52	9.7%
1040 · Colo Trust Capital Fund-8001	220,159.26	217,557.50	2,601.76	1.2%
1053 · Bank of Colorado--Checking	110,094.41	47,688.07	62,406.34	130.9%
Total Checking/Savings	5,211,505.86	3,619,587.95	1,591,917.91	44.0%
Accounts Receivable				
1200 · Accounts Receivable	527.66	0.00	527.66	100.0%
Total Accounts Receivable	527.66	0.00	527.66	100.0%
Other Current Assets				
1050 · Cash with County Treasurer	0.00	18,515.65	-18,515.65	-100.0%
1150 · Delinquent Property Tax	6,232.00	6,232.00	0.00	0.0%
1151 · Current Prop. Taxes Rec.	3,510,956.00	3,510,956.00	0.00	0.0%
1170 · Prepaid Expenses	39,934.63	41,051.24	-1,116.61	-2.7%
12000 · Undeposited Funds	0.00	172.02	-172.02	-100.0%
Total Other Current Assets	3,557,122.63	3,576,926.91	-19,804.28	-0.6%
Total Current Assets	8,769,156.15	7,196,514.86	1,572,641.29	21.9%
Other Assets				
1250 · Land	1,037,824.00	1,037,824.00	0.00	0.0%
1255 · Land Improvements	146,656.00	146,656.00	0.00	0.0%
1260 · Building & Improvement	3,166,664.27	3,166,664.27	0.00	0.0%
1270 · Furniture and Equipment Asset	854,924.37	854,924.37	0.00	0.0%
Total Other Assets	5,206,068.64	5,206,068.64	0.00	0.0%
TOTAL ASSETS	13975224.79	12402583.50	1,572,641.29	12.7%
LIABILITIES & EQUITY				
Liabilities				
Current Liabilities				
Accounts Payable				
2000 · *Accounts Payable	54,845.17	42,058.49	12,786.68	30.4%
Total Accounts Payable	54,845.17	42,058.49	12,786.68	30.4%
Credit Cards				
Pinnacle Bank - Ann 9399	0.00	840.96	-840.96	-100.0%
Pinnacle Bank - Casey 2011	0.00	505.39	-505.39	-100.0%
Pinnacle Bank - Hunt 2228	0.00	701.78	-701.78	-100.0%
Total Credit Cards	0.00	2,048.13	-2,048.13	-100.0%
Other Current Liabilities				
2100 · Fed W/H. Taxes Payable	861.71	0.00	861.71	100.0%
2101 · Payroll Liabilities	42.13	0.00	42.13	100.0%
2110 · Pera Payable (Employee)	124.01	0.00	124.01	100.0%
2112 · Employee Health Insurance Pa...	1,946.03	0.00	1,946.03	100.0%
2200 · Deferred Revenue - Property	3,517,188.00	3,517,188.00	0.00	0.0%
2210 · Deferred Revenue - Grant	-12,093.59	-4,164.29	-7,929.30	-190.4%
Total Other Current Liabilities	3,508,068.29	3,513,023.71	-4,955.42	-0.1%
Total Current Liabilities	3,562,913.46	3,557,130.33	5,783.13	0.2%

CLEARVIEW LIBRARY DISTRICT
Balance Sheet Prev Year Comparison
As of November 30, 2020

	<u>Nov 30, 20</u>	<u>Nov 30, 19</u>	<u>\$ Change</u>	<u>% Change</u>
Long Term Liabilities				
2850 · Invest. in Gen. Fixed Assets	6,038,354.43	6,038,354.43	0.00	0.0%
Total Long Term Liabilities	6,038,354.43	6,038,354.43	0.00	0.0%
Total Liabilities	9,601,267.89	9,595,484.76	5,783.13	0.1%
Equity				
2860 · 2000 Fund Balance	2,288,444.00	2,288,444.00	0.00	0.0%
2862 · TABOR Requirement	81,280.00	81,280.00	0.00	0.0%
3900 · Retained Earnings	246,201.54	-938,417.03	1,184,618.57	126.2%
Net Income	1,758,031.36	1,375,791.77	382,239.59	27.8%
Total Equity	4,373,956.90	2,807,098.74	1,566,858.16	55.8%
TOTAL LIABILITIES & EQUITY	<u>13975224.79</u>	<u>12402583.50</u>	<u>1,572,641.29</u>	<u>12.7%</u>

CLEARVIEW LIBRARY DISTRICT
Balance Sheet Prev Year Comparison
As of December 31, 2020

	Dec 31, 20	Dec 31, 19	\$ Change	% Change
ASSETS				
Current Assets				
Checking/Savings				
1010 · Petty Cash	149.05	200.00	-50.95	-25.5%
1015 · Cash on Hand	433.30	533.30	-100.00	-18.8%
1033 · ColoTrust LT Bldg 8004	2,564,878.06	1,553,042.71	1,011,835.35	65.2%
1034 · Colo Trust Gen Fund Res 8005	679,514.52	674,588.79	4,925.73	0.7%
1038 · Colo Trust Operating Fund 8003	1,206,169.43	749,544.82	456,624.61	60.9%
1040 · Colo Trust Capital Fund-8001	220,182.00	218,585.99	1,596.01	0.7%
1053 · Bank of Colorado--Checking	236,413.79	216,630.45	19,783.34	9.1%
Total Checking/Savings	4,907,740.15	3,413,126.06	1,494,614.09	43.8%
Accounts Receivable				
1200 · Accounts Receivable	527.66	0.00	527.66	100.0%
Total Accounts Receivable	527.66	0.00	527.66	100.0%
Other Current Assets				
1050 · Cash with County Treasurer	0.00	20,045.96	-20,045.96	-100.0%
1150 · Delinquent Property Tax	6,232.00	6,232.00	0.00	0.0%
1151 · Current Prop. Taxes Rec.	3,510,956.00	3,510,956.00	0.00	0.0%
1170 · Prepaid Expenses	39,873.72	36,188.94	3,684.78	10.2%
12000 · Undeposited Funds	0.00	330.59	-330.59	-100.0%
Total Other Current Assets	3,557,061.72	3,573,753.49	-16,691.77	-0.5%
Total Current Assets	8,465,329.53	6,986,879.55	1,478,449.98	21.2%
Other Assets				
1250 · Land	1,037,824.00	1,037,824.00	0.00	0.0%
1255 · Land Improvements	146,656.00	146,656.00	0.00	0.0%
1260 · Building & Improvement	3,166,664.27	3,166,664.27	0.00	0.0%
1270 · Furniture and Equipment Asset	854,924.37	854,924.37	0.00	0.0%
Total Other Assets	5,206,068.64	5,206,068.64	0.00	0.0%
TOTAL ASSETS	13671398.17	12192948.19	1,478,449.98	12.1%
LIABILITIES & EQUITY				
Liabilities				
Current Liabilities				
Accounts Payable				
2000 · *Accounts Payable	85,300.32	28,195.45	57,104.87	202.5%
Total Accounts Payable	85,300.32	28,195.45	57,104.87	202.5%
Credit Cards				
Pinnacle Bank - Ann 9399	0.00	387.74	-387.74	-100.0%
Pinnacle Bank - Casey 2011	0.00	761.88	-761.88	-100.0%
Pinnacle Bank - Hunt 2228	0.00	909.72	-909.72	-100.0%
Total Credit Cards	0.00	2,059.34	-2,059.34	-100.0%
Other Current Liabilities				
2100 · Fed W/H. Taxes Payable	861.71	0.00	861.71	100.0%
2101 · Payroll Liabilities	42.13	0.00	42.13	100.0%
2110 · Pera Payable (Employee)	212.19	0.00	212.19	100.0%
2111 · Pera Payable (Library)	120.68	0.00	120.68	100.0%
2112 · Employee Health Insurance Pa...	1,841.53	0.00	1,841.53	100.0%
2200 · Deferred Revenue - Property	3,517,188.00	3,517,188.00	0.00	0.0%
2210 · Deferred Revenue - Grant	-12,239.01	-8,774.57	-3,464.44	-39.5%
Total Other Current Liabilities	3,508,027.23	3,508,413.43	-386.20	0.0%
Total Current Liabilities	3,593,327.55	3,538,668.22	54,659.33	1.5%

CLEARVIEW LIBRARY DISTRICT
Balance Sheet Prev Year Comparison
As of December 31, 2020

	<u>Dec 31, 20</u>	<u>Dec 31, 19</u>	<u>\$ Change</u>	<u>% Change</u>
Long Term Liabilities				
2850 · Invest. in Gen. Fixed Assets	6,038,354.43	6,038,354.43	0.00	0.0%
Total Long Term Liabilities	6,038,354.43	6,038,354.43	0.00	0.0%
Total Liabilities	9,631,681.98	9,577,022.65	54,659.33	0.6%
Equity				
2860 · 2000 Fund Balance	2,288,444.00	2,288,444.00	0.00	0.0%
2862 · TABOR Requirement	81,280.00	81,280.00	0.00	0.0%
3900 · Retained Earnings	246,201.54	-938,417.03	1,184,618.57	126.2%
Net Income	1,423,790.65	1,184,618.57	239,172.08	20.2%
Total Equity	4,039,716.19	2,615,925.54	1,423,790.65	54.4%
TOTAL LIABILITIES & EQUITY	<u>13671398.17</u>	<u>12192948.19</u>	<u>1,478,449.98</u>	<u>12.1%</u>



LIBRARY BOARD MEETING Thursday, December 10, 2020, 5:30pm – Minutes

The meeting was held virtually via ZOOM meeting.

CALL TO ORDER

President Rochelle Brotsky called the meeting to order at 5:31 pm.

ROLL CALL

Present: President Rochelle Brotsky, Vice-President Kendra Adams, Treasurer Ronald Dunworth, Board Member Ron Clark, Board Member/Town of Severance Liaison Frank Baszler, Attorney William Garcia, Town of Windsor Liaison Scott Charpentier, and Director Ann Kling. Secretary Brian Lampe joined the meeting at 5:36 pm.

Absent: Weld RE-4 Liaison Brad Irion

Staff: IT/Tech Services Manager Bud Hunt, Public Services Manager Casey Lansinger-Pierce, Communications Specialist Katie Messerli, Technical Services Natalie Wagner, and Bookkeeper Erin Mitchell

REVIEW OF AGENDA

Nothing at this time.

PUBLIC INPUT

There was no public input at the time.

OLD BUSINESS

Approve Minutes of the November 19 Board Meeting

Minutes were approved.

Motion by Kendra Adams, second by Ron Clark, to approve minutes of the November 19, 2020 meeting; motion passed unanimously.

Facilities Planning Update – Katie Messerli

Katie reported that they are looking at other library plans, a potential 10 year plan for the district, continuing to explore other options, and properties in the Diamond Valley area.

Library Board Calendar for 2021 – Ann Kling

Kendra asked about adding working sessions when needed. Director Kling said that the calendar can be adjusted as needed, and that it is more of a guideline.

Motion by Ron Clark, second by Ronald Dunworth, to approve the Library Board Calendar for 2021; motion passed unanimously.

Finalize Director's 2021 Goals – Ann Kling

Director Kling reported the only change made was to move the RFP for employee health insurance to a priority goal.

NEW BUSINESS

Resolution to Adopt the 2021 Budget – Ann Kling

Rochelle stated there were previous readings of the budget and asked if there were any questions. Director Kling added that the assessor numbers were slightly less by about \$200.00. Attorney Garcia said that by adopting the budget the Board has adopted the resolution. Rochelle and Ron will sign the resolution being sent as an electronic document by Kendra.

Motion by Ron Clark, second by Ronald Dunworth, to adopt the 2021 Budget resolution; motion passed unanimously.

Resolution to Set the Mill Levy – Ann Kling

Director Kling said the mill levy went from 3.546 to 3.5632 for 2021. Kendra asked if Gallagher would effect anything. Director Kling said Gallagher won't have an impact on 2021. Kendra will send an electronic document to board members for signing.

Motion by Kendra Adams, second by Brian Lampe, to set the Mill Levy resolution; motion passed unanimously.

Resolution to Appropriate Sums of Money - Ann Kling

Rochelle reported that this resolution is in regards to collecting money and the spending of that money.

Motion by Ronald Dunworth, second by Kendra Adams, to the Appropriate Sums of Money resolution; motion passed unanimously.

Approve the Joint Fuel Facility Budget – Ann Kling

Director Kling said that the Weld RE-4 school district manages the joint fuel budget which is shared between the Windsor Severance Fire District, Clearview Library District (Bookmobile), and the Weld RE-4 school district.

Motion by Kendra Adams, second by Ron Clark, to approve the Joint Fuel Facility Budget; motion passed unanimously.

Proposals to Amend the Library Board Selection Process – Trustees Kendra Adams and Ronald Dunworth

Ronald reported that he, Kendra, Katie, and Director Kling have discussed the selection process in length as well as having done research. Kendra said that they reviewed the process and are working on keeping communication open concerning Library Board selection. Ronald shared a power point presentation. The board watched the presentation, asked questions, and had discussion regarding the presentation. Following the presentation there was further discussion about staying as is, or changing the process. Kendra and Ronald feel that the current process is fair and works for the district. Ronald suggests sending a statement or letter to the other entities to share and also state the current model of the Library Board selection process. Board members agreed to keep the existing process and to share the current model in the form of a letter. Board members expressed their appreciation to everyone who worked on the evaluation of the process and their commitment to serving all communities in the library district.

Motion by Ron Clark, second by Brian Lampe, to keep the Library Board Selection Process as it stands; motion passed unanimously.

Library Board Self-evaluation – Trustee Kendra Adams

Kendra reported that the Library Board self-evaluations will be sent out via email next week. The board self-evaluations will be addressed at the January Board meeting.

Executive Session pursuant to C.R.S. & 24-6-402(4)(f) – Personnel Matters (Director’s Annual Performance Review)

The board unanimously agreed to have Attorney Garcia in the executive session.

Motion by Ron Clark, second by Kendra Adams, for the Board to enter into Executive Session; motion passed unanimously.

The Executive session began at 6:45 pm and ended at 7:26 pm.

Motion by Brian Lampe, second by Ron Clark, for the Board to enter back into the Library Board meeting; motion passed unanimously.

Rochelle resumed the meeting. Trustee Clark had to leave the meeting. Rochelle acknowledged that this has been a difficult year for everyone. She and the board commends Director Kling for all her hard work and would ask Director Kling to remain as Director for 2021 with the existing contract; as amended this year and keep all benefits held previously. Kendra expressed her thanks to Director Kling on her work. Director Kling thanked the Library Board and said that she will be happy to remain as Director of the Clearview Library District.

UPCOMING AGENDA

Electing and appointing board members

Reviewing public notices and the posting of them

Reviewing goals ie: stats

Self-evaluation of the board

Update on Facilities Planning

ADJOURN

Motion by Kendra Adams, second by Ronald Dunworth, to adjourn; motion passed unanimously. The meeting adjourned at 7:35 pm.

- Weekly meetings of the Long Range Planning Committee, Wednesdays, 1:00 pm. – Virtual via ZOOM
- Working session of the Board, Jan. 14, 2021, 5:30 pm. - Virtual via ZOOM
- Board meeting, Jan. 28, 2021, 5:30 pm. – Virtual via ZOOM

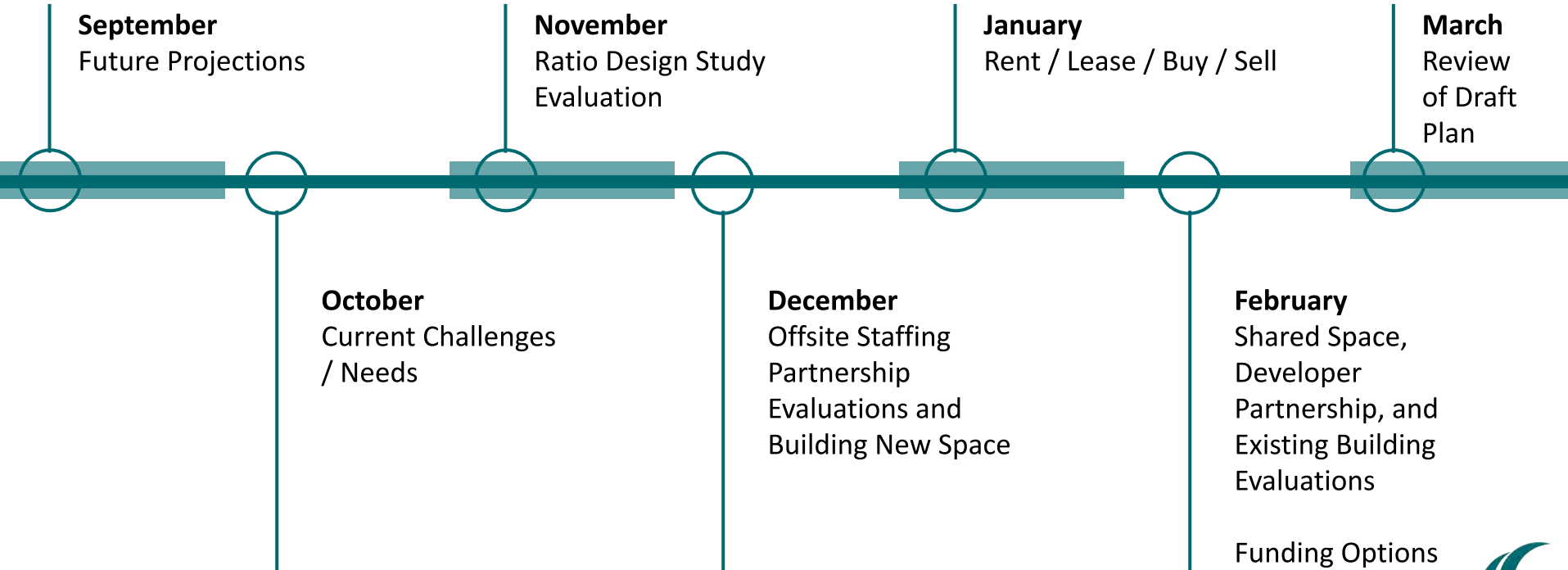
A stylized teal swan logo is positioned on the left side of the slide. The swan is depicted with its head turned to the right, and its wings are spread out, creating a series of curved, overlapping bands that resemble feathers. The entire logo is rendered in a solid teal color.

Facilities Planning

Board of Trustees | 01.28.21

Updates

Project Timeline - Work Sessions



RECAP



Service Model Vision

Questions to Answer Tonight

- What is our approach for *how* we deliver library services via facilities?
- Do we want to gather public input? If so, at what stage?



State's Standards

Facilities

[← Return to the Standards](#)

Outcome

Library spaces offer the community a compelling invitation to explore, gather, learn and engage, and ensure equitable access to resources through infrastructure and up-to-date technology.

Overview

Checklist: Basic

Checklist: Future

Overview

Libraries serve as a platform for learning, inspiration, and innovation in their communities. Library facilities are designed to address these community needs. Carefully planned design allows for a wide range of purposes, including reading, studying, meeting, and playing that strengthen community identity and social bonds. The library is also a virtual space where e-content is readily available anytime and facilities anywhere. Facility management is driven by policies that address usage, maintenance, and improvement. Meeting room policies are perhaps the most litigious and should be carefully composed for clarity.

Library facilities are an anchor for economic development and neighborhood vitalization, strengthening community identity. Library staff assesses community priorities via an analysis or survey.

Facilities



Library facilities should be safe, secure, comfortable, engaging, efficient, and inviting to allow for flexibility of service, growth, and changes in community priorities. Facilities should be designed to support the library's long-range plan. Building size and spaces will vary by community size, community demand, and budget. Facilities should include space for quiet reading and reflection, and for small and large group meetings, with areas to create and innovate. Partnerships with other entities to accommodate these needs should be considered. It is important to think of sustainability when managing libraries or planning for additions or new buildings.

Libraries should provide safe and easy access to library services. A convenient method to return materials throughout the service area is important. Sufficient lighting, signage, and space to serve the public are essential. All safety and fire codes should be followed, along with proper ADA access.

Library staff, leadership, and governing authorities need to be aware of and accommodate changing technologies and community needs. Technology-refresh programs should be part of a facilities plan, along with proper connectivity and telecommunications infrastructure. A dedicated Internet connection with adequate bandwidth to meet the community's size should be provided.

Checklist: Basic

General

1. Meet current local safety and fire codes.
2. Ensure accessibility to all members of the community, conforming to [ADA standards](#).
3. Seek the professional expertise of a library planner and/or library architect for any new construction or major remodeling.
4. Dedicate expenditures for capital improvements and facility maintenance.
5. Develop policies relating to effective public use of facilities, including a meeting room policy.

Exterior

1. Install signs in the community that direct people to the library.
2. Provide a well-lit exterior with signage that clearly identifies the building from the street.
3. Prominently post hours of operation outside the library.
4. Maintain sufficient, well-lit parking located near or adjacent to the facility.
5. Provide a convenient, safe book return location(s) during the hours the library is closed.

Interior

1. Provide a well-designed interior that encourages self-directed use of the library.
2. Offer adequate programming and space to fulfill the library's stated mission and goals. Examples of space include:
 - *Storytime*
 - *Study*
 - *Quiet*
 - *Public meeting*
 - *Programming*

- *Accessing and utilizing materials*
 - *Public computing*
 - *Space to create individual content and projects*
3. Maintain separate areas for staff workspace(s) and breaks.
 4. Provide storage space.
 5. Allow easy access to electrical and cabling outlets to support current technology.

Checklist: Future-Focused

1. Maintain usage statistics and compare them to space allocation standards to ensure library facilities meet community demands.
2. Prepare long-range facility plans that address projected growth. Review the facility plan annually and revise at least every five years. Maintain written policies and guidelines necessary for maintaining and improving facilities.

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JOBS



Financial
Transparency

Financial information on schools and districts throughout Colorado. [Learn more about financial transparency.](#)

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CONTACT US

Colorado Dept. of Education
201 East Colfax Ave.
Denver, CO 80203
Phone: 303-866-6600
Fax: 303-830-0793
[Contact CDE](#)

CDE Hours

Mon - Fri 8 a.m. to 5 p.m.
See also [Licensing Hours](#)

Select Language ▼

UPDATED November 2, 2020
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Facility Component Definitions

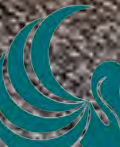
Regional Library

Full-service library larger in size than the Branch Library and may contain administrative functions or an additional specialty service (i.e., business center, archive, conference center, exhibits, etc.)





Jefferson County Public Library
Lakewood, CO



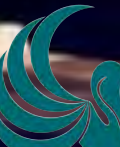
Branch Library

Standalone library that offers *standard* library functions and services, with a possible small variation due to local or regional differences / desires / interests.





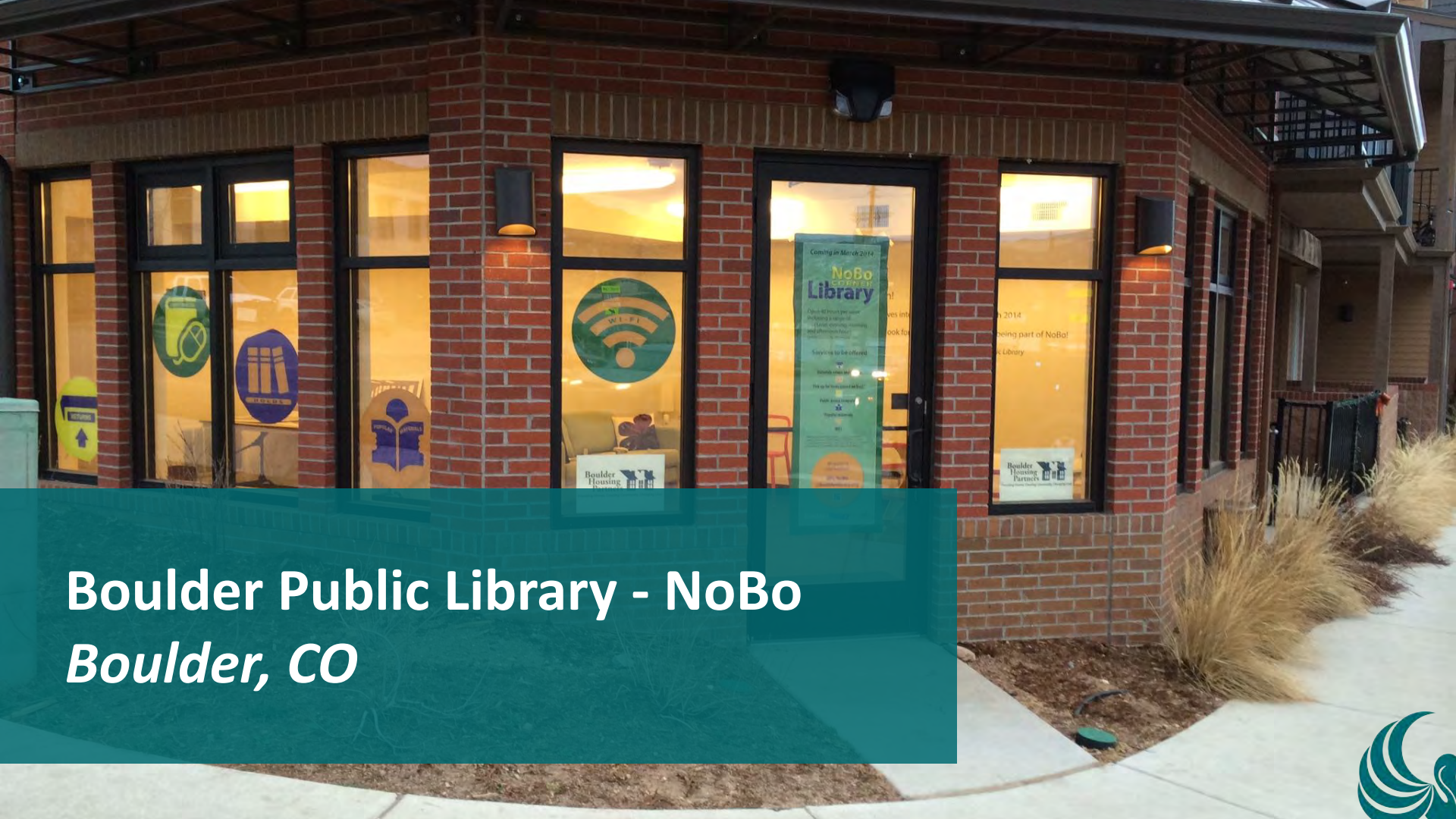
Arapahoe Libraries - Sheridan
Denver, CO



Neighborhood Service Location

Patron-focused (non-administrative) and staffed, with limited services / collections that are surrounding-area focused. Less than 1,000 square feet; ideal for co-located facilities.





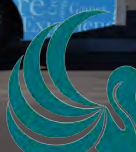
Boulder Public Library - NoBo
Boulder, CO



Service Access Point

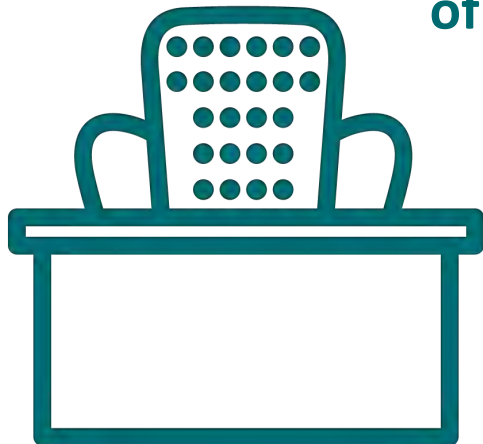
Kiosks, lockers, returns, etc. (might be non-staffed or automated). We consider the bookmobile to be a mobile, staffed Service Access Point.





Administrative Hub

Staff-focused space for centralized districtwide services (shipping, receiving, acquisitions, cataloging, IT, communications, HR, finance, Board of Trustees space).

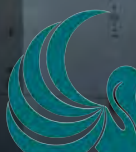




High Plains
Greeley, CO

2650

2650





Regional



Branch



Neighborhood



Access Point



Current Reality

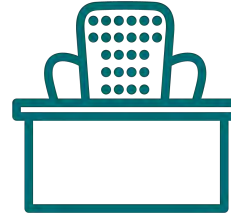
We're a branch library trying to be a regional library with Service Access Points (bookmobile, Severance return).



Scenario 1



Branch



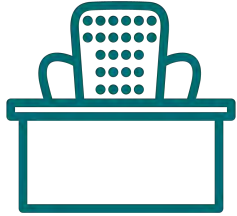
**Administrative
Hub**



Branch



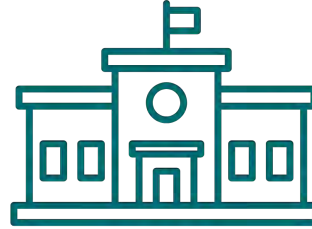
Scenario 2



**Administrative
Hub**



Regional



Branch



Neighborhood



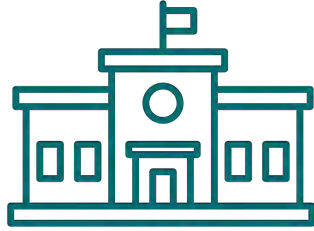
Regional



Branch



Scenario 3



Branch



Administrative
Hub



Branch



Things to Keep in Mind

- **Ultimate vision**
- **Individual projects may need to be phased to meet the vision**



Questions & Feedback

Guidance

Public Input

- **Part of the process?**
Staff recommends: Yes
- **At what point?**
Staff recommends: With service model options



Next Steps

Next Up

- **February 11 Work Session:**
 - Existing Building Options
 - One Large Facility
 - Co-located / Shared Facility Options
 - Developer Partnership Options
 - Financial Options (Stifel)
- **February 18 Work Session:**
 - Recap and discussion of exploration models in entirety





Clearview Library District

Katie Messerli

Communications Specialist

katiem@clearviewlibrary.org

clearviewlibrary.org



Resolution 21-01
Designating Public Posting Places of Notices for
Clearview Library District in 2021

WHEREAS, pursuant to Section 24-6-402(2)(c), C.R. S., notices and where possible agendas of the Clearview Library District Board of Directors ("Board") meetings at which the adoption of any formal action is to occur or at which a majority or quorum of the body is in attendance, or expected to be in attendance shall be posted within the boundaries of the District at least 24 hours prior to each meeting at the location designated hereafter at the first regular meeting of each year and;

NOW THEREFORE, BE IT RESOLVED by the Board of Directors for Clearview Library District, Colorado;

DISTRICT DESIGNATED POSTING PLACES:

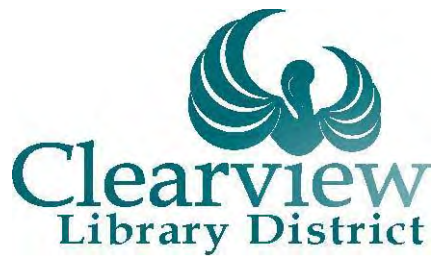
- On the District Website, <http://www.clearviewlibrary.org>
- In the glass covered bulletin board in the lobby of the primary place of business being;

720 3rd Street, Windsor, CO 80550

Adopted this 28th Day of January 2021

Board Chair

Board Secretary



MEMORANDUM

To: Library Board

Via: Ann Kling, Director

From: Natalie Wagner, Tech Services Assistant & Bud Hunt, IT & Technical Services Manager

Date: January 22nd, 2021

Re: Interlibrary Loan [ILL] Policy Revisions
Item 2, New Business

Background / Discussion

In December, the district transitioned from the SWIFT system to the Prospector network for facilitating Interlibrary Loan (ILL) services. This move has increased access and opportunity for patrons to get materials from libraries in Colorado and surrounding states.

In light of that change, the ILL policy was reviewed. Changes are minor and focus on:

- Matching current practice to policy
- Separating procedures from policy to remain consistent with other board policy

Additional Background

Since joining the Prospector and MOBIUS Interlibrary Loan (an additional network connected via Prospector) networks, the volume of Interlibrary Loan requests

compared to earlier this year has increased. Patrons have found that with the new networks and with Polaris that placing requests are easy and efficient. They are able to see their Interlibrary Loan request in their accounts now, and they like that feature.

Natalie Wagner reports that patrons are delighted to have access to more materials, especially to more university held collections including special collections such as those held at Colorado Christian College.

Natalie reports that the district is not just seeing an increase in the volume of borrows by our patrons, but we are lending more material as well. Since the district joined Prospector, we sent roughly ten times more into the system than we did during a comparable timeframe in 2019-2020 (52 items to other libraries in 2019 vs. 503 items in 2020.)

Natalie Wagner and Bud Hunt will be available during the meeting to answer any questions that you might have.

Relationship to Strategic Plan

Increased access to materials from other libraries was mentioned throughout Strategic Plan conversations. In addition, more materials leaving our library to circulate elsewhere, however slightly, does assist with space concerns.

Budget Considerations

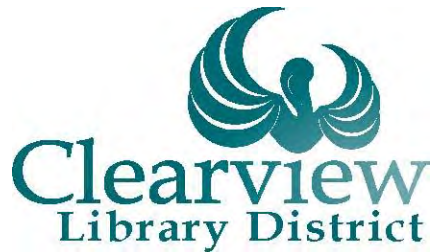
None.

Recommendation

Staff recommends adoption of the revised policy.

Attachments

- Revised ILL Policy
- ILL Procedures



Clearview Library District Interlibrary Loan Policy 2021

Purpose of Interlibrary Loan

Clearview Library District provides Interlibrary Loan (ILL) to patrons as a service to supplement its on-site collection with materials available from libraries within the state and surrounding states. In addition, the district seeks to share its collections with those we borrow from in a reciprocal manner.

Staff will maintain and publish procedures for Interlibrary Loan. These procedures will be guided by the Colorado Interlibrary Loan Code, the National Interlibrary Loan Code, and the interpretation of the U.S. Copyright Law.

Adopted Jan. 28, 2021



Clearview Library District Interlibrary Loan Procedures, **revised 2021**

Eligibility

A patron with a valid Clearview Library District card and an account in good standing may request Interlibrary Loan materials.

Access

The Interlibrary Loan databases are accessible on the Clearview Library District's website, via integrated search within the district's online catalog, or through an Interlibrary Loan request form at the Help Desk.

Cost

There is no charge to a patron for Interlibrary Loan service.

Number of Requests

Up to seven Interlibrary Loan requests may be active at one time. Active requests include items checked out, as well as items being shipped to and from the district.

- Materials Not Offered
 - ❖ Newly published items
 - ❖ Textbooks, periodicals, software
 - ❖ Non-circulating reference materials, or one of a kind items
 - ❖ Items available at Clearview Library District (exception: items designated as long overdue, missing, or lost.)

Loan Period and Renewal

The checkout period of an Interlibrary Loan is three weeks for print materials with up to one renewal and one week for media materials with no renewal. A fine of \$0.25 a day per item on overdue items will be applied.

Lost Item Replacement Fees

Lost or damaged Interlibrary Loan items are the financial responsibility of the patron and subject to replacement cost as specified by the lending library. An item will be considered lost if it is 14 days overdue.

Notification

Patrons will be notified by email, text message, or phone if a requested item cannot be located or borrowed. Patrons will be notified as soon as requested materials have arrived and are ready for check out. Notification will be made by email, text message, or by phone. Materials will be kept on the Interlibrary Loan hold shelf for five days. Items not picked up by day six will be returned to the lending library. The district may offer an extension for pick up. Patrons must wait a period of 30 days before requesting the same item again.

Revocation of Privileges

Noncompliance with the Interlibrary Loan Policy can result in the revocation of Interlibrary Loan services.

Turnaround Time to Receive Materials

Materials usually arrive within one to two weeks, but that time frame cannot be guaranteed. District staff has no control over when materials are delivered.

Clearview Library District

Revenue and Expenditures

Nov-20

Row Labels	Nov 20 Actual	2020 Actual	2020 Budget	% of Budget Used
Revenue				
General property tax	445	4,082,489	4,851,157	84%
Other revenue	-5,267	46,082	100,907	46%
Specific ownership tax	19,730	212,707	200,000	106%
Revenue Total	14,908	4,341,278	5,152,064	84%
Expense				
Bookmobile costs	150	14,299	25,400	56%
Building costs	12,242	92,738	105,568	88%
Capital outlays	128,321	146,504	536,520	27%
County treasurer's fee	-97	61,151	72,767	84%
Electronic Databases	2,980	20,988	23,050	91%
Materials/periodicals	21,825	229,773	329,000	70%
Operating supplies	1,920	37,650	38,000	99%
Other Expenses	8,369	109,936	210,463	52%
Programming	2,971	25,105	54,000	46%
Public relations	128	31,666	60,000	53%
Related expenses	33,803	328,259	442,950	74%
Salaries	130,773	1,307,418	1,657,846	79%
Software/tech support	10,874	125,086	96,500	130%
Expense Total	354,258	2,530,575	3,652,064	69%
Net Income	-339,350	1,810,704	0	
Transfer to Reserve Funds			1500000	0.00%
Transfers Total			1,500,000	0%

Clearview Library District

Revenue and Expenditures

Dec-20

Row Labels	Dec 20 Actual	2020 Actual	2020 Budget	% of Budget Used
Revenue				
General property tax	1,845	4,084,334	4,851,157	84%
Other revenue	1,081	47,163	100,907	47%
Specific ownership tax	17,677	230,385	200,000	115%
Revenue Total	20,604	4,361,882	5,152,064	85%
Expense				
Bookmobile costs	420	14,719	25,400	58%
Building costs	6,095	98,833	105,568	94%
Capital outlays	78,308	224,812	536,520	42%
County treasurer's fee	28	61,179	72,767	84%
Electronic Databases	3,532	24,519	23,050	106%
Materials/periodicals	24,167	253,939	329,000	77%
Operating supplies	1,374	39,024	38,000	103%
Other Expenses	11,463	121,399	210,463	58%
Programming	1,800	26,905	54,000	50%
Public relations	13	31,678	60,000	53%
Related expenses	31,888	360,139	442,950	81%
Salaries	127,260	1,434,678	1,657,846	87%
Software/tech support	61,338	186,424	96,500	193%
Expense Total	347,683	2,878,249	3,652,064	79%
Net Income	-327,079	1,483,632	0	
Transfer to Reserve Funds			1500000	0.00%
Transfers Total			1,500,000	0%



Clearview Library District Strategic Plan, 2020 Fourth Quarter Highlights, Jan. 2021

Annual Meeting

- The annual meeting of the Strategic Plan Advisory Committee was held via Zoom on Wednesday, Dec. 2, 2020 via Zoom. The slide deck and a recording of the meeting can be found at <https://clearviewlibrary.org/strategic-plan>

Communication Highlights

- Bud Hunt, Katie Messerli, and Brad Vogler kicked off the website redesign project. In addition to aesthetic changes, the redesign will include a content audit and updates; user experience testing and improvements; and efforts to better integrate the catalog and third-party content providers.

Partnerships

- Led by Bud Hunt, the library is working in collaboration with the Weld RE-4 School District to launch a new school-public library card that is part of the school registration process. Registration is tentatively set to open in February.
- Bud Hunt is working with team members from Windsor Charter Academy to launch the shared e-book platform, Sora.
- Casey Lansigner-Pierce and Katie Messerli worked with the Town of Windsor's Culture team. The two groups met in October to begin defining the partnership and discuss collaboration opportunities.

Programs and Services/Partnerships

- The Clearview Library District Friends and Foundation provided the funding for 3 holiday themed Take and Make Kits for the holidays: October, a Halloween themed shadow box; November, gratitude activities (in addition, to receive a kit, patrons were asked to bring a non-perishable item. The food was donated to the Weld County Food Bank); December, holiday ornaments.

- On Tuesday, Dec. 15, the library district held an online communal reading of A Visit from Saint Nicholas. Participants included: the police chiefs of Windsor and Severance, the school superintendent, the mayors of Windsor and Severance, members of the chambers of commerce of Windsor and Severance, the president of the Friends and Foundation, the library director, Windsor and Severance town board members, the fire district chief and a firefighter, the head of the Town of Windsor Arts and Heritage Museum, and the head of the Town of Windsor Economic Development Dept.

Space

- In August, the Library Board of Trustees kicked off a short- and long-range facilities planning process:
 - Led by the Long Range Facilities Planning Committee, the Board is exploring six areas of scope to find solutions that meet the district's immediate and long-term needs.
 - The committee is meeting weekly and the Board of Trustees is dedicating a monthly work session solely to the topic. This is a direct result of the Strategic Plan.
 - Meetings with area agencies, stakeholders, and developers are in progress to discuss potential collaborations and/or solutions.
 - A draft of the plan is anticipated in March.

For a detailed progress report on the Strategic Plan, visit the library's website, <https://www.clearviewlibrary.org/strategic-plan>



**HINKLE &
COMPANY**
Strategic ^{PC}
Business Advisors

November 30, 2020

Board of Trustees
Ann Kling, Director
Clearview Library District
720 3rd Street
Windsor, CO 80550

We are pleased to confirm our understanding of the services we are to provide to the Clearview Library District (the District). We will audit the financial statements and the related notes to the financial statements, which collectively comprise the basic financial statements of the District as of December 31, 2020.

We will not audit the financial statements of the Clearview Library District Friends and Foundation, Inc., a discretely presented component unit of the District, but instead we intend to place reliance on the audit performed by other auditors

Accounting principles generally accepted in the United States of America require that supplementary information (RSI), such as management's discussion and analysis (MD&A). Such information, although not a part of the basic financial statements, is required by the *Governmental Accounting Standards Board* who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. As part of our engagement, we will apply certain limited procedures to the required supplementary information (RSI) in accordance with auditing standards generally accepted in the United States of America. These limited procedures will consist primarily of inquiries of management regarding their methods of measurement and presentation and comparing the information for consistency with management's responses to our inquiries. We will not express an opinion or provide any form of assurance on the RSI. The following RSI is required by accounting principles generally accepted in the United States of America. This RSI will be subjected to certain limited procedures but will not be audited:

- Management's Discussions and Analysis

Audit of the Financial Statements

We will conduct our audit in accordance with auditing standards generally accepted in the United States of America (U.S. GAAS), the standards applicable to financial audits contained in Government Auditing Standards, issued by the Comptroller General of the United States of America. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to error, fraudulent financial reporting, misappropriation of assets, or violations of laws, governmental regulations, grant agreements, or contractual agreements.

An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements. If appropriate, our procedures will therefore include tests of documentary evidence that support the transactions recorded in the accounts, tests of the physical existence of inventories, and direct confirmation of cash, investments, and certain other assets and liabilities by correspondence with creditors and financial institutions. As part of our audit process, we will request written representations from your attorneys, and they may bill you for responding. At the conclusion of our audit, we will also request certain written representations from you about the financial statements and related matters.

Because of the inherent limitations of an audit, together with the inherent limitations of internal control, an unavoidable risk that some material misstatements or noncompliance (whether caused by errors, fraudulent financial reporting, misappropriation of assets, detected abuse, or violations of laws or governmental regulations) may not be detected exists, even though the audit is properly planned and performed in accordance with U.S. GAAS and Government Auditing Standards of the Comptroller General of the United States of America and, if applicable, in accordance with any state or regulatory audit requirements. Please note that the determination of abuse is subjective and Government Auditing Standards does not require auditors to detect abuse.

In making our risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. However, we will communicate to you in writing concerning any significant deficiencies or material weaknesses in internal control relevant to the audit of the financial statements that we have identified during the audit. Our responsibility as auditors is, of course, limited to the period covered by our audit and does not extend to any other periods.

We will issue a written report upon completion of our audit of the District's basic financial statements. Our report will be addressed to the governing body of the District. We cannot provide assurance that unmodified opinions will be expressed. Circumstances may arise in which it is necessary for us to modify our opinions, add an emphasis-of-matter or other-matter paragraph(s), or withdraw from the engagement.

Management Responsibilities

Our audit will be conducted on the basis that management acknowledge and understand that they have responsibility:

1. For the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America;
2. For the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error;
3. For maintaining records that adequately identify the source and application of funds for federally funded activities;



4. For identifying and providing report copies of previous audits, attestation engagements, or other studies that directly relate to the objectives of the audit, including whether related recommendations have been implemented;
5. For addressing the findings and recommendations of auditors, for establishing and maintaining a process to track the status of such findings and recommendations and taking corrective action on reported audit findings from prior periods and preparing a summary schedule of prior audit findings;
6. For making the auditor aware of any significant contractor relationships where the contractor is responsible for program compliance;
7. To provide us with:
 - a. Access to all information of which management is aware that is relevant to the preparation and fair presentation of the financial statements, and relevant to federal award programs, such as records, documentation, and other matters;
 - b. Additional information that we may request from management for the purpose of the audit; and
 - c. Unrestricted access to persons within the entity from whom we determine it necessary to obtain audit evidence.
8. For adjusting the financial statements to correct material misstatements and confirming to us in the management representation letter that the effects of any uncorrected misstatements aggregated by us during the current engagement and pertaining to the current year period(s) under audit are immaterial, both individually and in the aggregate, to the financial statements as a whole;
9. For maintaining adequate records, selecting and applying accounting principles, and safeguarding assets;
10. For taking reasonable measures to safeguard protected personally identifiable and other sensitive information; and
11. For confirming your understanding of your responsibilities as defined in this letter to us in your management representation letter.

As part of our audit process, we will request from management, written confirmation concerning representations made to us in connection with the audit.

We understand that your employees will prepare all confirmations we request and will locate any documents or invoices selected by us for testing.

If you intend to publish or otherwise reproduce the financial statements and make reference to our firm, you agree to provide us with printers' proofs or masters for our review and approval before printing. You also agree to provide us with a copy of the final reproduced material for our approval before it is distributed.

Fees and Timing

Jim Hinkle is the engagement partner for the audit services specified in this letter. His responsibilities include supervising the auditing services performed as part of this engagement and signing or authorizing another qualified firm representative to sign the audit report.



Our fees for these services will be at our standard hourly rates plus out-of-pocket costs (such as printing, postage, travel, etc.) except that we agree that our maximum fee, including expenses, will not exceed \$9,400. Our invoices for these fees will be rendered as work progresses and are payable on presentation. We will notify you immediately of any circumstances we encounter that could significantly affect this initial fee estimate. Whenever possible, we will attempt to use the District's personnel to assist in the preparation of schedules and analyses of accounts. If significant additional time is necessary, we will discuss it with you and arrive at a new fee estimate before we incur the additional costs.

Other Matters

During the course of the engagement, we may communicate with you or your personnel via fax or e-mail, and you should be aware that communication in those mediums contains a risk of misdirected or intercepted communications.

The audit documentation for this engagement is the property of Hinkle and Company, PC and constitutes confidential information. However, we may be requested to make certain audit documentation available to state and federal agencies and the U.S. Government Accountability Office pursuant to authority given to it by law or regulation, or to peer reviewers. If requested, access to such audit documentation will be provided under the supervision of Hinkle and Company, PC's personnel. Furthermore, upon request, we may provide copies of selected audit documentation to these agencies and regulators. The regulators and agencies may intend, or decide, to distribute the copies of information contained therein to others, including other governmental agencies. We agree to retain our audit documentation or work papers for a period of at least five years from the date of our report.

Further, we will be available during the year to consult with you on financial management and accounting matters of a routine nature.

With respect to any nonattest services we perform, the District's management is responsible for (a) making all management decisions and performing all management functions; (b) assigning a competent individual to oversee the services; (c) evaluating the adequacy of the services performed; (d) evaluating and accepting responsibility for the results of the services performed; and (e) establishing and maintaining internal controls, including monitoring ongoing activities.

During the course of the audit, we may observe opportunities for economy in, or improved controls over, your operations. We will bring such matters to the attention of the appropriate level of management, either orally or in writing.

You agree to inform us of facts that may affect the financial statements of which you may become aware during the period from the date of the auditor's report to the date the financial statements are issued.



At the conclusion of our audit engagement, we will communicate to the Board of Trustees, the following significant findings from the audit:

- Our view about the qualitative aspects of the entity's significant accounting practices;
- Significant difficulties, if any, encountered during the audit;
- Uncorrected misstatements, other than those we believe are trivial, if any;
- Disagreements with management, if any;
- Other findings or issues, if any, arising from the audit that are, in our professional judgment, significant and relevant to those charged with governance regarding their oversight of the financial reporting process;
- Material, corrected misstatements that were brought to the attention of management as a result of our audit procedures;
- Representations we requested from management;
- Management's consultations with other accountants, if any; and
- Significant issues, if any, arising from the audit that were discussed, or the subject of correspondence, with management.

Please sign and return the attached copy of this letter to indicate your acknowledgment of, and agreement with, the arrangements for our audit of the financial statement's compliance over major federal award programs including our respective responsibilities.

In accordance with the requirements of *Government Auditing Standards*, we have attached a copy of our latest external peer review report of our firm for your consideration and files.

We appreciate the opportunity to be your financial statement auditors and look forward to working with you and your staff.

Hick & Company, PC

This letter correctly sets forth our understanding of the Clearview Library District.

Authorized Signature

Date

Title



July 23, 2020

James Hinkle
Hinkle & Company PC
5028 E 101st ST Ste A
Tulsa, OK 74137-5821

Dear James Hinkle:

It is my pleasure to notify you that on July 22, 2020, the Oklahoma Peer Review Committee accepted the report on the most recent System Review of your firm. The due date for your next review is March 31, 2023. This is the date by which all review documents should be completed and submitted to the administering entity. Since your due date falls between January and April, you can arrange to have your review a few months earlier to avoid having a review during tax season.

As you know, the report had a peer review rating of pass. The Committee asked me to convey its congratulations to the firm.

Thank you for your cooperation.

Sincerely,

OSCPA Peer Review Committee

Peer Review Committee
peerreview@oscpa.com
1-800-522-8261 ext. 3805

cc: Lonnie Heim

Firm Number: 900010140928

Review Number: 573771