

DULUTH PUBLIC LIBRARY BOARD

Notice of Meeting

DATE: November 24, 2020

TIME: 4:30 p.m.

NOTICE: The Duluth Public Library Board will be holding a special meeting in August by other electronic means pursuant to Minnesota Statutes Section 13D.021 in response to the COVID-19 emergency. Members of the Board will be participating through video conference. Due to the COVID-19 emergency and the closure of City facilities, public comment will not be taken in person. However, members of the public can monitor the meeting and provide public comment on agenda items through WebEx Events. Visit <https://duluthmn.gov/live-meeting> to access the meeting. The public is also encouraged to submit written comment to Library Manager Carla Powers prior to the meeting. Please include "Library Board Agenda" in the subject line, and include your name and address and the agenda item you are speaking to. Please note that all public comment is considered Public Data.

AGENDA

Call to order

Review and approve agenda

Public comments received in advance of meeting

Approve minutes of October 27 meeting

Reports

Library Manager's Report – Powers

Every Child Ready Duluth Report – Powers

Friends Report – Ramsland

Old Business

Restoring in-person services

New Business

Special meeting in December

Ongoing Business

Advocacy

Adjournment

Next regular meeting: January 26, 2021, at 4:30 p.m. via WebEx.

DULUTH PUBLIC LIBRARY BOARD
Minutes of Virtual Meeting
October 27, 2020

Call to Order: Sue Henke called the meeting of the Duluth Library Board to order at 4:39 on October 27, 2020.

Introductions and new Board member: New Board member Alex Strelow was introduced.

Members present: Sue Henke, Michelle Foshay, Neil Glazman, David Sperl, Betty Ramsland, Stephen Welsh, Lizzy Luoma

Also present: Carla Powers, Jim Filby Williams, Arik Forsman

Absent: Matt Rosendahl

Public attendees: Dennis McManus

Review and approve agenda

Motion by Ramsland, seconded by Sperl, to approve agenda as drafted. Motion passed unanimously.

Public comments: None submitted prior to meeting.

Approve minutes from September 22 meeting

Motion by Ramsland, seconded by Glazman, to approve minutes as drafted. Motion approved unanimously.

Reports

Library Manager's Report (Powers)

Two more groups of library techs are returning to work at end of October and early November. Beginning yesterday the Computer Center at the Main Library opened for use by appointment. A postcard mailing went out to 12,000 Duluth zip codes in areas where annual incomes average less than \$40,000. The Main Library is a polling place for Tuesday's general election, which offers another opportunity to let people know about the reopening. A question was asked about advertising on the DTA. Powers replied that this is being considered for Every Child Ready Duluth marketing as well.

Every Child Ready Duluth Report (Powers)

The written report was reviewed. Programming available during COVID continues, with story strolls, online storytimes, etc. Strategic planning is nearly complete.

Foundation Report (Rosendahl)

Foundation's annual Fundraiser was held virtually last month. The group is seeking board nominations due to term expiration

Friends Report (Ramsland)

The Friends' treasury is currently at \$12,000. Volunteers are waiting to get back to work for the book sale, if that is possible this year.

Old Business

Restoring in-person services

Another group of library technicians will be called back on November 2 to prepare for the next phase of reopening, which is grab-and-go collection access. All library services closed November 16 for computer upgrades and reconfiguring space for grab-and-go. Plans are to open up for collection browsing on November 17. The service will be publicized as a grab and go service in order to discourage lingering. The suggested time limit is 30 minutes. There are lots of logistics to plan for and to get people in and out of the building. Contract security person will not be returning at this time, because there are fewer patrons in the building. Staff are trained to engage with patrons about mask compliance, and time spent in the building. Curbside pick-up will continue. Returns are accepted 24/7 at the outdoor book drops downtown.

There was discussion about whether and when the branches will be able to re-open. Powers stated that all staff would need to be back, including the staff non-bargaining unit staff who work 13 hours per week. Vacancies would need to be filled as well, which could be time-consuming.

Three people remain on the rehire list. The next month of the grab and go will help determine staffing needs. The plan is to continue a methodical phased restoration of services, call back laid off permanent employees, followed by non-bargaining employees. Following that, vacancies will be posted. Powers expects to have seven full-time vacancies by end of the year.

The goal is to restore interlibrary loan service by December 1.

New Business

Strategic planning

The current strategic plan runs through 2020. The intention had been to do another round of planning this year to develop a plan for 2021-2026. However, because it has taken longer than anticipated to get ECRD off the ground, Powers and Filby Williams decided to wait one more year to develop the next plan. The next planning process is tentatively slated to begin in the second quarter of 2021 in hopes of having in-person meetings to gather community input.

Collection Development Policy

This policy has not been reviewed since 2011. Powers wants to strengthen language in the policy around the diversity of the collection.

2021 fee schedule

Powers recommends leaving fees the same for next year. Motion by Foshay, seconded by Sperl, to approve this recommendation. Motion approved unanimously.

Adjournment at 6:00 p.m.

Next meeting: November 24, 2020 at 4:30 p.m. via WebEx

Manager's Report to Foundation Board November 2020

Computer Use by Appointment. This service began on October 26 and has continued even though most other City of Duluth buildings are closed to the public again. Usage started out slow but has picked up in recent days. The average is 10 people per day. On Wednesday, November 18 a total of 15 people came in, most of them walk-ups. The service is set up to accommodate as many as 40 per day. The library's Leadership Team has discussed extending people's time beyond the current one-hour limit. For now, however, consensus was to keep the limit in place over staff concerns about the risk of increased airborne virus transmission if people spend more time in the space.

Employee Callbacks. All but three of our Library Technicians have now been called back to work. The last group returned on November 2 in anticipation of opening up for grab-and-go collection access on November 17. However, this next phase of the library's reopening has been paused due to the current surge in Covid cases. Instead of implementing grab-and-go, we plan to use the extra staffing capacity to resume interlibrary loan, catch up on projects that have been set aside since the libraries closed, and begin accepting returns at the branches. Computer use by appointment and curbside pickup are expected to continue.

Returns. Early last month we turned on overdue notifications and began accepting returns at the Main Library 24 hours a day, seven days a week. In the early days of Covid we had told patrons to keep their items due to concerns around disease transmission via library books. When we first began curbside pickup in April there were approximately 58,000 items checked out since before the pandemic. That number is now down to fewer than 10,000. We are continuing to quarantine returns for 72 hours before checking them in. Plans are in the works for accepting returns at the branches, but first some outdoor book drops need to be ordered for West Duluth.

Pickup Window. Our new pickup window was installed on November 13. The window opens to the sidewalk on Superior Street and will be used for curbside pickup in the future. For now we plan to continue using the tables outside the Superior Street entrance while we adjust our procedures and workflow. Due to the popularity of curbside, we expect there to be demand even after the library fully reopens.

Computer Upgrade. On November 16 we closed to the public to do a major upgrade of our Polaris integrated library system. The update did not change much on the staff side but added functionality to the online catalog and made it mobile responsive. Many thanks to adult services supervisor Steph Myers, who took on and oversaw this project without a system administrator at the library. That position is currently vacant.

Facility Study. Work on the latest study is largely complete. The next step will be to present a range of options to City administration.

Every Child Ready Duluth Update to Library Board November 2020

Strategic plan. The ECRD team has finished meeting with the Brain Trust executive committee to get one more round of feedback on the strategic plan and proposed activities to fulfill the plan's goals. The team will meet with Kate Noble of Colibri Consulting to develop a plan for targeted, measurable evaluation and activities. The evaluation plan is expected to be complete by early January.

Dial-a-Story. This service has been live since mid-October. Youth services and other library staff have been assisting with creating new recordings to upload each month. An ad campaign on DTA buses is being developed to help reach out to more citizens, particularly those who don't have internet access and could particularly benefit from this new service.

Toys for Checkout. A large purchase is in the works for new circulating toys. This will provide families with new and fresh things to play and learn with, especially while the library play spaces remain closed.

Head Start. A few weeks ago space was set aside in the Gold Room at the Main Library for Head Start home visits to take place in person. However, now that schools have transitioned to distance learning, Head Start teachers and families can no longer meet in person. The ECRD team will remain in contact with the Head Start teachers and be ready to assist as soon as in-person visits can resume.

Monthly book and craft kit giveaways. The team is continuing to drop off new books and take-and-make craft kits for children and families through various partner organizations. So far the group has been working with: SONA, AICHO, Lincoln Park Children and Family Collaborative, Center City Housing, YWCA, YMCA, Adult Continuing Education, and Safe Haven. New potential partner locations are being sought, including CHUM, WIC, Lifehouse, and Head Start. The giveaway books can be used at the site locations or given away to the families they work with.

Families in Transition (FIT) virtual program. In early December ECRD team members will participate in a virtual program with the FIT group, providing a storytime, early literacy education, and library information to families that have recently experienced homelessness. The library used to provide similar in-person programming for this group once per month pre-Covid.

**Friends of the Library Report
November 2020**

Balance in checking account is \$12,000. Sarah Culver is the new Treasurer. Newsletter will be mailed within a few weeks. It will include membership renewal, request for donations, photos of the library. Board continues to search for additional board members. There was discussion on role of board members. Next meeting will take place January 19 via zoom.

Submitted by Betty Ramsland