

Irondequoit Public Library Board of Trustees
Monthly meeting (by teleconference)
Minutes of Wednesday, May 20, 2020

Call meeting to order: 6:31 pm

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

Guests: Greg Benoit, library director; Dave Seeley, town supervisor; Patrina Freeman, town board liaison; Stephanie Schubmehl, library bookkeeper

Approval of agenda: Approved.

Approval of April 2020 meeting minutes: Approved with one abstention.

Public forum (public comments submitted by email): The board received a thank-you email from one of IPL's substitute librarians. She expressed her gratitude to the board for their support of staff and to the town for continuing to pay library staff throughout the pandemic.

Attendance: Next meeting 6/17/2020, also via Zoom

Finance committee, vouchers report, financial report

Financial report

- Revenue:
 - This month's financial reports do show a small amount of revenue for April, reflecting receipts from March 12-14 that were deposited the following month. Copier receipts for the first half of March were also deposited in April.
 - Overall, the library has collected 94 percent of its annual revenue, essentially unchanged from March.
 - If nothing changes between now and December, we will end the year with a shortfall of about \$89,500 in miscellaneous income, library charges, and copier receipts.
- Expenses
 - Library spending remains on track overall—at 20.2 percent of our budget with one-third of the year elapsed.
 - As reopening plans ramp up, we will be spending more on personal protective equipment and other supplies (much of which has already been ordered but likely will not be delivered or invoiced until next month). At this point, however, the materials budget continues to absorb a majority of our COVID-19 spending—about \$17,900 of the approximately \$25,800 spent in direct response to the pandemic.
 - Personnel spending was down overall this month as no permanent staff worked extra hours or Sunday overtime.

Vouchers

- Vouchers of note:
 - #84, Fusion Digital: Block hours for tech support. Due at least in part to the need for staff to access their virtual desktops from home, we used up our tech support hours faster than usual.
 - #85, Image360: Banners to promote new library services (Hoopla, hotspot lending program).
 - #91, Scholastic: Books selected by IPL's children's librarians to be distributed as gifts with food packages from Irondequoit Community Cupboard.
 - #95, T-Mobile: Data charges for first month of Wi-Fi hotspot use.
- All vouchers were approved.

2021 budget—BoT process for establishing principles

- IPL board is bringing their own budgeting timeline earlier into the year to get out ahead of the town budgeting process. The town is also getting an earlier start and expects to have a budget timeline out in the next few weeks.
- Trustees are encouraged to consider any budget principles for discussion ahead of the June board meeting.
- Supervisor Seeley offered to have a town board member on hand for the library budgeting process.

Old business

Filling board vacancies—creation of proposed process

- Now that the board has amended its bylaws, it makes sense to reopen dialogue with the town about how to fill the two vacant seats.
- Recruitment was already underway when the pandemic hit, and a few applications had come through before the process was paused. Collene recommended extending the application period into late June, with town board interviews tentatively scheduled for early July and appointments to take place at the August library board meeting.
- Cicely and Susan to look over publicity materials and adapt language for the current situation.

New business

Jack Herrema—in memoriam

- Mr. Herrema, a longtime library board member and strong advocate for the new library building, passed away on 5/17. A public memorial is tentatively planned for later in the summer.
- Terri will reach out to the Friends and Foundation to discuss ideas for honoring Mr. Herrema's contributions to the library.

Student representatives

- Acknowledgment of 2019-2020 student reps

- With the school year drawing to a close, Alara Dyker and Isabel Tillotson are set to graduate in a few weeks. Both have done fantastic work and helped set the tone for student rep engagement.
- The board discussed possibilities for acknowledging their contributions and agreed on a gift card, along with publicity in the library social media. A piece in the Irondequoit Post praising the student reps was also proposed.
- Motion to approve \$100 from the trustee fund for the purpose of purchasing gift cards for graduating student representatives. Motion carried.
- Recruitment for 2020-2021
 - Community engagement committee will work on this, with a focus on recruiting from East Irondequoit and Bishop Kearney (West Irondequoit is already represented through Nick Mott, the only student rep not due to graduate this year).
 - A letter to the principal and director of communications at Eastridge was proposed both to honor the outgoing student reps and to request help with recruitment for the 2020-2021 term. Supervisor Seeley offered to assist with making contact.
 - Greg has already established connections with Bishop Kearney administrators through the library's hotspot lending program.

Director's report

Online engagement

- About a thousand people have viewed the library's livestreamed or pre-recorded programs (the actual number may be even higher, since platforms measure views by IP address and more than one person may be watching on a device). This is just under half our usual in-person program attendance.
- Circulation of digital materials has more than doubled. Home access to Ancestry.com has also been popular, with 30 users logging 860 sessions so far.
- Social media engagement (as measured by likes, shares, and comments) has increased dramatically.
- Viewership for the library's online programs indicates a genuine demand for original digital content, so it may be worth assigning a staff member to capture and stream in-person programs when they resume.

IPL reopening Phase I—report and discussion

- A draft plan for phased reopening was shared with the board prior to meeting. All dates in the plan are targets only and are subject to revision if necessary to maintain safety.
- In addition to guidance from the county, the state, and the CDC, the primary source for recommendations will be a study commissioned by OCLC with a specific focus on the library environment. At present, this is the only scientific study conducted with live virus samples on library materials and common library surfaces.
- Operations during Phase I will be similar to those of a retail outlet offering curbside pickup. The building will remain closed to the public and staffing will be at no more than 25 percent of usual levels.
- Curbside pickup: Patrons can choose from two options for picking up library materials.

- Weekly bulk pickup: Tentatively scheduled to take place on Sundays so as to avoid backing up traffic or overwhelming the parking lot. This pickup has a 15-item limit and targets patrons who want to stock up.
- Express pickup: Lower item limit and faster turnaround for more urgent requests. Ideally, items will be available the same day, although 24-48 hours may be more realistic if demand is high.
- Both pickup options will be contactless. Staff will place materials in paper bags to maintain privacy.
- This will also be an opportunity to clear out the backlog of holds. Staff will be contacting the 120 patrons who had items on IPL's hold shelf prior to closure to determine their preferences for pickup.
- Curbside pickup events will also provide an opportunity to donate to local community groups; the library is working on partnerships with Irondequoit Community Cupboard and others.
- For the time being, curbside pickup will likely operate from 10-5, with the possibility of some evening hours to accommodate patrons who work during the day.
- Returns:
 - About 17,000 items owned by Irondequoit are currently checked out to patrons.
 - No plan for accepting returns at present, but we will be developing a process based on a 72-hour quarantine. A few libraries do have book drops open but are only quarantining the materials they get back, not processing them.
 - Some CARL features must be reactivated before items can be removed from patron accounts.
- Library hours/library team hours: Each staff member is being assigned to a small work team. During Phase I, staff time in the building will be minimal.

Summer reading and activities: For this year's program, adult, teen, and children's librarians are using an online platform that gamifies reading. Users earn points and badges for various reading activities, all of which can be completed without coming into the library. If successful, this may become a regular summer reading feature.

Website quote process

- As more of the library's operations move online, the existing website is no longer sufficient to meet community needs and is requiring significant behind-the-scenes work.
- Causewave has provided recommendations for local web developers
- In addition to Tyler from the board, the website team will include John Scalzo, Hana Cutler, and Tariq Hudson, who will work with developers on determining features the library website needs and maintaining consistency with library branding in its design.

Wifi hotspots

- About half the library's supply of 200 wifi hotspots has now been distributed. Staff will make some available at curbside pickup events, as Central reports they have been a popular impulse checkout.
- If left with a surplus, the library will also consider deactivating some hotspots or possibly selling to other libraries.

- The library has received multiple inquiries from organizations interested in replicating our hotspot lending program, including a library system in Birmingham, Alabama.

Topics not covered elsewhere

Terri reminded all board members to complete and return their financial disclosure statements.

Adjournment: Meeting adjourned at 7:51 pm.

Respectfully submitted by,
Stephanie Schubmehl
For board secretary Terri Dalton