

Irvin L. Young Memorial Library  
431 W Center St  
Whitewater WI 53190  
Board of Trustees Regular Meeting  
Online Virtual Meeting  
Monday, May 18, 2020, 6:30 pm

**MINUTES**

*Mission Statement:*

*We will have the space and the stuff to do the things that you want.*

*Our Values: Safe & welcoming; Trust; Diversity; Fun; Lifelong learning and creativity; Making connections; Service excellence*

1. Call to Order at 6:34 p.m.

Present: Julie Caldwell, Anne Hartwick, Richard Helmick, Jaime Weigel, Brienne Diebolt-Brown, Jim Winship

Absent: Kathy Retzke

Staff: Stacey Lunsford, Diane Jaroch, Torrie Thomas, Deana Rolfsmeyer

Guests: Susan Willmann, Jennifer Motszko, Nancy Stanford, Lisa Dawsey Smith

2. Consent Agenda

- a) Approval of Minutes of the April 20, 2020 regular meeting\*
- b) Acknowledgment of Receipt of Financial Reports\*
- c) Approval of Payment of Invoices for April 2020\*
- d) Acknowledgment of Receipt of Statistical Reports for April 2020\*
- e) Acknowledgment of Receipt of Treasurer's Reports for April 2020\*

MSC Richard Helmick/Julie Caldwell to approve Consent Agenda

Ayes: Julie Caldwell, Brienne Diebolt-Brown, Anne Hartwick, Richard Helmick, Jaime Weigel

Nays: None

3. Hearing of Citizen Comments

- a. No formal Library Board action will be taken during this meeting although issues raised may become a part of a future agenda. Participants are allotted a three-minute speaking period. Specific items listed on the agenda may not be discussed at this time; however, citizens are invited to speak to those specific issues at the time the Library Board discusses that particular item.

4. Old Business

4.1. Discussion And Possible Action On A Fine-Free Policy

- Changes have been drafted to the library's circulation policy and we have put together a list of FAQs to help answer questions that the public might have that would be posted on our website. It is the recommendation of

the director that the loss in revenue from fines for 2020 and 2021 be offset from the library's fund balance. The revisions to the circulation policy appear on pages 5-7.

- The Board was in agreement about the need to eradicate any barriers that might exist to prevent people from accessing Library materials.
- Richard Helmick shared that the reminder schedule on page 25 of the packet would be important to communicate to the public.
- Stacey didn't know if other libraries in the consortium are removing fines also; she shared this would be a local decision.

MSC Jim Winship/Julie Caldwell to approve changes to the circulation policy that would make the Irving L. Young Memorial Library a Fine-Free Library

Ayes: Julie Caldwell, Brienne Diebolt-Brown, Anne Hartwick, Richard Helmick, Jaime Weigel, Jim Winship

Nays: None

MSC Richard Helmick/Brienne Diebolt-Brown to approve the loss in revenue from fines for 2020 and 2021 to be offset from the library's fund balance

Ayes: Julie Caldwell, Brienne Diebolt-Brown, Anne Hartwick, Richard Helmick, Jaime Weigel, Jim Winship

Nays: None

## 5. New Business

### 5.I. Discussion Of Library Procedures Relating To Public Health Issues

- Based on discussions with the other members of our library system and a presentation from DPI on their Guidelines for Reopening which are a work in progress, we have started the planning for Phase One Library Service Level Three. Attached are a draft document for patrons, a copy of the equipment and services requested from the city for the facility, a copy of the draft staff schedule, and a copy of the DPI Guidelines. All of this is subject to change.
- We have already ordered plexiglas shields for the service desk which will be installed by city maintenance when they arrive.
  - Additional services (Phase One Reopening) will be available on June 1st.
  - Richard expressed concern about the safety of staff from people not adhering to guidelines. Stacey assured the Board that procedures are in place to address disruptive situations.
  - It was suggested that a line be added stating that the Library reserves the right to change these procedures as the situation evolves.

- Accommodations will be made for handicapped patrons to exit through the staff exit and still maintain social distancing.
- The food pantry will continue to be available but the location of it may need to be moved.
- Library hours may be reduced in the morning so that staff may fully comply with safety guidelines. Saturday hours may be shortened in the afternoon.

MSC Julie Caldwell/Jim Winship strongly supports allowing the Library Director to reopen the Library in phases, following CDC guidelines, the rules of the City and State in coordination with the Bridges Library System to ensure the safety of staff and patrons.

Ayes: Julie Caldwell, Brienne Diebolt-Brown, Anne Hartwick, Richard Helmick, Jaime Weigel, Jim Winship

Nays: None

#### 5.II. Discussion Of Adding WI-FI Hot Spots To The Library Collection

- This item has been tabled until next month's meeting.

### 6. Staff & Board Reports

#### 6.I. Director's Report ~ see attached

- Stacey reported that the food truck rally in June has been cancelled.

#### 6.II. Adult Services Report ~ see attached

#### 6.III Youth Educational Services Report ~ see attached

- Deana, Torrie, and Diane have been working on developing the Beanstack website for Library programming.
- A survey has been posted on the web page to get feedback on programming and platforms. At present, 17 people have responded.

#### 6.IV. Programming & Makerspace Librarian Report ~ see attached

- Torrie reported that one person is working on an oral history of their story about this time from home.
- The library has been using the 3D printer to make extenders for face masks. Stacey dropped off several to Fort Health Care in Whitewater.

### 7. Board Reports

#### 7.I. Update from the Board Development Committee regarding upcoming vacancies

- Jaime reported that she has reached out to potential applicants and encouraged them to apply with the City.

8. Board member requests for future agenda items
  - Election of officers.
  - Review of Committee charters and assigning people to serve on Committees.
  
9. Confirmation of the next meeting on June 15, 2020, 6:30 p.m.

Meeting ending 7:38 p.m.

Comments in the Chat Box:

- Bri Brown asked if there were plans for the food pantry.
- Jaime Weigel asked if exceptions will be made for handicapped patrons to exit the South door. Stacey replied that they could exit through the staff door and still maintain social distancing.

Minutes respectfully submitted by Jaime Weigel on May 18, 2020

**I. ADMINISTRATION**

- a. Two work orders were submitted in April
  - i. Vandalism to the empty house owned by the library on Forest Ave was reported.
  - ii. The filter on the bubbler was changed.

**II. BUDGET**

- a. None.

**III. PERSONNEL**

- a. All staff remain healthy.

**IV. LIBRARY COLLECTION**

- a. We have restarted our orders from Baker & Taylor and Diane is cataloging the items from home. Susan and Cori are doing the physically processing from home.

**V. PUBLIC AND COMMUNITY RELATIONS**

- a. See Pandemic Response section.

**VI. LIBRARY BOARD RELATIONS**

- a. None.

**VII. LAISING WITH CITY, STATE, COUNTY, AND SYSTEM GROUPS**

- a. I participated in a statewide conference call with the Lieutenant Governor Mandela Barnes on April 21. The topic was the new Safer at Home order which allowed libraries to provide curbside pickup services if they wished.
- b. I attended a special virtual meeting of the Alliance of Public Libraries group in our system on Friday, May 1. Topics included curbside pickup service best practices, restarting van delivery, when to restart automated hold notifications, the all-virtual summer reading program that is now available through DPI (Beanstack), and 2021 Bridges budget priorities.
- c. I participated in the statewide webinar on the Guidelines for Reopening presented by DPI on Thursday, May 7.

**VIII. PROFESSIONAL DEVELOPMENT**

- a. I have participated in the following online trainings
  - i. Traumatic Brain Injury (Homeless Institute)
- b. I have completed two Gale Courses
  - i. Introduction to Excel 2016
  - ii. Mastering Your Digital SLR Camera

**IX. STRATEGIC PLAN**

- a. None

**X. PANDEMIC RESPONSE**

- a. We began offering curbside pickup service on Monday, April 27. Staff wear masks and gloves while handling materials and maintain physical distancing while working. Carts, keyboards, mice, and phones are disinfected. We have had a few people schedule a pickup, not show up, and not call to reschedule. We have had 99% positive response from patrons and 1% of people who are unhappy that we can't offer them more. During the first week of curbside pickup, we had 148 separate pickups. Two staff members worked at one time during the first week. Each two-member team worked an 8-hour day.
- b. Van delivery was restarted on Monday, May 4. The first two days were just for sending out the items that had been sitting in bins waiting since March 17. I added one staff member to the teams and split the day into two teams because working all day in a mask is difficult. The extra staff person on the team only deals with items leaving or coming into the library in van bins. Each team member has one computer and phone that they may use during their shift. Each team disinfects their station when they come on duty. Nearly 600 holds were pulled for our sister libraries once the backlog in van delivery was cleared on Wednesday.
- c. I have had one meeting on May 4 with the city manager, HR coordinator, payroll clerk, and finance director about staff compensation as we continue to roll forward through the reopening phases. We have another meeting scheduled for May 13.
- d. I set up five rotating displays of items that were physically in our library and available for curbside pickup service on the library catalog homepage.
- e. We completed the process of setting up Creativebug. It is on our website, there is a link on the library's website homepage, and we have been promoting it on Facebook.
- f. My office extension has been set to forward all calls to my cell phone automatically so staff working in the library building can just call my extension and be connected to me whether I am working in my office or from home. Diane and Deana have also or will be setting that up for themselves.
- g. We signed up for a free live chat feature that we installed on our website so that people can ask questions. We've received a few questions about due dates, reopening, etc. so it is working well already.
- h. We ordered extra tripods so that Diane, Deana, and Torrie can all do program recording or Facebook live from home more easily.

## **Adult Services Report for the Month of April 2020**

I completed Speed Spanish and Introduction to Microsoft Excel 2016, the two Gale courses I began in March. I signed up to take two more classes: Keys to Effective Communication and Achieving Success with Difficult People.

I began cataloging library materials from home on April 30<sup>th</sup>. Once a week I drop off library materials that have been cataloged and pick up a new batch of materials to be cataloged. This is working out well.

### **Workshops/Virtual Meetings/Webinars/Training Sessions Attended:**

April 01: Bridges Adult Services Meeting

April 01: The Ethics of Library Customer Service: Fair Treatment for Everyone

April 02: Getting Started with Libby

April 06: Librarian's Guide to Homelessness Core Training

April 07: Bridges Circulation Meeting

April 08: Library Staff Meeting with Stacey, Deana and Torrie

April 08: Dealing with Angry and Potentially Dangerous Library Users

April 09: Bridges Adult Services Meeting

April 14: Bridges Circulation Meeting

April 14: Beanstack webinar

April 15: Library Staff Meeting with Stacey, Deana and Torrie

April 15: When the Library Makes Mistakes webinar

April 16: Bridges Adult Services Meeting

April 20: Library Staff Meeting with all staff

April 20: Library Board Meeting

April 21: Library Staff Meeting with all staff

April 21: Bridges Circulation Meeting

April 22: Library Staff Meeting with all staff

April 23: Bridges Adult Services Meeting

April 24: Managing Problematic Behavior – Homelessness supervisor's webinar

April 27: Library Staff Meeting with all staff

April 28: Sharing Best Practices Around Curbside Delivery webinar

## **Youth Educational Services Report May 2020**

### **Programs**

- I concluded both Storytime and From the Library of Miss Deana on May 8<sup>th</sup>. It's difficult to get the correct statistics from Facebook, but engagement appeared to be low. This could be due to a variety of factors, but we have decided to gradually phase out the Youth Services Facebook page and move all announcements and programming to the library's main Facebook page.
- I also posted a few scavenger hunts to our Facebook page.

### **Trainings**

- Gale Course: Writing Essentials (Completed)
- Gale Course: Grammar Refresher I (Completed)
- Gale Course: Introduction to Microsoft Office 2019 (Ongoing)
- Ryan Dowd Homelessness Training (Completed)
- Accessibility in Virtual Programming Webinar
- Digital Services Webinar
- Beanstack Setup Webinar
- Beanstack Setup Challenge (Ongoing)

## **Programming and Makerspace Report April 2020**

### **Activities**

- Completed two Gale Courses: Intro to Microsoft Excel and Intro to PC Troubleshooting
- Worked on the oral history project The Listening Station
- 3D Printed mask extenders for library staff and other community organizations
- Participated in 8 virtual staff meetings.

### **Trainings**

- WeVideo for Educators
- Orientation to The Listening Station
- Introduction to Digital Storytelling
- The Ethics of Library Customer Service: Fair Treatment for Everyone
- Introduction to Digital Storytelling
- Dealing with Hostile and Potentially Dangerous Library Users
- Libraries and COVID-19: Using 3D Printing to Make Personal Protective Equipment
- Beanstack Webinar
- When Libraries Make Mistakes
- Storytelling in the Time of COVID-19
- Plain Language Webinar



- Summer Reading Badges: A Twist on Summer Reading Webinar