



Minutes of a Regular Meeting of the Coeur d'Alene Public Library Board of Trustees

August 26, 2020

Meeting held via Zoom due to the Covid 19 pandemic

Trustees Present:

Others:

Steve McCrea
Fay Sweney
Katie Saylor
Ann Smart
Jim Windisch

Kiki Miller, city council liaison
Holly Stetson, foundation
Mandi Harris, children's librarian
Tyler McLane, circulation manager
Melissa Searle, reference & ts manager
Michael Priest

Call to Order: The meeting was called to order by Chairman McCrea at 4:02 pm

Consent Calendar: Motion to approve, Fay; second, Ann. Approved. From Fay – the drastic change in patron numbers this month is understood after the several year purge that was done of inactive patrons, but wonders if CIN's current policy of purging inactive patrons after 2 years is too short of a period of time. This a valid concern that other libraries considered as well given that it could create an inconvenience for patrons having to reapply for a library card. The benefit in purging inactive patrons is that it can lower our cost for maintaining Koha and our pricing for database subscriptions, since each of these takes patron counts into consideration. Discussion about the difference between inactive and expired patrons- inactive patrons have been expired for 2 years or longer, expired patrons are those that have not reached that 2-year inactive mark. Steve and Ann noted that it would be helpful if patrons received a notification that their library card was due for renewal-Tyler confirmed that Koha does send out an automatic renewal notice 30 days before expiration. Fay and Katie also noted trouble with opening board packet attachments this month-Melissa will try sending the attachments as pdfs next time.

Director's report: All things building-related happened this month- challenges with WI-FI, water and the HVAC system, but all is well now! City IT generously offered the library an extra antenna and connector at no cost to expand and strengthen the WI-FI signal to now reach further out into the middle of the upper parking lot. This will allow patrons to do more from outside the building with their own devices, as well as allow the library to explore offering a couple of laptop internet stations out front if a return to curbside becomes necessary. Previous testing of a library laptop in the upper lot was pretty abysmal and after installing the new antenna it has significantly improved. Coeur d'Con was a hit this year-while moving to an online format the event still drew almost 800 participants. The Coeur d'Con team worked tirelessly on this year's event, and received many positive comments, nice job! Additional plexiglass has been installed on the public service desks to better shield staff. Staff has reported

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Fax: 208/769-2381 ● www.cdalibrary.org ● Library Hours: Monday – Thursday, 10 a.m. to 8 p.m. Friday and Saturday, 10 a.m. to 6 p.m. Sunday, Noon to 5 p.m.

interactions have become increasingly tense with patrons refusing to wear a face covering. Some of these interactions have made staff feel unsafe, threatened, and anxious. Automatic door openers for the upper lot doors are scheduled to be moved so that they are more accessible to patrons. It was also noted that Katie's library board term expires in September and she would like to be reappointed. Melissa will draft a letter to the mayor relaying the board and library's support for her reappointment.

Council liaison. Kiki has been instrumental in helping to connect our soon-to-be new library director with housing in CDA-which is much appreciated. Katie asked for an update on the city council liaison appointments discussion. Kiki says that if trustees want to request a different liaison they can do so, but there are no changes as of yet. The liaison appointments as the mayor set them at the beginning of the year are intact. Fay mentioned that during the recent BLM demonstration held near the library she was surprised to see both BLM demonstrators and the militias but no uniformed police present. She asked for clarification on what the PD's strategy was in this situation. Kiki reported that the PD would like to avoid a visual confrontation. She relayed that many law enforcement organizations were and are diligently monitoring what is going on and are working civilly and respectfully with people while respecting their rights. Fay's concern is that in a situation such as this, it appears that the PD is using the militia as a deterrent. Katie and Ann noted similar concerns. Kiki noted that it's very important for everyone's voices to be heard and encouraged communication with the mayor.

Friends. Tyler reported that the Friends bookstore took in \$900 last month. They have lost 4 volunteers at the bookstore recently due to covid concerns. Steve asked if the bookstore had plexiglass at the desk-it does. The volunteers are wearing and encouraging the wearing of a face covering for patrons in the store and because it is such a small space are also limiting access to one person at a time. They were recently gifted a complete leatherbound collection of Louis Lamour titles that they've listed for sale on craigslist at a discount!

Foundation. Holly noted that she's still working on grants and they've been participating in webinars to learn more about connecting with everybody in new ways. The foundation cancelled the Muddy and Millie birthday event in September. They've pushed up their annual "ask" campaign usually held in November and the donations are slowly coming in. She said they'd like to do something else before the end of the year, but aren't sure what yet. Send any good ideas her way!

Reopening report. Library staff advises we that the teen rooms, study rooms, children's department, and meeting rooms remain closed through September. We are still in the blinking yellow phase of our reopening plan, and given the continuing infection rates we have not seen the sustained decline necessary to safely reopen these spaces. Staff notes that opening these areas right now would also compound the challenges we are currently facing in patron compliance with the face covering mandate in the building. Steve noted that with school reopening the infection rates may rise. Mandi concurred and also noted that she is concerned with the Labor Day holiday weekend coming up as we have seen increases in infection rates after holidays. Jim mentioned Panhandle Health's back to school framework as it relates to transmission risk and thought not reopening further at this time would be in-line with the schools. Tyler mentioned that this color-coded design would definitely help guide us in reopening further. The board agrees it would be advisable to postpone opening additional areas at this time. Tyler summarized many of the most recent challenges we've been facing with combative patron interactions regarding the face covering mandate and our attempts in achieving

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a higher compliance rate in the library building. Staff recommended that the board consider allowing the library to temporarily reduce hours due to the need to have more managerial staff in the building during all open hours to respond to any contentious patron interactions that may arise. This would also allow us to consistently have a management team member stationed as a greeter at the doors and to avoid having these interactions happen during open hours when we have the fewest number of staff available to respond. A declined door count during this time was also noted. If we don't see improvement in compliance and fewer negative interactions with patrons with this model, then we'd recommend a return to curbside to provide more efficient and safe service.

Kiki highly encourages the library to reach out to Panhandle Health and see if there is anything they can recommend for our situation. Katie also recommends we contact Panhandle Health, and communicate these concerns to city administration. The board expressed agreement. Jim suggested the board meet sooner than the regularly scheduled meeting and the board agreed to hold a meeting on September 9th to revisit the reopening plan. Steve will write a letter to the mayor apprising him of the situation. Michael mentioned that his currently library district is dealing with many of the same issues and depending on the community specific to each library they have adjusted hours and services to maintain the safety of the community and staff while still providing library services. Library staff will plan to adjust hours beginning August 31st. Motion to approve allowing library staff to adjust hours as they necessary under the current circumstances beginning August 31st made by Ann, second Fay.

Motion to set a meeting for September 9th at 4pm to discuss further adapting services in regards to patron and staff safety, Jim, second, Ann.

Budget. The library is currently in good shape, no concerns with going over budget at this time. Tyler noted that next week the budget amendment process for next year's budget will be happening but there doesn't appear to be any changes for us.

Personnel. Two wonderful library employees will be retiring in the coming months- our cataloger Cheryl Christiansen will be retiring September 30th and our communications coordinator David Townsend has moved his retirement date up to October 30th. We will miss them both! The cataloging position is currently being advertised and will close on September 4th. The communications coordinator position may be reorganized a bit and recruitment will follow that process. We also have a new circulation clerk, Chris Arnold, who previously worked at the Post Falls Library.

Next meeting via zoom – September 9th at 4pm.

Motion to adjourn, Stever; second, Fay. Approved.

Adjourned at 5:38 pm

Respectfully submitted,
Melissa Searle