

MINUTES
CEDAR FALLS PUBLIC LIBRARY (CFPL)
MEETING
BOARD OF TRUSTEES
September 2, 2020 4:00 PM
Cedar Falls Public Library
Online via Zoom

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Members present: Behm, Blair-Broeker, Browne, Chadwick, Cormaney, Kenyon, Snell, Sulentic; Staff: Daniels, Gitchell Thompson, Hosford, Stern, Stuenkel; Guest: Rodenbeck.

- I. President Sulentic called the meeting to order at 4:00.
- II. Agenda: Corrections/additions/deletions/approval
Director Stern noted that there are two additions to request for adding to the agenda due to occurrences after the packet was sent. She noted that one is backfilling a 25-hour circulation assistant position as there was a resignation today from a staff member that was on extended leave, and is unable to return to work. Director Stern noted that the second is a proposed closing of the library on October 15th for a staff inservice. President Sulentic inquired if these would be added to the referred for board action section. Director Stern noted that was correct.

MOTION: (Behm, Blair-Broeker) to approve the agenda as amended. Passed.

III. Minutes: Correction and approval

MOTION: (Snell, Behm) to approve the minutes as presented. Passed.

IV. Board Training update

President Sulentic inquired of Director Stern if there was anything for this section. Director Stern inquired if any members had taken a webinar or done anything else that could be considered training? Member Behm noted that she had some scheduled, but has not completed any yet. President Sulentic noted that he had not yet either.

V. Communication from Officers: Action appropriate to the communications

None

VI. Bills: Corrections/additions/deletions/approval

Director Stern noted that she can tell when looking at the bills that the library is still not back to business as usual.

MOTION: (Behm, Cormaney) to approve the August bills. Passed.

a. General Fund, Levy Fund, Grant Funds

President Sulentic inquired if there were any unusual items, or if it was all just as it normally is. Director Stern that the end of FY20 is in the packet, and the library came under budget with the spending changing beginning in March. She noted that there was some levy carryover that the selectors are choosing where to put so anything not spent in the previous fiscal year can be added to their budgets for FY21. President Sulentic jokingly inquired of Director Rodenbeck about the City of Cedar Falls giving a bonus for coming in under budget. Director Rodenbeck noted of course. Member Browne noted that she is sure there is a gold star or something. President Sulentic noted that Director Stern gets a pat on the back. Member Browne noted that this was a rare year when travel comes out at 13% of budget. Director Stern noted that if revenues are way down this year it will be good that there was a cushion from FY20. President Sulentic inquired of Director Rodenbeck about when the adjustments would come to fruition since the budget for FY21 is already out, so he was wondering if changes would be a year out. Director Rodenbeck noted that it probably will be one year out, but throughout this year the property tax revenues will be watched. She noted that if the first big payment in October is drastically down then some mid-year adjustments might have to be made, otherwise reductions will probably happen in FY22. President Sulentic inquired if property taxes were being delayed a month like earlier this year. Director Rodenbeck noted that there was a deferment until they could be paid which resulted in a reduction earlier in the year. She noted she does not believe there will be a big reduction during this time of the year, but is unsure due to different factors.

b. Financial Reports (General, Levy, Grants, Foundation Funds)

President Sulentic inquired if there was anything to note. Director Stern noted that there are some funds requested but are not going to be spent this year. She noted that in October she will be closing out some of those, and submit revised requests for some that require additional

funding. President Sulentic inquired if these are taken off of the earnings from last year or how it is accounted for. Director Stern noted that any funding requests that are not spent do not change how much is held with the foundation. She noted that when the money is spent the foundation reimburses the City of Cedar Falls since they pay for the items initially. Director Stern noted that if there is nothing to reimburse then the funds stay with the foundation.

VII. Usage Report

President Sulentic noted that obviously the numbers are different. Member Browne noted that it was interesting to see the breakdown of how many patrons were using the curbside service versus browsing inside the building. Member Snell inquired if the building number is how many that had signed up for the day in the count that is presented in the packet. Director Stern noted that was correct. Member Snell inquired regarding how many patrons can come inside each day. Director Stern noted that there is a maximum of 120 currently as there are four appointment blocks each day with a maximum of 30 appointments each. She noted that she will be discussing the new model that will be transitioned to on September 14th later during her report. Member Snell noted that she knows that the Book Nook sales are way down, and inquired if the computers are staying busy. Director Stern noted that she has not looked at the individual count, but Librarian Gitchell Thompson or Assistant Daniels could provide some information. President Sulentic inquired regarding how the parking lot fits in and if the number has increased or decreased due to school starting. Librarian Gitchell Thompson noted that she can look for that data right now. She noted that the computers have not been steadily busy, but there are some appointment times where they are all being used without a discernable pattern. Librarian Gitchell Thompson noted that patrons are using the WiFi, and was going to talk about this more during her report. Member Snell inquired how many hours per day that the library is open for those appointments. Director Stern noted that currently the time open for the browsing appointments is four hours. Member Snell inquired if staff were still swamped with having to pull books for curbside service. Director Stern noted that curbside and browsing appointments require two staff members per hour to be away from their departments, plus there are hundreds of holds to pull each day. Librarian Stuenkel noted that the amount of holds to pull is a little less than it was, but it is still a couple of hundred per day. Director Stern noted that what is being done now is more time intensive than what is usually done which is why eight hours of browsing time cannot happen currently. She noted that being closed from Noon to 2 PM each day for cleaning is also partially due to staff lunches as they have to be able to spread out due to taking off their masks to eat. Director Stern noted that adding two more hours was considered, but there is not enough staff currently to accommodate this. Member Snell inquired if the library is short of staff. Librarian Stuenkel noted that this was correct as the library is down four staff members at the moment. Director Stern noted that there are two vacancies currently, a new position to hire for, and if someone has to isolate for a period of time that results in a shortage. Member Snell inquired if the staff members that have to isolate are gone for 14 days. Director Stern noted that if they are exposed then they have to be isolated for that length of time. Member Snell inquired if this has happened with any staff members. Director Stern noted that six members have isolated as a precaution with none testing positive so far. President

Sulentic inquired if they have to be out for 14 days even if they test negative. Director Stern noted she believed so, but inquired with Director Rodenbeck. Director Rodenbeck noted that if someone is exposed to a confirmed case then the CDC guidelines are followed and they have to be out for 14 days. She noted that the reason a negative test doesn't mean that a staff member can immediately start working again is because they might not show any symptoms right away, but could after 10 days as an example. Member Snell inquired if the staff members are paid for that time. Director Stern noted that it depends, but usually yes. President Sulentic inquired if the staff member goes out on disability. Director Stern noted that there is some CARES Act funding, but there is a limit to how much is available to any single person, so if they have an exposure requiring them to isolate and a second exposure she believes they have to use their sick leave time. Director Rodenbeck noted that the City of Cedar Falls has been paying people as they want to be safe as they are worried that if the payments were taken away that staff would not be honest about being exposed and potentially expose 20 others that would potentially become sick. Member Blair-Broeker inquired if there has been anyone that was exposed twice and had to go into quarantine. Director Rodenbeck noted that none have happened at the library, but there has been one which has caused them to step back and evaluate procedures and what to do in this situation. Member Snell inquired that if the library is short on staff, could someone that has a 29-hour position pick up more hours. Director Stern noted that the library can't go over budget. Librarian Stuenkel noted that this would potentially cause them to be classified as full-time which lead to changes to benefits, etc. Director Stern noted that some employees have worked outside of their assigned department to help out when there is a shortage in another department. Member Snell inquired about when staff are starting work each day. Director Stern noted that some are starting work at 8 AM, and some are starting at 9 AM to do their usual daily duties and to pull holds. Librarian Stuenkel noted that the phone rings more often as well due to patrons having to make appointments in addition to the usual questions. Librarian Hosford noted that she is usually in at 8 AM, and with her and the youth department shelvers pulling and processing holds it could take them until right before the first appointment time to finish. She noted that if more youth department employees are in during the morning it could take less time, but there also needs to be employees spread throughout the day. Director Stern also noted that there are employee health screenings each morning happening at 8 and 9 AM, with the second one usually lasting until 9:15 AM and then having to put the supplies away in order to open at 9:30 AM. Member Snell inquired about if the library was doing like other libraries in doing appointments with Cedar Rapids and Iowa City being mentioned. Member Browne noted that the library in Iowa City is still closed. Director Stern that she talked to two managers from the library in Waterloo as they are still doing curbside only, but wanted to know about how the browsing hours were being done since they are potentially moving to the next stage. She noted that as far as she knows the library is doing more than any other library of a similar size. Member Browne noted she was looking at the patron count and how 108 patrons are browsing and 48 were using the curbside service. She wanted to know that if the calls for the appointments were being counted as reference questions or in the stats anywhere. Director Stern noted that they are not part of the reference stats since the State Library of Iowa gives clarification regarding what is and is not a reference question. Member Browne noted that she

was wondering if there was a way to classify them in some way or if they are just disappeared phone calls. Librarian Gitchell Thompson noted that statistics could be pulled for call volume, but it wouldn't have specifics. Librarian Stuenkel noted that patrons are also making appointments via e-mail as there has been a lot of communication in this manner as well. Member Browne noted that this would probably be an impressive number if it is run at the end of the year. Director Stern noted that the tweak to services that she will be discussing in her report should lower the amount of phone calls and e-mails for making appointments.

VIII. Director's Report

a. Update of current library operations

Director Stern noted that to increase the library's efficiency a counter system, similar to the one used by the Cedar Falls Aquatic Center, will start to be used on September 14th. She noted that this will still require someone to be at the door to count patrons and ensure that everyone is wearing a mask properly. Director Stern noted that the library is starting with 40 as the maximum number of patrons, and Librarian Gitchell Thompson has set up a monitor in the atrium so patrons can know if there is capacity in the library. She noted that if there is no capacity patrons would have to wait, but she does not believe that will happen as only the 2 to 3 PM appointment slot fills up. Director Stern noted that some are in the building for a short amount of time which will help keep open slots for patrons. She noted that this should increase the patron count, and reduce the number of phone calls that the circulation department receives. Director Stern noted that if it seems possible the capacity could be increased, or if there seems to be an issue with the amount of patrons in at a time it could be reduced as well.

b. Staffing update

Director Stern that there are two vacancies in the circulation department with applications just being received from the HR department so Librarian Stuenkel, Librarian Hosford, and herself have been going over. She noted that if backfilling the position that came open today is approved, then two people will be hired from this set of applications assuming there are enough good applicants rather than running another ad. Director Stern noted that earlier in the year a new 29-hour position was approved but would not be filled until after the strategic planning process was completed. She noted that now that the process is over, staff determined the areas of most need are for marketing and assistance with young adult programming. Director Stern noted there is not any in-person programming happening currently, but there is a definite need for marketing as Librarian Gitchell Thompson has done a lot in regards to creating signs, making up announcements for Facebook, etc. Director Stern noted that by hiring for this position it will free up Librarian Gitchell Thompson to handle pressing technology matters.

c. Staff inservice options

Director Stern noted that some discussions about this have been happening since current conditions suggest it is not advisable for 35 staff members to all be sitting in one room for 8 hours. She noted that the Iowa Library Association recently announced that their conference would be virtual this year, and it is on October 15th. Director Stern noted that cost and registration information has not been made public yet, but would like for all staff members to attend if it is inexpensive enough. She noted that discussions have been to have four smaller

groups with staff in the co-lab, meeting room, conference room, and in the community center. Director Stern noted that this would allow staff to vote on which sessions they would like to attend, and thus have four sessions showing at one time. She noted that if it does not work out to do the inservice with ILA that an inservice on that date would still happen upon approval with some virtual speakers, customer service training, pandemic response training, and information regarding what other departments do. Member Blair-Broecker inquired about how many staff members actually get to go to ILA. Director Stern noted that she believes it was two years ago when all of the staff, including shelvers, went to ILA. She noted that in a typical year it is usually around six that go since employees are still needed to staff the desks and perform necessary functions. Director Stern noted that ILA is planning on archiving the sessions, so anyone that registered should be able to access them for 30 days after the event. She noted that Trustees can also attend as well. Member Browne inquired about what would trigger a reduction in services. Director Stern noted that if City of Cedar Falls buildings are closed to the public again then service would revert back to curbside only. She then noted that with the Harvard Institute's metric there are two red levels with the first starting at 25, and the second at 50. Director Stern noted that curbside only would happen starting at 25, and above 50 would probably result in staff quarantining at home if allowed. Member Kenyon inquired if when transitioning over to the new browsing arrangement on September 14th if it is still just four hours a day for browsing. Director Stern noted that there will be blocks of two hours for browsing rather than the single hour blocks currently. She noted that there will be browsing from 10 AM to Noon each weekday, 4:30 PM to 6:30 PM on Monday nights, 2 PM to 4 PM on Tuesdays through Fridays, and on Saturdays there would be browsing from 11 AM to Noon and 2 to 3 PM. Member Kenyon inquired about the staff that had been working afternoons, evenings, and Sundays. Director Stern noted that in order to do curbside and browsing it takes more employees to be in the building at the same time since what is happening is more time intensive resulting in not being open regular hours currently. Member Behm then inquired if there would be no appointments during that time and patrons would just enter the building. Director Stern noted that this was correct. Member Kenyon inquired about how this change would be communicated to patrons. Director Stern noted that this would be communicated on the website, Facebook, it went out in the newsletter, and there will be signage up at the library eventually. She noted that this communication was being held so patron did not accidentally think it was already happening.

d. Miscellaneous

Director Stern noted that Matt Buck and herself had met with a carpet representative from Sherwin Williams. She noted that the representative provided some samples of carpet for the staff to look over in order to choose the new carpet that will be installed this fiscal year. Director Stern noted that the representative noted that the factories producing the carpet are only working at 40% capacity, so it will take longer to get the carpet once it has been chosen. She noted that due to this the installation will probably happen in January or February as opposed to happening during the last two weeks of December. Director Stern noted that any Trustees can come by and register their choices for the new carpet as well. President Sulentic mentioned that he would potentially wait until March to help keep sand and salt off of the new carpet, and from keeping it from getting too wet right away. Director Stern noted that this is something that

could be done. Member Chadwick inquired if this was something that quotes were being taken for, and is there a lower price expected due to the slowing down mentioned. Director Stern noted that she is unsure of whether it is a lower price, but the overall cost is large enough that bids will be taken through a sealed bidding process.

IX. Reports from Department Heads

a. Public Services Librarian

Librarian Stuenkel noted that there are some events happening during the month via Zoom. She noted that there will be a virtual book chat with Adrienne Finlay who is a local author. Librarian Stuenkel noted that on October 12th will be Visiting the Beyond: A Virtual Paranormal Presentation. She then noted that biographies currently have their own section, but they will be moved into the rest of the collection based upon subject with a biography sticker on them.

b. Youth Librarian

Librarian Hosford noted that August is usually pretty quiet for the youth department, and is used for planning and other necessary activities. She noted that they are working on the collection even more with weeding and other projects happening since March. Librarian Hosford noted that while they will not be moving their biographies, the youth department is working on making their classifications match with what Librarian Stuenkel is doing so there is uniformity. She noted that the department met to go over programming and want to make it as normal as possible, but having it happen via Zoom. Librarian Hosford noted that there will be tween times, book and writing clubs, and still have a special event once a month. She noted that for September it will be Got Snacks which will be about how younger patrons can make simple snacks that will not require a lot of heating. Librarian Hosford noted that there were two programs in August, with one being an outside storytime at the Hearst that was a collaboration. She noted that the other program was a Virtual Library 101 to help familiarize patrons with the databases that are provided by the library to help supplement any provided by schools. Librarian Hosford noted that in July she submitted an application to be a part of a cohort called Project READY and was accepted. She noted that for the next nine months she will be part of the cohort learning how to improve library services for diverse youth.

c. Technology Librarian

Librarian Gitchell Thompson noted that a new coin tower has been installed with it mostly working as there is some adjustment needed. She noted that as Kelly had noted that the SafeSpace app is ready to go, and she created some training videos that she pushed out to all staff. Librarian Gitchell Thompson noted that through the State Library of Iowa there is a chat feature called Bold360 that will be on the website so patrons have a new way that they can speak to a staff member. She noted that everything is almost complete as she has been doing a lot of customization in order to make it seem like part of the website, and this will be a safe way to help patrons if the need to quarantine arises again. Librarian Gitchell Thompson noted that she has been working on getting everything ready to publish the new way of browsing, and is still a part of the Writers of the Cedar Valley with them now meeting via Zoom. She noted that she has moved the access point out to the atrium to make the signal in the parking lot stronger as dozens of people each day have been using it. Librarian Gitchell Thompson noted that she has

been participating in curbside and door duty, and she feels like she is starting to catch up on projects.

X. Referred for Board Action

- a. Updated personnel policies: 203 Drug Free Workplace, 213 Termination of Employment, 403 Travel, 404 Membership..., 506 Vacations, 704 Leaves of Absence, 706 Sick Leave, and 807 Conflicts of Interest

President Sulentic inquired if these policies were consistent with the policies of the City of Cedar Falls just with customization. Director Stern noted that none of the changes have an effect on the library's customization, but these changes are being presented since City Council has approved the changes. Member Browne inquired regarding 807: Conflicts of Interest due to needing to know who this section still applies to since she is an appointed member of a board. Director Rodenbeck noted that appointed members of boards and commissions are still covered. Member Browne then inquired what was taken out of the policy. Director Rodenbeck noted that she does not have the policy in front of her, but she believes the concern was among the elected officials about whether they had to follow the same personnel policies. She noted that since she does not have it in front of her she can follow up if needed. Member Behm inquired about hiring and firing since the library is to a certain degree independent, and how does the policy have an effect on the library. Director Stern noted that even though there is a Library Board, the library still works with the HR department and City Attorney to make sure that everything is done legally and fairly. She then inquired if Member Behm was wondering specifically about firing someone. Member Behm noted about the wording mentioning the City of Cedar Falls doing the termination rather than the library. Director Stern noted that she could change the wording if it is preferable. Member Behm inquired if it was necessary to maintain the separation that exists. Director Stern inquired if she should tweak the wording and present some suggestions at the next meeting. Member Browne noted that she believed that all of the wording had been approved previously with the exception about firearms. Director Stern noted that the wording was in the policies when all of the personnel policies were approved previously, but can tweak it if necessary. Member Behm noted that if it is not something necessary to do then it doesn't have to be changed. Director Stern noted that she hopes no employees would have to be fired, but the same procedure would be used if the situation ever arises. Director Rodenbeck noted that the City of Cedar Falls is in agreement that a library employee is under the Board of Trustees and they would technically be the ones doing the firing.

MOTION: (Chadwick, Browne) to approve the updated personnel policies presented. Passed.

- b. Hiring of 29-hour library assistant for marketing and young adult programming

MOTION: (Behm, Browne) to approve hiring a 29-hour library assistant for marketing and young adult programming. Passed.

- c. Proposed closing Thursday, Oct. 15 for staff inservice (Added item)

President Sulentic noted that he wanted to get the date correct, and if it was October 13th. Director Stern noted it was October 15th.

MOTION: (Chadwick, Blair-Broecker) to approve proposed closing Thursday, Oct. 15 for staff inservice. Passed.

- d. Request to backfill 25-hour library assistant position in the circulation department (Added item)

President Sulentic inquired if this position was for 25 or 29 hours. Director Stern noted it was for 25 hours. President Sulentic inquired that with this employee giving their resignation today, how long before their final day. Director Stern noted that officially their last day is September 18th. President Sulentic then inquired if Director Stern noted that there were enough candidates to fill this position along with the other position for the circulation department. Director Stern noted that she would know once the interviews begin, and would hire two candidates if there is approval. President Sulentic inquired if it has to be advertised again when there is another position available. Director Stern noted that it is the same department and job class, so she inquired about Director Rodenbeck's thoughts. Director Rodenbeck noted that she agreed that it would not have to be advertised again. Member Kenyon inquired if 41 applicants is typical. Director Stern noted that there has been as many as around 80 before, and as few as two dozen.

MOTION: (Behm, Chadwick) to approve backfilling a 25-hour library assistant position in the circulation department. Passed.

XI. Reports of Standing and Special Committees: Action appropriate to the reports

- a. Friends of the Library

Member Snell noted that Marilyn Nesvik was part of the Book Nook for some time, but due to issues outside of her work with the Book Nook she will not be involved any longer.

- b. Finance

Director Stern noted that this committee did not meet last month, and will not need to meet this month either.

- c. Personnel

Member Behm noted that this committee did not meet.

- d. Library Art

Member Behm noted that the same was true of this committee.

XII. Unfinished business

Director Stern noted that she would be on vacation from the 4th through the 11th, but will have her work phone with her along with checking e-mail at least once a day.

XIII. New business

None

XIV. Adjournment

Motion to adjourn (Behm, Cormaney). Passed. Meeting adjourned at 4:55.

Respectfully submitted,

Timothy Daniels, Secretary Pro-Tem