

Minutes

Springfield Library Advisory Board

Aug 4, 2020

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

Attending: Linda, Mary Beth, Ralene, Angela, Clyde, Lyn, Amy

Council Liaison: Sean

Staff: Emily, Carrie, Mark

Not Present: Kristine, Heather

July 7, 2020 minutes: Ralene had corrections; spellings. Move to approve – Ralene. Second: Mary Beth

Changes to Agenda: Move new survey to following Mark; New Business: Recruit one position for fall. Kristine's position will vacate; Dec 31, 2020. Get the information up in September.

4. Communications

None

5. Board member updates – How are you?

- Emily just back from vacation

- Angela updates – 40 couples betting married at the church

-

Introductions: Mark is adult services and business liaison. Carrie Schindle-Cupples

6. Mark Riddle: Library update on services since last meeting

Presentation: For community partners. Message: Library is doing things! We have a base of loyal followers on social media; we would like to expand that audience.

7. Carrie Schindele-Cupple: **New Survey**

Emily intro: querying patrons on what they are currently using; what they would like to see. Carrie oversees our virtual/digital/electronic/online resources. Trying to learn from what our patrons refer to them as; Mark also purchases from the online databases. Having the both of them...would be good as we discuss the direction for the survey.

Carrie: Please contact me as we develop it – I will want to provide information; clarity about what our goals are in the library. We are very interested in putting more of our resources behind online subscriptions; ebooks; people are heavily using these during pandemic. We take donated items; subscriptions are expensive so we invest for a year at a time. If we are asking our community what do you want from the library: I would like to narrow in on those who have used the databases and go down one track with them; have question track for those who have never used the databases – and those who would like to know more (identifying what type of user are they); there are people who use all the ebooks/audiobooks all the time but don't necessarily explore the databases. Cost is a big concern; increased very quickly. eBooks and audiobooks – outlier of services as there are huge hold lists on popular titles – if we purchased enough copies for everyone to get them quickly...it could be expensive

and hard to maintain over time. Treehouse: We had some assist in marketing; “Try this video streaming service that’s harder to use than Netflix but just give it a try”...it’s not that simple.

Mark: What would more people like to see? Still struggling for people to realize is free with the library card. Every time we introduce a new database – there seems to be patron unclarity about the fact that it is free to use. What do people expect from their library? CA users expect “hoopla” but we don’t offer that. What are they already aware of. Emily : Twofold: getting info from patrons about resources that they have; what they would like to see the library offer.

Mary Beth: how people utilize what we already have; then prioritize: of this list of options, which two would you want to have...Budget limitations...etc. Preference voting might be one way to manage that.

Discussion: Other ways to approach ranking or preference on options.

Databases: Angela mentioned the barriers to downloading/setting up another passworded account. Carrie: “Digital Creep” – there isn’t a single sign-on authentication as with Libby/kindle/amazon

Mark: Ease of access...reduce number of screens/hoops/passwords...

Emily wrapped up and excused Mark and Carrie.

8. Library Director Report

- Library/early lit hub building update: Still want to see if this project could pencil out. EC CARES - funding, many things up in the air with COVID-19 but the need for the space persists. Early October for date with City Council.
- Online payments now available at the library. Cloud based.
- Mindy Linder, new Get onboard staff
- Two grants: Weyehaeuser – pending; United Way turned down
- Summer Reading book give away; a challenge this year. Going to start doing these in August. Set up tables on the Fountain plaza. Kids can come choose a book. Different – choose from a distance. No correlation to summer reading; Dates forthcoming.
- Busy in an unusual sort of way; everything takes longer; staff feeling good about what we offer.

Discussion: Clyde was interested in the vendor for the payment channel for fines. Amy asked about involving schools in summer reading book give away. Emily looking into whether or not there are excess books.

7. Old Business:

- Community survey: City council starts in September.
- Website
- Yard sign campaign - update
- New on-line services survey – additional information

8. New Business: Recruiting for the new advisory board position for September. Press release out; we usually like to have the applications available for 6 weeks. October and November. New council process – one giant committee approval. Interviews happen in Fall; we will need to see how the mayoral change

affects this.

Scheduling the subcommittee meeting for the survey – Some thoughts from the group on the challenges of timing, technology; Emily also noted that she will be checking in with City Manager Nancy Newton to consider the best timing for each.

9. Announcements

Friends of the Library are doing 10 books in a bag for 10 dollars.

Anything you think that the library should be focusing on – we would like to hear from you on that as well.

Next meeting, September 8, 2020