

Irondequoit Board of Trustees
Monthly meeting (via teleconference)
Minutes of Wednesday, March 18, 2020

Call meeting to order: 6:30 pm

Present via teleconference: Collene Burns, Terri Dalton, Susan Kramarsky, Tyler Kwolek, Cicely Strickland-Ruiz, Rosa Vargas-Cronin

Guests: Greg Benoit, library director; Patrina Freeman, town board liaison

Approval of agenda: Approved

Public forum (public comments submitted by email): None

Attendance: Next meeting 4/15/20

Finance committee, vouchers, financial report

- With 16.6% of the year elapsed, revenue collection is at 97.3%; this includes 100% of property taxes, 14.3% of miscellaneous income, and 34.6% of library charges. Spending stands at 9.5%. With closures and reductions of services in March, these figures will likely look very different next month.
- Board briefly reviewed new budget projection report, which indicates areas in which monthly spending is higher or lower than expected. Expenditures on full-time staff and substitute librarians have been running high due to staff covering for multiple vacancies.
- Town is relaxing procurement rules for essential supplies during COVID-19 crisis. IPL bookkeeper is maintaining separate records of all COVID-19-related expenses.
- Vouchers of note: #45, storage unit for activity room requested by children's librarians; #54, gift card for staff recognition (Caught Being Awesome award presented to Emily Baker for taking over as teen librarian while also maintaining critical functions of her previous job); #60 and #64, extra cleaning and hygiene supplies purchased for COVID-19 preparation. All vouchers approved.

Old business

- Review of bylaws revisions: Proposed changes reflect overall simplification and clarification of bylaws, especially as regards the role of each officer. Collene and Tyler will work on posting the proposed changes, which all trustees should review. More substantive discussion will be deferred until the April board meeting.

Director's report

- Current state of library operations: The library has been closed to the public since Sunday 3/15, and the book drop was locked Wednesday afternoon. Systemwide, all items borrowed after 2/3 now have a due date of 5/18, and library users are being encouraged to keep materials until further notice. All library employees are currently working from home. IT librarian has arranged for key staff members to have remote access to their virtual desktops.

- Four public-facing services identified in discussion with board president, town supervisor, library staff: Phone/email/social media reference; circulation of mobile wifi hotspots; distribution of materials through curbside pickup; serving as a platform for other community organizations
- Modifications/procedural changes in delivering services: Staff are identifying measures for charging and discharging materials safely, livestreaming library programs, and redirecting spending toward digital materials
- Livestreaming library programs: Barriers to implementing this are relatively low, but content should look professional and intentionally designed as a streaming program. Children's and young adult librarians are coordinating with Nate Stone on procedures, equipment, and publicity, with work likely to get underway next week. Children's librarians have also made preparations to livestream from home in the event of a shelter-in-place order.
- Digital content: Macmillan has finally dropped the ebook embargo. Librarians involved in enhancing IPL's digital collection are coordinating with their counterparts at other branches to minimize duplication. IPL is also working on offering Hoopla, a streaming platform for audio, ebooks, and video, as a few local libraries are already doing. Unlike the OverDrive model, Hoopla allows multiple users to view the same content simultaneously. Depending on the amount of time before staff and patrons can reenter the building, a significant portion of the library's materials budget may end up being diverted to digital content.
- Quotes have been requested from Fusion and Makeway to redesign the library website. Updates are needed since it will now be a hub for so many of the library's operations.
- Circulating wifi hotspots: IT librarian has ordered 200 from T-Mobile. Devices themselves are free; the library pays \$30/month per device for a data plan, which can be canceled at any time. This should make it relatively easy to scale service up or down in the future. Hotspots will also be paid for out of the materials budget. Tentative plan is to make hotspots available to Irondequoit residents only for 1 week at a time. Staff are looking into applying the same internet filtering currently in place on library computers and ensuring the devices will not retain any patron information. Work is also underway on a draft policy and circulation procedures, which will be submitted to the board for approval.
- Greg discussed the library's plans on a conference call with the town supervisor and West Irondequoit superintendent. The district is polling students to determine need for home internet access; current estimate is that 180 West Irondequoit students do not have the internet at home. While the district has some donated hotspots available, they are not enough to meet needs.
- Phone, email, and social media reference: Best practice is for staff to use only the phones and computers at their individual desks. Library will set up a daily schedule for responding to phone and email inquiries once work in the building resumes. The town's new phone system should also allow for access to work phones from home.
- Distributing materials: Taking time to identify best practices and whether/when curbside pickup will be feasible. Some libraries that launched a program then had to pull back due to guidelines changing.

Topics not covered elsewhere

- No concrete information about the census yet, but the deadline will likely be extended.
- All AARP tax appointments have been canceled. Anticipating an extension on the tax filing deadline as well.
- All permanent full-time and part-time town employees (including library staff) are being paid throughout the shutdown. Library staff are currently working from home. Any absences related to the COVID-19 epidemic will not count against sick or personal time banks.
- Town hall is closed to the public as of 4:30 pm Wednesday, but some staff will report and phones are still being answered.
- Library team is maintaining morale and no one is reporting symptoms at present, but staff will likely be staying home for some time. Plan is to reassess on Friday. Library director expressed appreciation for the understanding and support the team has received from the board, town, and community.

Board president's remarks

The library is doing an admirable job of adjusting to new circumstances and putting together plans for reconnecting with the community as quickly as possible. This response demonstrates why the library is so valued by the community. Keep board informed of any needs.

Adjournment: Meeting adjourned at 7:27 pm.

Respectfully submitted by,
Stephanie Schubmehl
For board secretary Terri Dalton