



REGULAR LIBRARY BOARD OF TRUSTEES MEETING AGENDA

February 28, 2024, 4:00 p.m. in Library Community Room

Call to Order

Public Comment

If you wish to provide a public comment, it may be given during this section of the meeting. No person shall be permitted to speak unless they have entered their full name and city of residence on the provided sign-in sheet. Speakers are limited to three (3) minutes. Groups representing a consistent viewpoint are strongly encouraged to select one spokesperson. If you do not attend the meeting, you may submit a written or oral testimony to be read on your behalf along with your full name and city of residence. Submissions can be made to the library director by emailing director@cdalibrary.org or calling 208-769-2315 ext. 436. Please note that written testimony must be received by noon on February 27, 2024.

Consent Calendar – Action Item

Items to be approved as a group with a single motion; minimal discussion; items may be removed for discussion

Approval of the Agenda – Changes/additions to be approved by roll call vote

Approval of the January 24, 2024 Meeting Minutes

Approval of Financial Reports

Director's Report – *Questions/discussion about director's report, staff reports, library statistics, and patron feedback*

Other Reports – *When appropriate*

City Council Liaison

Student Representatives

Friends of the Library

Library Foundation

Unfinished Business

Legislative updates

New Business

Confidentiality of Library Records Policy review – Action Item

Staff and Volunteer Ethics Policy – Action Item

Other

Next regular scheduled meeting: March 27, 2024 at 4:00 p.m. in the Library Community Room

Adjournment

The Coeur d'Alene Public Library will make reasonable accommodations for anyone attending this meeting who requires special assistance for hearing, physical or other impairments. Please contact the library director by emailing director@cdalibrary.org or calling 208-769-2315 ext. 436 at least 24 hours in advance of the meeting date and time.

702 E. Front Ave. Coeur d'Alene, ID 83814 | 208-769-2315 | cdalibrary.org

Library Hours: Monday – Friday 10 a.m. to 7 p.m., Saturday 10 a.m. to 5 p.m., Sunday 12 p.m. to 5 p.m.

Board of Trustee Agendas & Minutes: cdalibrary.org/about/board-of-trustees/

MINUTES OF A REGULAR MEETING OF THE COEUR D'ALENE PUBLIC LIBRARY BOARD OF TRUSTEES

January 24, 2024

Meeting held in Library Community Room

Trustees Present:

Jim Windisch, Board Chair
Ann Smart, Board Vice Chair
Melisa Carper Bell, Board Member
Katie Saylor, Board Member

Others:

Ayla Frens, Student Representative
Holly Stetson, Library Foundation
Melissa Searle, Collection Development Librarian
Michael Priest, Library Director

Call to Order: The meeting was called to order by Board Chair Jim Windisch at 4:02 p.m. Board Member Steve McCrea and Alternate Student Representative Lola Burns were excused.

Public Comment: Kara Claridge, Coeur d'Alene, noted that House Bill 384 was being considered by the Idaho Legislature. She feels that there are many questionable topics prevalent in the library's collections for minors, particularly in the young adult section. Ms. Claridge believes that House Bill 384 will bring a greater balance between library collections and community standards for what is appropriate content for minors. She also urged that the Board of Trustees should take action before legislation is passed.

Consent Calendar: Ann noted that some of the recent patron feedback asked that certain titles be purchased for the collection. She requested for a rundown on how staff determine whether to fulfil these requests. Michael explained that staff refer to the guidelines within the library's Materials Selection and Collection Development Policy. The first objective is to determine whether the library can easily obtain the item at a reasonable price. Staff have a strong preference for ordering materials through the library's primary vendor, Baker & Taylor, due to the fact that they offer a significant discount on retail pricing. Staff then gather as much information on the materials as possible in order to make an informed decision. They consult reviews in professional library journals, reviews in major publications, and online user feedback where appropriate. Melissa Searle added that materials that were generally receiving negative reviews or no reviews at all, but that were still on bestseller lists and receiving a level of media attention and publicity would likely be added to the collection. She also indicated that the overall status of library's collection and budget played a factor, with staff looking to balance a wide range of community interests and divide spending relative to usage among all age groups.
Motion to approve the consent calendar, Katie; second, Ann. Approved.

Director's report: The library has seen a noticeable uptick in usage due to Post Falls Library's closure for severe water damage. It is expected that the Post Falls facility will be closed for several months.

The Call to Artists for the lower-level art project is now posted to the Call for Entry (CaFE) website that the Arts Commission uses to engage artists. It will run for a full two months through February 29. A selection committee will be formed to assess the entries.

The lighting project is underway, changing the vast majority of the library's lighting over to LED. As previously reported, the cost savings should be significant. It will also decrease the amount of time and energy the city's Building Maintenance team puts into maintaining the setup.

The Community Library Network's bookmobile services are currently on hold due to mechanical issues. CLN have informed partners that, in any event, they will no longer be providing bookmobile services outside of their district boundaries. Coeur d'Alene Library's outreach team is assessing services that they can provide to homebound patrons living within city limits who previously utilized the bookmobile. While it will not be as frequent or as wide ranging as the bookmobile services were, the thought is that the library can extend its existing "Books to You" delivery service to many of those patrons.

Meri McClatchey and Sage Peterson have joined the library team as part-time Circulation Clerks, accounting for Mary Ortman's departure and Laurel Hoffman's move to the outreach team.

Jim noted the staff report of Teen Coordinator Angela Flock, in which she revealed that Coeur d'Alene has one of the highest participation rates in the Idaho Teen Reading Challenge among public libraries in the state.

Student Representatives: Ayla said that she has been reading and enjoying the library's collections lately. She has been an active participant since the teen programming schedule restarted after the holidays.

Friends: Michael shared that the Friends have chosen to cancel this year's Shred Day event due to low attendance over the previous two years. They felt that the costly expense of hiring a specialist shredding truck was not justified. The Friends' income from the bookstore and other fundraising activities during 2023 totaled \$13,249.54. \$10,760.63 of this was spent in support of library services.

Foundation: Holly reported that the Mudy and Millie Singalong on December 9, which also publicly debuted the new *Mudy and Millie Adventures: Hawaii* book, was a big success with over 400 participants. Mudy and Millie author Susan Nipp is scheduled to visit schools in the Post Falls School District for the first time and is looking forward to increased engagement with the wider community. Holly highlighted the Born Reading project that the Foundation sponsors. Working with the library's outreach team, the Foundation delivers 170 kits a month to Kootenai Health for the parents of newborn babies. These contain a letter of congratulations from the Foundation, library literature that includes a card application form, and a board book. Anecdotal feedback from hospital staff indicates that the kits have been well received.

Election of officers: Motion to approve Jim as Board Chair and Ann as Board Vice Chair, Katie; second, Melisa. Approved.

Internet Access Policy review: Michael explained that Idaho Code 33-2741 requires that public libraries maintain a policy addressing internet usage and that it should be updated every three years. The only significant edit to the policy was the suggestion by the City Legal department that the final two sentences under section B. Legal Requirements be removed since they are in conflict with the requirement: "The library cannot and does not guarantee that the filtering software will block all obscenity, child pornography, or materials that are harmful to minors. Nor can the library guarantee that the filtering software will not restrict access to sites that may have legitimate research or other value." The statute does not require a guarantee, but it also does not allow for ineffective software. Michael thought that the sentences were likely added in 2012 when the policy was first drafted and there was possibly some uncertainty about the effectiveness of the filtering software. However, the library has now been filtering wired and wireless connections for many years now and the software has proved to be effective in achieving the desired result. Jim asked how exactly the filtering was done. Michael replied that he was uncertain but would check with the City IT department and report back. He added that the mobile hotspots offered for check out by the library were provided by T-Mobile and that the filtering was also implemented by T-Mobile. Motion to approve the updated Internet Access Policy as presented, Katie; second, Ann. Approved.

Volunteer trustee to serve on lower-level art project selection committee: Michael said that the next step for the lower-level art project was to form a selection committee to evaluate the applications to the Call to Artists and choose an artist to proceed with. The committee so far consisted of donor Paul Fleschner and Kevin Cole of Architects West. The hope was that they would be joined by a library board trustee. Jim wondered if there was a place on the committee for Ayla. Michael thought it might be a possibility and Ayla was agreeable to joining. Melisa expressed her interest in serving as the board's representative. Motion to approve Melisa serving as the board representative on the lower-level art project selection committee, Ann; second, Katie. Approved.

Legislative updates: Michael shared that House Bill 384 had been sent back from the House of Representatives floor to the House State Affairs Committee. Its sponsor Rep. Crane is now working with Sen. Schroeder and the Idaho Library Association on a new bill addressing libraries, but it is yet to be introduced. Jim asked that the trustees be kept in the loop as things develop. A special board meeting with City Attorney Randy Adams present could be scheduled if needed.

Next regular meeting – February 28, 2024 at 4:00 p.m. in the Library Community Room

Adjourned at 4:44 p.m.

Respectfully submitted,
Michael Priest

DRAFT

DIRECTOR'S REPORT

February 2024

The library was fortunate during the recent city network outage that critical operational tools such as Koha (for check in and check out, fulfilling hold requests, and cataloging items), OverDrive/Libby (for eBooks and eAudiobooks) and Baker & Taylor (primary book vendor) have remained accessible as long as the library has an internet connection. To assist with this, IT Coordinator Christopher Brannon set up a series of Wi-Fi hotspots throughout the building for portable devices. Staff have recently regained access to desktop computers and some work files. The City IT department are working hard to bring back services, but have to take a piecemeal approach in doing so.

A large barrier remains a lack of internet connectivity for the public. The city network is not yet in a place where an internet connection can safely be brought back, and the Wi-Fi hotspots can only sustain service desk and staff activity. This means that the following services remain unavailable to the public:

- Self-checkout stations (patrons are having to visit the service desks to check items out)
- Public computers
- Catalog computers (the public can still access the catalog and their accounts at <https://catalog.cin.bywatersolutions.com/> and staff are busy assisting patrons in finding what they need)
- Wi-Fi
- Printing, copying, scanning, faxing

Library programming and outreach engagements have mostly proceeded as scheduled throughout the network outage. Existing meeting room reservations by the public have been honored whenever possible. The library will look to take on new reservations again in the near future.

While foot traffic has slowed down since the outage, the library was continuing to adapt to the increase in usage by Community Library Network patrons while Post Falls and Athol libraries are closed. The service desks remain solidly busy and the holds shelves have been expanded to accommodate more items.

The library will be starting an Advantage Plus account with OverDrive/Libby. This allows Coeur d'Alene Library to have a separate collection of items within the Cooperative Information Network's OverDrive/Libby service. All of the other CIN member libraries will have access to the items, but Coeur d'Alene will have ownership and the hold requests of Coeur d'Alene patrons will be prioritized.

In response to the question from the January 24 meeting asking what software the library uses for content filtering on its wired and wireless internet connections, the City IT department confirmed that they use Barracuda Nextgen Firewall's category-based content filter.

Rotating Staff Report: Jessica Levy, Outreach Services & Youth Services

The Outreach department currently has a project underway to bring library services to up to ten assisted living facilities in the Coeur d'Alene city limits. These facilities were being visited by the CLN bookmobile or Sprinter van twice a month, and were informed in late December that the bookmobile could no longer visit as facilities within Cd'A city limits are not part of CLN's tax base.

Our goal is to provide as close to the level of service that the bookmobile had given as we are able. The service provided by CLN was as follows: The bookmobile or the Sprinter van would come twice a month. The driver brought curated selections for between 10-15 residents per visit. These patron lists were compiled by CLN, along with all the information they had collected for each listed patron to help guide book selection. The drivers were selecting 2-3 books per patron per visit. These books would be already checked out to the patrons and delivered to each in a bag or a tote. In all, there are about 150 residents of the ten Cd'A facilities who were receiving this service.

In addition, the driver would bring in 1-2 carts full of “browsers”, or books that were not yet checked out to anyone to be perused by patrons and checked out to them on site if needed. The driver would spend about 30 minutes in the lobby of the facility while the residents came and picked up their selections or browsed the carts.

We have set up services for six of these institutions so far. We have committed to visiting these six places once a month, as we are not staffed to make multiple visits. For this reason, we are trying to curate 4-6 selections for each listed patron, so that they still get close to the same amount of reading material as they were getting in two visits.

What we have found so far is that in order to provide this customized service, we need to spend about 10 hours per month, per institution. This is the time it takes to select and locate books, check them out, deliver them, and return books from the last visit.

This is a massive undertaking and we are still trying to work out the logistics of how we will potentially provide service to all ten facilities. But we strongly believe that these patrons should be able to receive library outreach services, and so are striving to make it happen. In addition, there are more care facilities in Cd'A that were not receiving visits from CLN, but that could greatly benefit from our services. We are currently working at maximum capacity on this project as far as how much available manpower our outreach department has. We continue to work toward solutions that will enable us to provide excellent service to these and other care facilities.

CONFIDENTIALITY OF LIBRARY RECORDS POLICY

The Coeur d'Alene Public Library shall make reasonable and responsible efforts to see that information about patrons and their individual information choices remain confidential. For The library wants people to make full and effective use of the library, they must feel unconstrained by the possibility that others may become aware of the confidential that materials they use or and the questions they ask will remain confidential. Failure The library is committed to protecting privacy inhibits and the free usage of library materials, resources and facilities. and is contrary to This commitment is reflected in Idaho Code § 74-108(4) and the American Library Association (ALA) Library Bill of Rights.

The privacy of patron information is required addressed by Idaho Code § 74-108(4), an exemption in the Idaho Public Records Law. It states as follows:

74-108. EXEMPTIONS FROM DISCLOSURE – ARCHAEOLOGICAL, ENDANGERED SPECIES, LIBRARIES, LICENSING EXAMS. The following records are exempt from disclosure:

...

(4) The records of a library which, when examined alone, or when examined with other records, would reveal the identity of the library patron checking out, requesting, or using an item from a library.

Personal information and library circulation records are held strictly confidential, unless except in the event of a valid subpoena or warrant is presented by law enforcement.

All library staff and volunteers are required to adhere follow to Idaho Code § 74-108(4) and the ALA Code of Ethics Staff and Volunteer Ethics Policy that guides professional conduct, and protect each library patron's right to privacy. Library employees and volunteers shall maintain the privacy of library users by not divulging any personal account information, including titles and subject matter of materials used or borrowed, to anyone other than library personnel, unless otherwise required by law.

Approved by Board of Trustees: July 2003

Updated: September 2021

STAFF AND VOLUNTEER ETHICS POLICY

The purpose of this policy is to set forth minimum standards of ethical conduct for the Coeur d'Alene Public Library staff and volunteers that may not be enumerated in State of Idaho or City of Coeur d'Alene codes and rules, or in other library policies. As its Ethics Policy for staff and volunteers, the Coeur d'Alene Public Library Board of Trustees adopts the following principles.

Staff and volunteers should strive to:

1. Provide the highest level of service and equitable access to all library patrons through relevant and organized resources, and accurate, unbiased, and courteous responses to all requests.
2. Distinguish between personal convictions and professional duties, and not allow personal beliefs to interfere with the mission and aims of the library.
3. Uphold the principles of intellectual freedom as presented in the Materials Selection and Collection Development Policy.
4. Protect each library patron's right to privacy and confidentiality, with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.
5. Respect intellectual property rights and advocate balance between the interests of information users and rights holders.
6. Strive for excellence in the profession by maintaining and enhancing knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Content within the American Library Association (ALA) Code of Ethics assisted in the creation of this policy.

Approved by Board of Trustees: