

Minutes

Springfield Library Advisory Board

July 7, 2020

Virtual – 5:30-7:30 Format: Go to Meeting

Attending: Linda, Mary Beth, Ralene, Heather,

Council Liaison: Sean

Staff: Emily

Amy, Kristine, Clyde, Angela, Lyn not present

1. **Call to Order/ Changes in Agenda**

- Linda called the meeting to order

2. **Business from the Audience**

- None

3. **Approval of Minutes** – June 2, 2020 minutes approved

4. **Communications**

- None

5. **Board member updates** – Discussion of COVID-19 impacts, checking in.

6. **Library Director Report**

- **Library update on services since last meeting**

- *Curbside pickup* of the bags of books requested averages between 25-40 people each day; Board members report enjoying. Staff has tracked the frequency; the average is delivery every 3.5 minutes; 120-170 items every evening. People are super appreciative, and bags are getting recycled. We quarantine those bags with books that are cleaned and timed out as well.

Example of popularity: Bern Berman – 101 yr old veteran is one of our library patrons. He came for curbside and drove himself! Staff must continue with the cycle of processing the books and bags even when the library is closed to prevent the overwhelm or back up with the number of items coming back. Items actually have come due that were out a long time; the auto renewals kick in; the library is not charging fines right now because of the economic and emotionally trying time...and once an overdue is checked in, the fine will be erased.

Mary Beth reported receiving the patron email with the **new due dates**; the communication was clear, easily scanned, and she could know for sure what to expect. Email was sent to everyone in the database early in the process. This email produced many calls from people who had moved out of area.)

- Started *2hr/day computer appointments*; **just 45 minutes with 15 min in between to clean.** Wanted to have a quiet opening to test the processes. Patrons responding: 12 people yesterday and 10 today. Marketing on this access goes out soon, and this will make it pretty busy. Can also

use the copier; answer questions on account; but cannot browse stacks.

Staff was nervous about reopening; especially re: face covering requirement; so far, so good -

- Reopening plans update

Holding pattern for a while: next step would be to allow patrons in library to browse; we will probably stay with the computing appointments for a while yet.

Right now curbside returns processing is stacked in the stacks area; this must be reconfigured before patrons could access stacks. The library plans to maintain virtual programming through the fall; we also have models of appointment driven stacks browsing from other libraries in the state – so librarians are studying that.

People are responsive and happy to have the computer access again.

- Yard sign campaign

This will happen; public services team is working on it and have a couple of designs. We've pushed it a little later than originally planned to coincide with pre-school start-up time. Board has promised to help with finding locations – but will be a little later than planned.

- Updates regarding support groups and projects:

- Foundation has already decided to pause B&B in January; tough time to plan that sort of event. The Foundation has subdivided into groups such as the Annual Giving; the Planned Giving; and Database Cleanup. This is actually an opportunity - to focus on the 5-year financial plan. The Friends – booksale was quashed by COVID; the Eugene Friends moved their booksale online and it was pretty successful, so our Friends' board chair is in touch with their group to get the information (10-book bags in a genre for \$10). People purchased online.

- Submitted Weyerhaeuser grant yesterday for book lockers at ST V DePaul **Thurston**. Looking for a location for similar locker in Gateway...but there is no St. V's ...It would be nice to get closer into Gateway. Grant due next week to select that additional location.

Discussion – related to desires for branch library/but the access is 24/7. Guy Lee Elementary? Or Transfer LTD at mall...Needs ethernet; to be wired.

Question they receive frequently: Is the computer access open 1-3 same as picking up time?
NO: M-W-H from 4-6; U-Fri-Sat from 10-12 are the computer access hours.

Possible to consider a mid-step of **expanding these hours** before starting adding back additional access (browsing). Many parts involved in new return processing; there are extra steps. Takes more time to do these protocols as well as handle new processes.

Mary Beth: I really appreciate the fact the library is taking care with applying the protocols for safety of

employees and the public.

Discussion: Health incentive with the city.

7. Old Business:

- Community survey:

No decision on the city wide date; this is pushing the community wide survey back. The delay is fine, because, in part, the community wide survey focuses on more typical library use which doesn't make sense in current pandemic operations.

- Foundation: The library is still setting the target of preparing for a new building at some point; one of the things we have identified is the need to increase our user base; want to increase access to services as part of 5yr plan. Survey will dovetail well with that .

- Website – Still in progress

- New on-line services survey – will both take the pulse on use, and also introduce additional information some users may not be aware of.

Target timeframe: Fall, once school return or alternative has settled a little. The survey ask /promote online resources; ask for their feedback on those resources. For example, there is a just purchased service: **Treehouse**: online coding and website development SAS trainings –patrons check out a seat in the training for 3 weeks. Offered by a PDX company; Springfield is the first Oregon library to add it to our collection. Opened Monday; **70 signed up in first week**; so we bought an additional 10 seats (20 total). Another option: Creative Bug...This might assist us with our programming gap during safe physical distance.

Discussion: How to approach subcommittee composition. Looking for volunteers with education/homeschool background to take a go at it first. Heather, Mary Beth agreed to explore options with others: Kristine? Angela? Lyn?

8. New Business:

- Digital Cards: We have been lenient about assigning these; we will most likely add this as a service option so that if someone lives outside of the city limits...or they don't want to spend 90\$ for annual but they could spend a set amount to access a database like *Consumer Reports* - Currently developing this new policy that Emily will bring back to the board. Right now, this has been for the residents within the UGB; when we get back on track possibly between Fall and Spring...we will be able to take online payments through catalogue (Sirsi) – instead of through the City ...This may allow us to provide fee-for-service access options. This way, we also circumvent city and library network or management of the payment data and security of records: Patrons do it themselves and are offered a secure checkout. It increases revenue; allows us to expand services...Compliance issues prevented us from doing this at self-check installation. We are happy to have this alternative.

9. Announcements

- Keeping museum closed for now; small space; gives us time to do the remodel. First step later will be opening by appointment. Focused on getting the exhibit set up.
- City Council on leave until September; next year boards and committees recruited in a pool in the Fall and assign to committees from there; we allocated 300K to provide COVID assistance (meals

on wheels, Latinex, housing). Fire levy coming. Busy fall.

- Get Onboard (Get ONLINE) person stepped down; interviews (47 applications) begin tomorrow; high quality applicants!

Emily will let us know when the Friends have formulated idea for their sale.

Next meeting, **August 4, 2020**