

**Ames Public Library Board of Trustees
Minutes of the Regular Meeting
October 15, 2020**

The Ames Public Library (APL) Board of Trustees met in regular session on Thursday, October 15, 2020, via Zoom, with Barchman, Butler, Glatz, Kluesner, Looft, Marshall, Myers, and Thorbs-Weber in attendance. Raman was excused. Assistant City Manager Schildroth, Director Schofer, and Customer Accounts Services Manager Briseno were also in attendance.

Call to Order: President Kluesner called the meeting to order at 7:00 p.m.

Consent Agenda:

Moved by Glatz, seconded by Marshall, to approve the consent agenda items as follows:

1. Resolution approving donation:
 - A. From Debi Meyers\$500.00
 - B. From Friendship Ark for the adult changing table project.....\$7,024.18
 - C. From Linda and Bernard White\$400.00
 - D. In memory of Phyllis Harris from:
 - Peggy Chase\$100.00
 - Janet Huggard\$50.00
 - "The Hive" writers, class of 2000, Vermont College of Fine Arts...\$250.00
 - E. In memory of Dr. Elwyn Taylor from
 - Joy and John Kix.....\$20.00
 - Terry and Judy Turner\$40.00
 - F. In memory of Patricia Thiel from Wendy and Mark Henrichs\$50.00
2. Motion approving minutes of the regular meeting September 17, 2020
3. Motion approving payment of claims 9/1/20 – 9/30/20

Vote on Motion: 7-0 (Kluesner abstaining; Raman excused). Approved unanimously. Resolution No. 2020-L022 adopted.

Public Forum: None

Activity Reports:

Assistant City Manager Schildroth: Schildroth gave a brief report to the Board.

- The City has seen a few positive COVID cases within staff; others are waiting test results. The ability for some employees affected by COVID to work from home is being reinstated on a case by case basis.
- The Test Iowa Clinic will be moving to another location; their current location has been rented out.

- The revisions to the Employee Handbook and Policies were approved October 13. There are two policies effecting family medical leave that will be outstanding.
- The MICA dental clinic closed March. Primary Health Care will be taking it over.

Administrative Staff Report: Schofer gave a report to the Board.

- Johnson was welcomed as the new Development Officer for the Ames Public Library Friends Foundation. She has jumped right in.
- The library is continuing with programs adding in more outreach.
 - Project Smyles deliveries have resumed including setting up some Zoom story times with preschools and home daycares in order to interact with the children in real time. Some places still prefer the flexibility of the recorded stories for their schedules.
 - Some sites are picking up materials for home delivery. Staff has been staying in touch with homebound seniors throughout. We do not have all of our volunteers back, but we are bringing them back as it is safe.
 - Briseno and Rastogi have done a lot of virtual high school visits promoting online homework help, teen programs, book recommendations, and issuing library cards.
 - Ziegler did a virtual high school career fair today.
 - The library placed an ad and gave some promotional materials for the Rock On Retirement Symposium.
 - The library hosted an artist for Art Walk as part of a downtown event.
 - The library will be having a story walk launching with Snowfest the end of November throughout the month of December.
- The library has partnered with United Way of Story County on a grant they received to purchase thirty hotspots for their students in CNA and welding classes. Once they are done with the hotspots they will be donated to the library. The library will provide resources and library cards.
- The library is serving as a satellite voting location. Last Saturday there were 300-400 people voting plus others dropping off absentee ballots. Satellite voting will be held the remaining Saturdays in October.
- Last Saturday one of the City Council members visited the library and posted on social media about the library not being fully open. It was brought to the City Manager's attention.

APLFF Report: Myers gave a report to the Board.

- The APLFF have hired an outside accountant that reviewed the books. Everything was in order. Starting next month the public can request to see those books.
- The Development Officer was hired as Schofer stated earlier.
- The APLFF received a substantial donation from a home delivery patron that passed away. Board members asked if there will be a press release with this information; it will depend on the family's wishes.

Board Education:

Schofer introduced Briseno to the Board. Briseno is the Customer Account Services Manager. She works closely with fines and fees and the patrons they impact.

Briseno presented information on Fine Free.

Some key highlights:

- The library staff has been working to make the library more accessible to everyone, including evaluating processes and procedures, offering opportunities for customers to volunteer to reduce charges, and encouraging payment plans, however they kept returning to a broader need for equity.
- Staff attended conference sessions, read research, and discussed with colleagues across the country their experience in going fine free.
- The community members are facing additional struggles due to the intersections of the derecho, COVID-19, and racial injustice. People have lost jobs, are experiencing economic hardships, and families face an extremely challenging school year ahead. Public libraries play a critical role in the well-being and education of our communities, and public library service should be accessible to everyone, especially now. Eliminating overdue fines is a significant action that would demonstrate our commitment to service, access, and equity.
- Charging fines is unduly punitive to those who most need the Library, now and in the future. It does not affect the return rate for materials, and can actually have adverse effects on returns when customers feel ashamed and wish to avoid the Library. The customers most directly affected are those who can least afford any barrier between them and the resources they need to read with their children, increase their skills and knowledge, and enjoy leisure materials.
- Briseno presented slides showing overlays of the patrons currently blocked on the 2019 USA Diversity Index, and the patrons currently blocked on the 2019 USA Average Household Income.
- Shame about overdue fines is a real prevalent issue and has tangible impacts on the use of the library. The removal of thousands of negative interactions in a year has the potential to revolutionize our Library environment for the better.

Briseno entertained questions from the Board regarding other libraries' experiences with materials being returned, fundraising for fine payment (i.e. adopt a person's fines or companies donating to cover cost), and the difference between fines (charges for items being late) and fees (lost items, damaged items, or services). Other libraries have not

reported an increase in the loss of materials, or seen increases in items not being returned on time.

The Board thanked Briseno for her time and amazing amount of work she put into it.

Policy Review:

Circulation and Customer Accounts Policy: Schofer introduced the policy. The fines would be dropped from the wording in this policy, and the age of the ID requirement would change from 12 years of age to 16 years of age.

Butler had not previously been aware of the implied consent. They discussed the importance of individuals to report library cards lost or stolen for this reason.

Glatz asked if we would be eliminating fines if we accepted these changes. It was confirmed that it would.

Moved by Glatz, seconded by Butler, to approve the revisions to the Circulation and Customer Accounts Policy as presented.

Vote on Motion: 7-0 (Kluesner abstaining; Raman excused). Approved unanimously. Resolution No. 2020-L023 adopted.

Library Charges (Addendum to Circulation and Customer Accounts Policy): Schofer introduced the policy. The proposed changes would remove the fines, remove the processing charge, remove the cost to replace a library card, and raise the amount to block an account to \$25.00.

Moved by Barchman, seconded by Myers, to approve the revisions to the Library Charges (Addendum to Circulation and Customer Accounts Policy) as amended adding the word “equipment” to “Adult and Youth Materials”.

Vote on Motion: 7-0 (Kluesner abstaining; Raman excused). Approved unanimously. Resolution No. 2020-L024 adopted.

Public Participation Policy: Schofer introduced the policy. In looking at other libraries' policies recommendations were made to change the word “individuals” to “community members”. Other proposed changes include changing “Board President” to “presiding officer”, and adding procedures for addressing the Board into the policy.

Moved by Glatz, seconded by Butler, to approve the revisions to the Public Participation Policy as presented

Butler asked how we would distinguish who was a community member versus who wasn't. Schofer stated that the cards do require a complete address. The Board discussed community members versus non-members and requirements of the open meeting laws. The language would allow the Board to give preference during the Public Forum to community members.

Vote on Motion: 7-0 (Kluesner abstaining; Raman excused). Approved unanimously. Resolution No. 2020-L025 adopted.

Investments Policy: Schofer introduced the policy. The library relies on the City to conduct investment transactions. Schofer spoke with the City Finance Manager who confirmed no changes to the City of Ames Investment Policy are planned at this time.

Moved by Barchman, seconded by Myers, to approve the review of the Investments Policy.

Vote on Motion: 7-0 (Kluesner abstaining; Raman excused). Approved unanimously. Resolution No. 2020-L026 adopted.

Unfinished Business:

Strategic plan update. Schofer had previously shared the draft version of the Strategic Plan including the priorities and goals at the September meeting. It was requested that an introduction be added, and that a timeline and performance matrix be available for the Board to review at least a week prior to tonight's meeting. Schofer sent out versions of the Strategic Plan prior to the Board packet. Each version of the plan has the same priorities and goals. The difference in the plans is the size of the document, and the number of activities, if any, that are shown for each goal.

Moved by Marshall, seconded by Looft, to approve the priorities, goals, and activities of the 2020-2024 Strategic Plan as presented.

Marshall asked how to distinguish the goals from the priorities. There are six main goals (Equity, Inclusion, Civic Engagement, Access, Wellness, and Staff Development).

Barchman asked if this was going to be sent to a copy editor. She pointed out a typo under Bringing It Together.

Kluesner likes the 3

Moved by Glatz, seconded by Thorbs-Weber, to only consider one of the three versions of the Strategic Plan that were sent to the Board the morning of October 9, and not the version that is included in the Board packet tonight.

Glatz reiterated the importance of having Board Packet materials early enough to have sufficient time to review the information.

Schofer reiterated that the Board is not approving a particular picture or format of the document but the content. Glatz stated it is approving a final document.

Barchman said her issue with the version that Glatz prefers advertises a particular program in that version.

Looft is comfortable with everyone chiming in on content but would like to defer the layout and design part to staff and marketing. She asked if the content is different between the versions. Schofer stated one version has all the activities, one version doesn't have any activities, and the newest version in the packet has two activities per goal.

Barchman asked if we would be using different versions for different purposes. Schofer stated that a printed piece would be the printed piece but the version on the website may include more details.

Glatz reiterated that he did not have sufficient time to review the content on this version.

Kluesner asked for a vote on the amended motion by Glatz.

Schofer stated that if it means delaying the approval of the Strategic Plan a month in order to consider the version in the packet than she would prefer to do so instead of not considering that version.

Vote on the amended motion to consider only one of the three versions received the morning of October 9 : 2-5 (Glatz, Marshall voting Aye; Barchman, Butler, Looft, Myers, Thorbs-Weber voting Nay; Kluesner abstaining; Raman excused). Motion failed.

Kluesner interprets the resolution to read "as presented" as in the version in the packet. The Board was specific in their request to have the information at least a week prior to the meeting. He did not receive his packet until last night.

Looft feels comfortable voting on it because the content is the same.

Marshall adds that the major content hasn't changed. She trusts the staff to decide which picture goes in, or what the format it.

Myers agrees that it is the same information just presented differently.

Barchman agrees. She views the different documents as the same content with uses for different audiences or purposes.

Moved by Glatz, seconded by Barchman, to table approval of the Strategic Plan until the next month.

Schofer asked Glatz if he feels he is voting on a final document. Glatz stated that no, it is the content. Schofer reiterated that the content hasn't changed. Glatz reiterated that he didn't receive it in time to read it in order to confirm that content hadn't changed.

Myers said she thought they were voting on the goals, priorities, and activities, not the final document. The wording or pictures or layout may change.

Glatz stated last time he said that it read like an internal document. The preamble is worded differently in different versions.

Myers reiterated that we are not voting on the preamble. We are voting on the priorities, goals, and activities.

Kluesner asked if there was a reason why the Board would need to approve the Strategic Plan tonight versus next month.

Schofer stated that we could absolutely wait if needed. Schofer stated that the library would be completing all the activities regardless if they are printed in a public version of the Strategic Plan.

Kluesner restated the current motion is to table approval of the Strategic Plan until next month to consider the three documents.

Glatz's preference would be that we designate which version we are considering.

Kluesner was referring to the version included in the packet along with the timeline and matrix.

Glatz clarified that the timeline and matrix were not for approval, just supporting documents.

Vote on the amended motion to postpone approval of the Strategic Plan until November: 2-5 (Glatz, Thorbs-Weber voting Aye; Barchman, Butler, Looft, Marshall, Myers, voting Nay; Kluesner abstaining; Raman excused). Motion failed.

Myers clarified they would be approving the priorities, goals, and activities.

Vote on the original motion to approve the priorities, goals, and activities of the 2020-2024 Strategic Plan as presented: 7-0 (Barchman, Butler, Kluesner, Looft, Marshall, Myers, Thorbs-Weber voting Aye; Glatz abstaining; Raman excused) Motion passed. Resolution No. 2020-L027 adopted.

Reopening Plan: Schofer had already been talking to the Management Team about our next steps in adding services. The Leadership Team will be looking at logistics for our next phase.

Schofer is not confident that we are ready to move to the next phase. Right now the library is offering computer use, copy/print services, holds pick up, limited browsing in the lobby, quick picks, grab and go bags, personalized picks, online programs, and really hitting the majority of the needs. Kids just went back to school and the bars just re-opened a week ago; we just don't know what the numbers are going to do. There have been a lot of positive comments from people that appreciate the safe environment.

Marshall stated that she thinks we need more marketing so people are aware of everything the library is doing.

Kluesner stated we are not re-opening; we are open.

Looft stated she read all the comments on the Ames People Post including comments from community members saying how grateful they are for how safe the library is, volunteers stating they will have to leave if the library increases traffic, and comments of people chastising the City Council member for not going directly to the Director or Board with their concerns instead of using social media to do so. ISU is closing. She does not feel now is the time to go to the next phase.

Glatz asked what the turnaround time is for holds. The goal is to have items ready for pickup in 24 hours. Briseno added there is a three day quarantine period, so pulling holds may be impacted by items in the quarantine, but so much of the material is on the shelf and able to be pulled that day. They are pulling items in the morning and in the afternoon to decrease the turnaround time.

Schofer mentioned having slots on the radio shows to plug some of our current services. Glatz asked if we can send blanket emails. Briseno stated that we can get black listed if we targeted everyone. Ocken has started to do so some smaller Page Ones. Butler suggested adding an ad in the obituaries that say the Library is not dead. Myers asked if we should provide a memo for City Council to provide an update. Schildroth suggested sending the monthly highlights to update the Council and the public.

Trustee Comments:

- Marshall – I'm grateful for all the work we have accomplished tonight, and for Schofer and Briseno.
- Looft – I'm excited about momentous move to remove fines that was decided upon tonight and she thanks the staff for all the work to getting us here.
- Thorbs-Weber – wants to thank the staff for the holds. It usually takes her two days for her to be able to come in and get her items picked up.
- Schildroth – this is a Board that is very involved and very active with the library and an important part of not only the City but the whole network of services throughout our community. Thank you for all the thoughtfulness and perseverance, and listening to comments and things that are out there but that willingness to turn that into a moment to help people learn and make more of a public statement that is positive and more meaningful to the community. Thank you for serving in that capacity and keeping the library moving forward. And thank you to the staff that are just awesome and very excited about the work they do.
- Myers – she just reiterates other comments. She appreciates the hard work, and for us finally going Fine Free, she's really excited about that, and for the Strategic Plan it takes a lot of work and momentum and months of hard work and she really appreciates the staff for all that, and for continuing to make it a safe environment for staff and patrons.

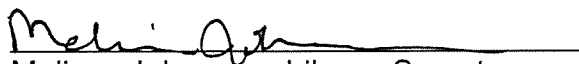
- Glatz – he’s not intentionally keeping everyone up beyond their bedtimes, and as he has said but feels is lost, that the document that you all have assured me is the same as the one I liked a week ago, is a great document, and so you don’t think he batted 0-2 on motions, the first two motions he moved through making him rather quickly making him 2-4.
- Butler – just thank you to everyone that has contributed to this process in a very caring and professional matter and also for the camaraderie, that all of us can listen to each other respectfully, have our own opinions, and come back as a group that overall just wants to do the best we can.
- Barchman – it has been a joy to watch Briseno with all the news of the fine free and strategic Plan. She is really excited for Schofer and Briseno to tell the staff in the morning.
- Kluesner – shared a personal story of his childhood. When he moved he needed \$0.25 for a new library card. His family didn’t have the money for that so he crossed his old address out and wrote his new address on his card. When they moved again he did the same thing. He still has his library card with the three addresses on it, but had the library gone fine free then, we would have had three cards. Thank you everyone for a great meeting and a huge night.

Adjournment:

Moved by Myers, seconded by Marshall, to adjourn at 9:12 pm.

Vote on Motion: 7-0 (Kluesner abstained; Raman excused). Motion approved unanimously.

The next regular meeting will be on Thursday, November 19, 2020, at 7:00 p.m., via Zoom.


Melissa Johannes, Library Secretary


Sandra Looft, Board Secretary

