

MINUTES
CEDAR FALLS PUBLIC LIBRARY (CFPL)
MEETING
BOARD OF TRUSTEES
September 4, 2019 4:00 PM
Cedar Falls Public Library
Conference Room

Members present: Sulentic, Behm (via phone), Blair-Broeker, Browne, Snell; Staff: Daniels, Gitchell Thompson, Hosford, Stern, Stuenkel.

- I. President Mike Sulentic called the meeting to order at 4:00.
Since Member Blair-Broeker was recently added to the Board, and thus this was the first meeting he was attending, he was introduced to the other members and staff that attended the meeting. President Sulentic also inquired whether he went by Charles or Charlie. Member Blair-Broeker noted that it is Charlie unless he is in trouble.
- II. Agenda: Corrections/additions/deletions/approval
MOTION: (Browne, Behm) to approve the agenda as presented. Passed.
- III. Minutes: Correction and approval
Member Blair-Broeker noted some spelling/grammatical items to fix along with a procedural note. Under Section VII, Part B, Line 3 it should be "it is policy..." as opposed to using "as." Also, under Section VIII, Part A, Line 3 it should be "Barnes and Noble" as opposed to "Batnes." Under the same section but in Part C it should be "supported at the end..." on the third line as opposed to "supported and the end..." In the same section and part it should be "she is receiving a quote..." on the fifth line as opposed to "she is receiving quote..." In Section IX it does not note whether the motions passed or not, so those need to be updated to show that they did pass. Librarian Hosford noted that in Section VIII, Part B, Line 4 there should be a comma in 6,670 as opposed to the period that is being used currently.
MOTION: (Behm, Blair-Broeker) to approve the minutes with the corrections noted. Passed.
- IV. Communication from Officers: Action appropriate to the communications
None
- V. Bills: Corrections/additions/deletions/approval
Director Stern noted that the invoice for the consultant who will be speaking during the in-service on September 13th is at the very end of the packet of information as it came too late to be included with the other bills, and she was hoping to get it voted on with the rest of the bills. President Sulentic inquired if it was the one for \$1,500 or not. Director Stern noted that it was and noted that she had an answer for Member Snell's question from the previous meeting regarding the budgeted amount for income from the Friends of the Library. Director Stern noted that it included the amount that the Friends contributed towards the cost of the Co-Lab and what they otherwise budgeted for the Library.

a. General Fund, Levy Fund, Grant Funds

Member Blair-Broeker noted the size of the CFU bill in the packet and inquired if this was around the usual amount that is paid each month. Director Stern noted that this was not and was due to the portion of the bill for water usage. She also noted that the issue was noted to the appropriate City employee to investigate as this situation has happened only once before in her time here.

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

Member Browne noted that at the bottom of the Ray fund information it notes \$2,016 under the year but should just be 2016.

MOTION: (Browne, Snell) to approve the bills with the addition. Passed.

VI. Usage Report

President Sulentic noted that the usage looks to be pretty steady. Director Stern noted that it is up a little from the previous year. President Sulentic then inquired what type of trend libraries are seeing. Director Stern noted that most libraries are seeing a downward trend, but we aren't seeing a decrease to the extent that most are seeing a decrease. Member Blair-Broeker then inquired why this might be happening. Director Stern noted that this in part could be due to our digital resources as patrons don't have to come here to check items out. Member Blair-Broeker then noted that it looks like about an average of 2,000 per day.

VII. Fine Free Presentation

Director Stern noted that Librarian Stuenkel, Librarian Hosford, and herself put together some information regarding becoming fine free. Librarian Hosford started the presentation by noting that fines are a barrier to access and libraries are designed to provide everyone equal access to information. Additionally ALA has set an objective for libraries to expand services and remove any barriers in place. Librarian Hosford noted that if a person had a low income then their regular bills are more important so they would pay those instead of library fines. Additionally it is more important to a library to receive the materials back from patrons. Librarian Hosford also noted that no one wants to talk to patrons about fines, and if staff did not have to talk to patrons about this it would be great. This would in turn help establish better relationships with patrons and create lifetime library users as they would feel more welcome here. Librarian Hosford noted that if we say goodbye to fines we would be able to say hello to some patrons who haven't been here in some time. This can be seen in that 6,524 patrons are currently blocked due to fines of which 1,058 are children who should not be penalized. Librarian Hosford noted that 19.4% of people in Cedar Falls live in poverty, 17% in Waterloo, and 15.3% of people in Black Hawk County. Additionally studies show that going fine free does not negatively impact receiving the materials back from patrons.

Director Stern noted that many libraries in Iowa have already gone fine free. Some of these libraries have gone fine free for all materials and some just for youth materials. Librarian Stuenkel noted that there will still be due dates for materials and patrons would have to pay for any materials that are lost or damaged. Additionally, while there wouldn't be a fine, a patron would not be allowed to check something out while they had an item overdue. Librarian Stuenkel also noted that if they keep the item for six weeks past the due date they

will be billed for that item. Member Browne then asked if the two renewal limit would still be kept. Librarian Stuenkel noted that this limit would still be used. Director Stern noted that the rule about not renewing if a patron has a hold on the item would also still be enforced. She also noted that there are three options today in that fine free could just be done for youth materials, for everything with the exception of Library of Things items, or the library could continue to charge fines.

Member Blair-Broeker then inquired about what the fine structure is like. Librarian Stuenkel noted that for Library of Things items there is a charge of at most \$5.00 per day. Member Blair-Broeker inquired if this was to reflect value. Librarian Stuenkel noted that the maximum fine was recently raised as the previous maximum for Hot Spots was \$20.00 making it very cost effective for someone to hold onto this device and get cheap access to the Internet. Additionally now when these are held past due they are shut off. Member Blair-Broeker inquired if shutting if off worked better. Librarian Gitchell Thompson noted that when they are shut off the device is generally brought in pretty quickly.

President Sulentic inquired about the amount of fines in the budget. Director Stern noted that they are \$30-35,000 per year. President Sulentic then inquired about if the staff hours would have to be reduced to make up the loss in revenue. Librarian Gitchell Thompson noted that becoming fine free would help reduce daily mailings, printing costs, postage costs, etc. which will help make up for the lost revenue. Member Snell then inquired about money that has been owed for a long time and if that is dead in the water. Librarian Stuenkel noted that a collection agency has been used recently to try to collect some of these fines and it isn't cost effective. Member Browne then inquired if fines would be taken off retroactively. Librarian Stuenkel noted that they would be.

Member Browne noted that she is in favor of going fine free for all materials. President Sulentic inquired what would happen if someone is overdue with an item and it is a popular book. Librarian Hosford noted that if it is a popular title more than one copy would have been purchased for the collection. Librarian Stuenkel noted that if something is over 170 days past due the item will be searched for by a staff member. Member Blair-Broeker then inquired about how the public would be informed. Director Stern noted that there are a variety of ways to let the public know. Librarian Hosford noted that Waverly recently had something on their website about this. Librarian Gitchell Thompson noted that the week when the Food for Fines campaign happens there is a lot of positive feedback from patrons. Member Blair-Broeker and Snell noted that they are in favor of going fine free.

VIII. Director's Report

Director Stern noted that one of the employees that works in the Reference department read through the minutes of the last meeting and had mentioned some reasons as to why the number of reference questions were down. One item that was mentioned is that with the new Libby app being easier for patrons to use we are seeing fewer questions from patrons regarding using OverDrive. Directional questions are also not counted in the total. DOT reference questions have dropped due to the machine being decommissioned and the physical machine will soon be gone. Reference has also seen an increase in questions that are not just quick answers. Some questions now will take 30 minutes to research which has resulted in fewer questions but taking the same amount of time. Also, in looking at 10 years

of reference statistics there are the usual spikes and valleys. Member Browne noted it is good to see them drop as this means that the patrons are able to figure it out themselves.

a. Staffing update: hiring a third intern in circulation

Director Stern noted that since colleges are back in session a couple of our interns will be working fewer hours which has resulted in some unused intern hours. She has checked in with Jennifer Rodenbeck regarding potentially hiring a third intern for the circulation department.

b. Training opportunities for Trustees:

Director Stern noted that to be a Trustee it is required for each to have a certain amount of development/training each year. She would like to suggest that everyone attends one of the two trainings listed below.

- i. Big Ideas Book Discussion of *13 Ways to Kill Your Community* by Doug Griffiths (Thu., 9/19 from 6-7:30 p.m.)
- ii. Learning Circuit with Patrick Sweeney (10-15 from 9-4 at the Waterloo Center for the Arts)

c. Strategic Planning Proposals

Director Stern noted that the proposals are in a packet behind the laptops in front of everyone with a summary page. She also noted that two of the organizations noted that the price in the proposal is due to assuming that their insurance is comprehensive enough, but if it is not comprehensive enough they will have to amend their cost due to having to secure additional insurance.

d. Self-check quotes

Librarian Gitchell Thompson noted that there are a couple of options for replacing the self-check equipment. This is done in part due to age and issues with PV-Supa as if something is not working it will take some time to get a person to look at the equipment or they would send parts via the mail that might or might not work for the problem. It was noted that the quotes are based upon replacing the RFID pads and machines. Librarian Gitchell Thompson noted that Envisionware is the company that the Waterloo Public Library uses and they are pleased with them in part due to it being a local company and a service technician is usually out the next day. It was noted that this company's quote is her preference.

e. Policies

i. Security Cameras

Director Stern noted that the security cameras were being installed during the week and that the City Attorney has already reviewed this policy. She also noted that there will be a sign up by the entrance noting that security cameras are in use.

ii. Behavior

iii. Meeting Rooms

Member Blair-Broecker inquired if a choice needed to be made during the meeting for who would be doing the strategic proposal. Director Stern noted that in order to meet the

accreditation timeline it would be good to have a choice made. President Sulentic inquired about why the Kimberly Bolan proposal had a range of prices. Director Stern noted that this is due to them tailoring their method to the client and what we might need is more or less than what they have in the proposal. Due to this we would receive a bill at the end of each month based upon what they have actually done.

Member Browne then noted that she would have to leave soon so the next section was skipped temporarily to vote on the items under Referred for Board Action so there would be a quorum to vote on these items.

IX. Reports from Department Heads

a. Public Services Librarian

Librarian Stuenkel noted that there are some good programs coming up with some being: a food preservation and tomato tasting, climate change and action, seed saving workshop, being conservation minded, preserving bees for winter, LitCon is on October 12th with author Nalo Hopkinson being in attendance, a foam armor demonstration is coming up, a makeup demonstration, and a Lego competition.

b. Youth Librarian

Librarian Hosford noted that there weren't many activities in August, but there are some planned activities coming up. There is an event happening at Prairie Parkway that the date is still being set where children can harvest some food from the garden there, and then there will be a party where some of the food harvested will be consumed. There will be a storytime at the Cedar Valley Arboretum. Librarian Hosford noted that one of the staff members, Katie, attended a STEM conference and has brought back lots of useful ideas. Recently Vidcode was added to the databases available which will allow people to learn Javascript. For September programming there will be storytimes, school visits, and a junior tailgate.

c. Technology Librarian

Librarian Gitchell Thompson noted that the computers have recently been cleaned via a computer vacuum that was recently purchased, as well as the AMH being cleaned. Additionally she has gone to a couple of outreach events and signed up people for library cards. The self-check replacement discussed earlier will probably be happening in January 2020. Librarian Gitchell Thompson noted that all public computers will be migrated to Windows 10. She also noted that an order has been put in for new computers but it was canceled once so it will be put in again. Librarian Gitchell Thompson noted that she is gone in November so the change will happen in December. She also noted that the cameras were in as of yesterday, but not all of the necessary items have been completed yet to make them functional.

X. Referred for Board Action:

a. Fine free proposal

MOTION: (Snell, Browne) to approve going fine free with the exception of items that are part of the Library of Things. Passed.

b. Hiring a 21-hour circ. intern

MOTION: (Browne, Behm) to approve hiring a 21-hour intern for the Circulation department. Passed.

c. Strategic Planning Proposals

Director Stern noted that since the proposals were not provided to the Board members until the day of the meeting this could be tabled if the members would prefer. President Sulentic, Member Blair-Broeker, and Member Browne noted that they would like a chance to review each proposal more in-depth so this item was tabled until the next meeting.

d. Self-check replacement

MOTION: (Blair-Broeker, Snell) to choose the quote from Envisionware for the self-check replacement project. Passed.

e. Policies

i. Security Cameras

Director Stern noted that the bottom line of this policy is that the cameras are not being monitored at all times, just as needed. President Sulentic then inquired about if the Cedar Falls Police request footage. Director Stern noted that we would turn over the appropriate footage to them when presented with a valid court order. President Sulentic then inquired whether the server will be housed where it was originally going to be housed. Director Stern noted that it will be housed here.

MOTION: (Blair-Broeker, Snell) to approve the Security Cameras Policy. Passed.

ii. Behavior

Director Stern noted that the main change was adding the link to the Iowa Code to this policy. Member Browne then inquired if the link could potentially be moved and inserted after the portion of the policy that notes "in public places." Member Browne also inquired about whether items that have already been checked out are allowed in the restroom. Director Stern noted that there was an issue with a patron taking a laptop that they checked out into the bathroom, so she would like to know what everyone recommends. Member Blair-Broeker noted that once a patron has these items at their home they could easily take them in the restroom. Member Browne also noted that if she set something down that she had checked out it would be possible for someone to then take the materials and she would be responsible for it. Director Stern noted that there are lockers that patrons could use and that signage might need to be put up.

MOTION: (Browner, Snell) to approve the Behavior Policy with the link moved. Passed.

iii. Meeting Rooms

Member Blair-Broeker noted seeing some issues with the wording that he would send to Director Stern later. It was also noted that it would be a good idea to change parties to gatherings in case of a funeral using one of the rooms. Member Blair-Broeker then inquired about the information that is being collected. Librarian Gitchell Thompson noted that it is their contact information. Member Blair-Broeker mentioned to strike out the word simple. The indemnification portion was then mentioned. Member Browne noted that patrons have

to mark that they have read and agree to the policy. Director Stern then asked if the indemnification should be in the policy. Member Blair-Broeker noted that he would have it in.

MOTION: (Blair, Snell) to approve the Meeting Rooms Policy as amended. Passed.

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

a. Friends of the Library

Haven't met recently.

b. Finance

i. Meeting Wednesday, Sept. 25 at 4 PM

Since the Finance Committee did not meet in August there is a meeting scheduled for this date and time in the Director's office.

c. Personnel

No members of this committee present to give a report.

d. Library Art

No members of this committee present, but Director Stern noted that one proposal for the Redfern Display Case has been submitted so far.

President Sulentic then noted that Member Blair-Broeker will need a committee to be a part of and suggested Finance.

XII. Unfinished business

Member Snell inquired about how the training registration would work for those that did not attend the meeting today, and getting them copies of the paper handouts. Director Stern noted that with the first option (Big Ideas Book Discussion) that everyone can be registered together as a group since they would be sharing the connection, and can register even the day before. She noted that with the other option there would be individual registrations. Member Blair-Broeker inquired whether it would be beneficial to have read the book prior to the discussion if the first option is chosen. Director Stern noted that it is not necessary but is helpful, and that the Library has two copies of this book. It was also mentioned that it isn't a large book so it would be a quick read. Director Stern noted that the information provided as paper copies only would be distributed to those not at today's meeting.

XIII. New business

None

XIV. Adjournment

Motion to adjourn (Kenyon, Worthington). Passed. Meeting adjourned at 5:24.

Respectfully submitted,
Timothy Daniels, Secretary Pro-Tem