

## **Library Board Meeting Minutes for October 1, 2020**

### **I. Called to order at 1:05 by Dorothy Renstrom**

### **II. Members present:**

Dave Browning  
Kim Hensley-Owens  
Harriet Young  
Dorothy Renstrom

### **Members excused:**

Catherine Moore

### **Other staff present:**

Jared Tolman, Library Director  
Michele Brosseau, Deputy Library Director of City Services  
Will Ascarza, Deputy Library Director of County Services, County Librarian  
Mark Cesare, IT Manager  
Emily Cain, Administrative Specialist

### **III. Recommended Protocol for Members and Other Participants in the Virtual Meeting:** cameras and mics turned off; use the raise your hand feature in Teams to speak; utilize the chat and the staff liaison will monitor the chat

### **IV. Public participation:** none

### **V. Approval of minutes from June 2020-** approved – Dave moves to approve minutes, Dorothy seconds

### **VI. Reports:**

Library Director's Report-Jared Tolman

- Highlights: 1- Overdrive page for the library. Patrons can log in to look at E-books and audio books. We partnered with other libraries such as Prescott/Yavapai County in Arizona. You can pull up other library

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collections/accounts/pages, and log in with your library card information. It has doubled what we can offer to our patrons. We both have titles the other does not so it's mutually beneficial. The results you see when searching for titles are books that haven't been checked out or put on hold. 2- We have a new platform, HOOPLA, and it has been a great success. Hundreds of people have signed up and there have been thousands of checkouts through the service. Digital E-book and audio book formats are available, as well as movies, TV shows, comic books. Hoopla allows any patron to check out the same title, as many times as they want, at the same time as other patrons.

Deputy Library Director's Report- Michele Brosseau (City Services)

- Library staff is working hard to give patrons safe access to the Library. Curbside holds pickup service has been *very* popular! The Library was mentioned in a Phoenix newspaper article as being the safest library during COVID-19, out of those surveyed in Arizona. We are checking out thousands and thousands of holds and had a 10% increase in August. What this means is that every single one of those items was returned or was waiting on a shelf. Staff has to handle each item, pulling by hand, processing them, then check them out, bagging them, and then running them out to patrons. Staff are killing it! Downtown and EFCL are both going above and beyond. Phones are ringing off the hook at both locations. We are thrilled and honored we get to help community and that we are able to provide service at both libraries. Recently we have added computer reservations. An entire system for social distancing has been implemented; patrons sign up online for 45 min appts., then they are let into the building on the hour, and they must wear a mask. Reference cannot currently provide help with logging in because it violates social distance policies. These computer session reservations are exciting for people who haven't had access to these resources since COVID began. Safety and staff are of the utmost importance when making all of these changes. We want to start slow and make sure were doing it right. Our Better Bucks program in Reference, in collaboration with the Shadows Foundation, is still going. It is offered on Mondays and all patrons have to do is ask at the front doors and staff hand the Better Bucks out. We have also been providing snacks and bottled water if people ask. Staff are not directly speaking with patrons, and unfortunately we can't give them a place to stay, but the Library is trying to meet their needs to the best of our abilities. Moving on to programming and community engagement- we had a great summer! A proud moment- our Summer Reading Program had a better completion rate for kids

than the state average. There were 650 virtual kid sign-ups. And we had a 52% completion rate! Youth services opened up their own book-pulling for parents and kids. 471 books were pulled “on the fly” over the summer. Phone reference- over 800 people calling every month with questions, if they email we will print their items, and are doing it for free right now. We want to help people out while times are tough. It hasn’t been too excessive and people are grateful. The Library has a trivia night-theme every month. The Goodnight Flagstaff program is also still going strong. The Library is proud to host FRANK talks, through the Arizona Humanities Organization. It is free and experts in the field facilitate conversations. EFCL is starting on their 3<sup>rd</sup> mural. Supervisors did the entire project virtually to get all the kids input on the mural. All their ideas centered around hope and coming together. The kids are so generous with their thoughts and feelings for others. EFCL has been making 50 art kits for kids every single week, and then they are put out front to pick up. Every week is a different them, and is something unique and age appropriate. They run out fast! 317 were picked up over summer, and all 50 each week are going now.

- Reopening- Mayor and City Council guided us through facility reopening. In late August Council voted and approved on limited openings – September 14 for Downtown, and September 28 for EFCL- and hours have changed. 10-2 Monday through Friday at, and Monday and Wednesday from 2-6, Friday and sat from 10-2. We are currently in Tier phase 1. We have 4 tiers in our reopening plan through the City. The 1<sup>st</sup> tier was to allow people to use computers. The 2<sup>nd</sup> tier also adds allowing 30 people into the building at one given time. If too many people are there, they will need to wait outside. We had to create criteria with the county to open. Moving to the second or third phase is dependent on 8 weeks of decline + low infection rate. Dave asks about computers- we will still be doing reservations in 1, 2, 3 phases. Someone asks if 30 people include the people at computers-yes. Kim- while the library is open, what if there is a surge in cases? We have seen a spike in cases, and even though numbers aren’t amazing we feel it’s okay that we’ve been moving slowly. If there is an incident where someone gets COVID, we would probably shut down, quarantine, start over, and reassess.

#### County Librarian’s Report-Will Ascarza

- Forest Lakes has officially reopened all the way-computers and browsing. The maximum capacity is 8 people inside, and face masks are required. We are

providing some masks and taking temperatures with a digital thermometer, and are in the process of formulating a reopening tentative date for county libraries, October 12. We got the ok from the Parks Service for that date (Grand Canyon Community Library is located in NPS property). We also wanted to make sure that we are fully prepared and there has been a lot of marketing involved. We are planning a community library book sale in Tusayan, from noon to 5 Friday, 10-3 Saturday. Library staff will be on site. We'll be selling books and informing the local community of the reopening plan for GCCL. The Tuba City Public Library is beginning curbside service on October 12. We're making sure we're prepared and that Wi-Fi and phone access are working properly. Many people there like to access Wi-Fi from the parking lot or call in to make check outs. Staff held off on this because the Navajo Reservation has been a COVID hot spot. Now is a safer time to re-open, and they are doing something similar to what Downtown and EFCL are doing.

IT Manager's Report- Mark Cesare

- The state library gave us funding for exterior Wi-Fi access points. It reaches the parking lot currently. The new Wi-Fi will give a stronger signal that sends farther. These "hot spots" run data off a cell signal. People can check them out and take them home and use internet without being in the building. Staff is currently preparing this access. Hardware needs to be installed for the Wi-Fi extension. ILA new ILS service was selected. We currently use Sirsi Dynix, and our new ILS, Bywater Solutions, was selected through the formal RFP process. IT can get into library the library's system and change any level of coding we'd like to. Its open source and we are only paying to prevent theft software. Previously we have had to pay for upgrades with Sirsi Dynix, and with Bywater Solutions, those upgrades are included.
- Dave- how concerned are we with security? Mark says not at all. Bywater solutions are responsible for security and have multiple levels.

#### **Growth needs-**

We no longer have a braille collection; the mother of a blind child raised this concerned. We are bringing some braille material back into the library. Currently we only provide a dictation software, which is not used frequently and requires a bit of a learning curve.

#### **VII. Action items-N/A**

**VIII. Informational items for board members-** Dorothy will be stepping down on the chair. This item will be added to the next meeting agenda to elect a new chairperson.

**IX. Agenda for future meetings-** Voting on a new chairperson for the Board.

**Next board meeting is November 5, 2020 at 1:00pm**

**Adjourned at 2:12pm by Dorothy Renstrom**