



Board of Trustees

Meeting Minutes

Thursday, April 9, 2020, 5:15 pm
Broughton Room, Crook County Library
175 SW Meadow Lakes Dr., Prineville

Present: Jan Anderson, Jerry Bishop (Chair), Pam Looney (Vice-Chair), ZuAnne Neal, Buzzy Nielsen (Director), Jane Scheppke (Assistant Director), LaQuita Stec, Cindy York (Operations Manager)

1. Additions/deletions from the agenda (ACTION)

Bishop

Chair Jerry called the meeting to order at 5:20 pm. Jan moved to approve the agenda as presented. LaQuita seconded. The motion carried unanimously.

2. Conflicts/potential conflicts of interest

Bishop

None stated.

3. Public comment:

Bishop

No public present.

4. Consent agenda (ACTION)

Bishop

a. Minutes of March 12, 2020, regular meeting

ZuAnne moved to approve the minutes of the March 12, 2020, regular meeting as presented. Jan seconded. The motion carried unanimously, with LaQuita abstaining.

5. Reports

a. Friends

To help mitigate the potential spread of novel coronavirus and keep themselves and their customers safe, the Friends have stopped holding sales or opening Chapters Bookstore for Kids. Neither the Friends nor the library itself are accepting item donations.

b. Circulation services

Cindy reported the following on behalf of the Circulation Services Team:

- Checkouts have been low since the library closed to the public and moved to curbside hold pickup, averaging about 35/day since closure.
- The day before the library closed, there were a record number of checkouts: 1,162.
- Since Deschutes Public Library is closed to all physical checkouts, CCL is providing some curbside service to Deschutes County patrons.
- In addition to placing new holds upon request, staff are calling patrons who have outstanding holds from before the library closed, trying to clear the holdshelf.
- Staff are still making new cards for patrons, mostly for people interested in accessing the library's online resources.
- Cindy is trying to find ways to relieve stress during this tense time, including by bringing in "Yellies", toys that move along with staff yelling at them!

c. Public services

Scheppke

Jane reported the following on behalf of the Public Services Team:

- The team is still busy doing things even while the library is closed to the public.
 - *Phone reference:* The library is getting many phone questions about using online resources, tax forms, advice on what to read/watch/hear, and local services.

- *Online programming:* Children's Services Librarian Jennifer Fischer has started doing storytimes via Facebook Live on Mondays and Wednesdays at 10.00a. Teen Services Librarian Heather Jones is investigating ways to reach out to teens online as well.
- *Online technology education:* Adult Services Librarian Amber Smith is working on a guide to help technology learners master basic computer concepts.
- *Cataloging:* Catalog Services Librarian Kim Bales has been quickly working through a backlog of original cataloging (rare or unusual materials, mostly about the local area).
- *Collection maintenance:* The Public and Circulation Services Teams are working together to weed and reorganize collections to make them easier to use for the public, including separating children's biographies into their own collection, organizing graphic novels by series (e.g. Batman) rather than author, and putting genre labels on teen fiction.
- Several new digital resources have been added for children. The new sites are being offered for free by their publishers. Resources include TumbleBook Library, TumbleMath, TeenBookCloud, Miss Humblebee's Academy, and Abdo Digital Bookshelf.

d. Finance

Buzzy gave an overview the library's finances:

- It's unlikely that the library will receive much more revenue for the fiscal year, given the public closure.
- There are some budget items that likely won't be spent out, either, due to the closure: staff training, mileage for outreach, programming, law library, and collection development.
- Staff will be spending out more of the Grants budget thanks to the Facebook technology education grant, including purchase of the outreach van and new laptop and tablets. There will also be some money spent on Children's Room renovations.
- With 75% of the year elapsed, about 72% of the budget is spent.

The Board reviewed the financial statements and had no further questions.

e. Director:

Buzzy additionally reported the following:

- While the building is closed, he's coordinating some facilities projects: replacing the cracked window on the east end of the building, replacing carpeting in the Juniper Room, and purchasing new shelves for the children's room.
- The library has purchased the van for the Facebook Technology Education grant. It's in the parking lot. It just needs to get a license plate and registration, followed by putting a wrap on it to make it pretty.
- William Marks from Facebook has proposed investing \$150,000 to improve technology in the Broughton Room.
- A Health Savings Account option is being added to the health benefits for staff.
- The library's last in-person event was the Chamber of Commerce Perk on March 13, which drew 40 people.
- April is Child Abuse Prevention Month. In recognition, Technician Leona Coleman put up a pinwheel garden on the north side of the building, outside the Children's Room.
- Library staff are still promoting the Census. An accurate Census count has a huge impact on how federal funds are distributed to rural areas.
- Buzzy let the Board know about a letter the library, Friends, and County Judge received from a person who was charged for a damaged item. The individual said that they didn't damage the book and felt that the library's response was incompetent and expressed concerns about the library's overall direction. This person did not contact the library to let them know that he didn't damage the item. In such cases, the charges are waived. Buzzy sent a response letter.
- The statistics will differ greatly going forward due to the public closure. Some stats, such as circulation, public computer usage, and door counts, will be low or non-existent. Staff are also tracking how many days/hours the building is closed or has limited services to the public.

6. Continuing business

a. Coronavirus response

Buzzy presented how the library has changed its service model since closing to the public.

- The Crook and Jefferson County Libraries are doing curbside hold pickup right now. Deschutes Public Library is not. To avoid mass holds chaos when everything's running again, patrons cannot place holds online. Crook County patrons may call or email the library to place holds, but they're limited to things that are currently physically available at Crook County Library.
- There are no automated notices of any kind going out from the system, including due date reminders, overdue notices, or hold pickup notices. Staff are manually emailing patrons to let them know their holds are ready.
- All due dates and hold pickup periods have been extended until April 30 but may be extended pending a decision from DPL. Nobody is being sent to materials recovery, either.
- All library programs and meeting room events are canceled through April 30. AARP Tax-Aide has been canceled nationwide. The annual Oregon Library Association conference, previously scheduled to occur in Bend at the end of April, is also canceled.
- The laptops the library normally checks out to the public are being used by the County Information Technology department to facilitate work-from-home for several County employees.
- Due to County policy, not all staff are allowed to work from home, but library managers are trying to reduce the number of people in the building as much as possible. Some staff are splitting their time between onsite and offsite work. People onsite are practicing social distancing. Curbside pickup is no-contact.
- Staff are working on several special projects while the building is closed to the public: relabeling, redoing procedures, deep-cleaning furniture and surfaces, planning the Summer Reading Program, and more.
- Ann Schepke has kindly agreed to make face masks for all of the staff. There will be enough for each staff member to have two.
- Items are being sanitizing as they come in and go out. Common workspaces, door hardware, etc. are also being disinfected multiple times a day.
- The public WiFi is still on. People have been parking in their cars to use it from the parking lot.
- Buzzy praised staff for being flexible and having a positive attitude through the changes.

b. 2020-21 budget request

Buzzy went over the 2020-21 budget request. He had a preliminary budget meeting with Commissioner Brummer and the Finance Department on April 9. Here are a few takeaways from that meeting:

- Some staff salaries were inputted incorrectly and will need to be tweaked in the final document.
- Most costs are the similar to last year.
- Next fiscal year, all of the library's funds (General, Grants/Donations, and Law Library) are being combined into one to make accounting easier and track actual costs. Some other General Fund departments are also being separated into their own funds.
- The County will start "charging" departments for centralized services such as maintenance, administration, Human Resources (HR), Information Technology (IT), and Finance. These charges will better reflect the actual costs of operating the departments and are used commonly in other municipalities. ZuAnne asked how the allocations are determined. Buzzy replied that it varies by department. IT will be based on the number of workstations in each department, maintenance on square footage, and Human Resources on staffing. He wasn't sure how Finance, Legal, or Admin will be allocated but will ask. It sounds like "rent", i.e. charges for maintenance, will not happen in 2020-21 but is very likely in 2021-22.
- Jan asked why revenue in the General Fund doesn't match the expenditures, as it does in the other two funds. Buzzy explained that the difference between revenues and expenditures in General Fund departments are made up by tax dollars.

7. New business

a. Review of emergency facility use MOU

The Legal Department sent a document for the Board to review. It's a Memorandum of Understanding between the Library, Health Department, and Sheriff's Office emergency services to be able to use the library for emergency purposes, including possible vaccine distribution for pandemics. The MOU was first signed in 2008. The Fairgrounds has a similar agreement. The County currently does not plan to use the library as an emergency facility but wants to be prepared should the situation arise. The Board had no questions/objections.

b. Other

Jerry praised library staff's response to the coronavirus crisis and how quickly they were able to change their service model to account for the closure.

8. Agenda items for next meeting, May 14, 2020

Bishop

- Update on the Coronavirus response
- 2020-21 budget review

9. Adjournment

Bishop

The meeting adjourned at 6:08 pm.