

**Ames Public Library Board of Trustees  
Minutes of the Regular Meeting  
September 17, 2020**

The Ames Public Library (APL) Board of Trustees met in regular session on Thursday, September 17, 2020, via Zoom, with Butler, Glatz, Kluesner, Looft, Marshall, Myers, Raman, and Thorbs-Weber in attendance. Barchman was excused. Assistant City Manager Schildroth, Director Schofer, and Adult Services Manager Klein-Hewett were also in attendance.

**Call to Order:** President Kluesner called the meeting to order at 7:00 p.m.

**Consent Agenda:**

**Moved by Glatz, seconded by Marshall, to approve the consent agenda items as follows:**

1. Resolution approving donation:
  - A. In memory of William "Bill" Carlson from:
    - Winnie Lee Carleson.....\$300.00
    - Debra and Gary Hintz.....\$35.00
    - Debra Maaske.....\$100.00
  - B. In memory of Luanne Endreland from her friends for genealogy books...\$90.00
  - C. In memory of Mary Jo Vivian form Tom and Susan Harrington.....\$100.00
  - D. From Meeker School PTO for books given to Ames school children .....\$728.90
2. Motion approving minutes of the regular meeting August 20, 2020
3. Motion approving payment of claims 8/1/20 – 8/31/20

**Vote on Motion: 6-0 (Kluesner abstaining; Barchman and Looft excused).  
Approved unanimously. Resolution No. 2020-L020 adopted.**

**Public Forum:** None

\* Looft arrived 7:03 p.m.

**Activity Reports:**

Assistant City Manager Schildroth: Schildroth gave a brief report to the Board.

- The City is making revision to the Personnel Policy. It is a comprehensive review that started in 2018. They plan on presenting it to the City Council at the October 13, 2020 meeting. The Executive Leadership Team (ELT) had the opportunity to review the proposed changes and provide feedback.
- The City received CARES funding from HUD (U.S. Department of Housing and Urban Development). Baker-Latimer, the City's Housing Coordinator created a Renters and Home Owners program. Persons can apply for funds to assist with back rent, home mortgage payments, and utilities. Applications are on the City's

website, or persons can come in to City Hall to complete the application in person.

Glatz asked if undocumented immigrants are eligible. Schildroth stated they were not but suggested contacting the United Way of Story County for assistance. A group has raised funds to help those undocumented immigrants.

Thorbs-Weber asked if college students were eligible. Schildroth stated they were.

One issue they are facing is that the City cannot issue funds to pay themselves so persons with City of Ames electric or water bills are not able to receive funds at this time. They are asking those persons to apply with MICA first while the City applies for a waiver.

- The FEMA office would like to set up a disaster recovery center in Ames. They will be coming tomorrow to do a site inspection at North River Valley Park. The site would be open for anyone to apply for relief.
- The ELC command team met this afternoon. They are working on drafting a work from home policy. It may be introduced to the ELT on Monday.

Administrative Staff Report: Schofer gave a report to the Board.

- Klein-Hewett was the successful candidate and recently promoted to Adult Services Manager.
- Schofer is working with managers and the City Human Resources Department on recruitment posting for two Customer Account Services clerks and one Youth Services clerk. They will be backfilling Klein-Hewett's Librarian position. An Adult Services Library Assistant position is also open from a recent resignation.
- Schofer will also be helping with the APLFF Development Officer interviews next week.
- As Schildroth mentioned, they are working on a multi-faceted approach to support staff who are dealing with Hybrid school model or COVID issues. She is grateful that the City is finding ways to approve remote work.
- We are making efforts to promote newer services.
  - Story Line - people can call in to listen to a story for a variety of ages or a joke.
  - Personalized Picks - is a way for the librarians to create personalized reading lists for individuals.
  - Student resources such as Brainfuse that provides online tutoring and tools.
- "The Truth about Fake news" online program in partnership with Iowa State University's Greenlee School of Journalism and ISU Graduate Students in Psychology was last Saturday.
- The Black Lives, Black Stories programs are upcoming. The first program is September 21, with additional programs scheduled for October and November. Participants will watch a film on Kanopy in their own time, and then join a live

virtual conversation facilitated by Dr. Novotny Lawrence from ISU's Greenlee School of Journalism and Communication and the Department of English.

- The Library will serve as a satellite absentee voting location. They will be using the auditorium on October 10, October 17, October 24, and October 31 during open hours. We will be a voting site on Election Day.
- Lobby service is going well.
- We are working on pulling stats to tell our COVID story.
  - The holds lists remain at average of 60-70 pages per day. Today was 89 pages. This is about 24,000 holds pulled a month were normally it would be around 11,000.
  - We are working on increasing browsing.
  - Our overall circulation is at about 66% of the normal level.
  - E-Resources have increased by 33%.
  - Our door count is about 25%, 11,000 compared to 44,000.

Kluesner asked if there was any feedback from staff with safety concerns. Schofer stated that there has been some apprehension with each step. Having time to talk things through with staff and allow them to be part of the process is helpful. We have not been receiving many complaints from the public about the limited access. Most are supportive and appreciate all the services we are providing.

Kluesner asked Schildroth if this is consistent with other City departments. Schildroth stated that the gym is limited. Parks and Recreation department has limited numbers. The Furman Aquatic Center did not open this year. The ice arena is will be allowing spectators. They will be required to wear masks and be socially distanced.

- Work continues on the strategic plan. It is nearing completion.

APLFF Report: Myers gave a report to the Board.

- The last meeting was a very short meeting.
- Book sales are still on hold.
- The teen youth group is looking at having more programs online.
- An online Pub Fiction was held.
- The Executive Committee will be conducting interviews next week for the Development Officer position.
- A virtual Author Café will be held October 4 from 2-4 pm; tickets are available.
- Margo Foreman is a new APLFF Board member.

Director's Evaluation Committee: Butler gave a brief report.

The Committee met with Schofer to discuss Schofer's goals per the evaluation schedule. They reviewed the goals and discussed progress noting everything seems to be progressing as expected.

**Board Education:**

Schofer stated that the intent of the strategic planning process was to be staff involved. Teams were established for Survey, Community Engagement, Staff/Board/Volunteer Engagement, Data, and marketing.

Klein-Hewett was the lead of the Community Engagement team. She gave a presentation on the Stakeholder Focus Group Analysis to the Board.

The team held six focus groups for identified stakeholder areas. They asked each group the same series of questions. They used Dedoose software to analyze the information they received. It became clear that there were several topics that were at the forefront of each focus group. These included a disconnect between ISU community and the Ames community, the need for a resource hub to connect people to local services, and an increased need for multicultural programs.

Klein-Hewett reviewed the analysis with the Board.

Butler asked if the teen group had the opportunity to provide input. Klein-Hewett stated that while they did not have the opportunity upfront, that there are opportunities at check-in points where they could. Also they were represented by the educators.

Kluesner appreciated the process not being about the physical space but focusing on the needs of the community and how the library could help address those needs. It is rewarding for him to see this level of conversation occurring.

Glatz stated that the presentation was interesting and informing. He can understand how things showed up in the strategic plan.

Marshall asked if the Library is sharing the data with ISU and the City. Schofer has shared some of the information with Schildroth. If there are suggestions of who at ISU to share it with she is open to recommendations.

\* Schildroth left at 8:02 p.m.

**Policy Review:**

Display and Exhibit Policy: Schofer stated that the policy has been reviewed. The only recommendations were to add the electronic display monitors with the Free-Standing Display Cases and to add "exceptions may be made at the discretion of the Library Director" in the General Guidelines under "Exhibits".

It was pointed out that a formatting error with the exception needing a bullet should be corrected.

**Moved by Glatz, seconded by Raman, to approve the revisions to the Display and Exhibit Policy as presented, correcting the formatting issue.**

**Vote on Motion: 7-0 (Kluesner abstaining). Approved unanimously.  
Resolution No. 2020-L021 adopted.**

Public Participation Policy: The Board discussed the Public Participation Policy. The Policy will be taken back to the Manger's Team for review before bringing brought back to the Board for approval.

Schofer doesn't know if she anticipates many changes. Kluesner directed Trustees to send any comments to Schofer.

Raman asked if "The rules may be suspended at the Board President's discretion" applies to all of the policy or the time limit. The Board discussed this.

Glatz asked about the Trustees hearing comments based on the order in which people sign in. He wonders if there is another procedure that would equalize the opportunity to speak more fairly. The Board discussed this concern.

Marshall asked if we need to add something to address how individuals would be recognized during the public comment session for electronic meetings.

Kluesner asked Schofer to research best practices for addressing public comments. It will be on the October agenda for approval.

Glatz asked about the Board meetings being recorded. All recordings are destroyed after one year from the date for any electronic meeting or closed sessions. In person meetings are not required to be recorded.

Investments Policy: The Board discussed the Investments Policy. The policy adopts the City of Ames Investment Policy.

Schofer will reach out to Pitcher, Director of the Finance Department, to see if any changes are expected. It will be on the October agenda for approval.

### **Unfinished Business:**

Strategic plan update. Schofer presented the Board with a version of the strategic plan. The Board had received the document last month to review and bring thoughts forward. The Board discussed the current draft of the strategic plan.

Butler asked what non-circulating collections are. Non-circulating items are placed at places like the shelter, fire station, etc. They are non-cataloged items such as books, CD's, or DVD's that are at places in the community where items may be needed, but persons may have challenges to return items.

The Board discussed Inclusion and doing a diversity audit. It is important to realize that we cannot list every community, but have broad goals to make the library a welcoming place for everyone.

Marshall stated some concern about the plan having too many goals.

Kluesner suggested Partner with Mary Greeley Medical Center and other healthcare providers in the community instead of listing specific providers.

Thorbs-Weber asked if there is flexibility to address other issues that may come up. The strategic plan is a fluid document that should be reviewed each year allowing for that flexibility.

Looft asked what the timeframe for the strategic plan was. Schofer believes it will be for four years. Looft doesn't feel the plan is too lofty. She encourages recruiting and retaining a diverse staff that could naturally provide a lens to help with the inclusion and diversity.

Glatz said it looks like an internal document. He feels it needs an introduction to be an external document. The Board discussed this.

The Board asked Schofer to send out an updated version by at least October 8 so they have time to review the document.

Capital Improvement Plan: Schofer had shared ideas for the Capital Improvement Plan last month with the Board. She will be meeting with the City Manager at some point in October to review the Library's Capital Improvement Projects. Project suggestions include furniture replacement in the youth service and adult services area, entryway doors, vestibule carpeting, outdoor digital programmable sign, carpet replacement in youth services, and carpet replacement in adult services.

**Moved by Butler, seconded by Thorbs-Weber, to approve the Capital Improvement Plan submission as presented.**

**Vote on Motion: 7-0 (Kluesner abstaining). Approved unanimously.**

**New Business:**

Fine Free: Schofer stated this was to resurrect the conversation about going fine free. Staff have done a lot of research regarding the APL going fine free. We have a lot of white papers from other libraries. Most Iowa Urban Public Libraries have already gone fine free. Des Moines is in the process. Going fine free aligns with the strategic plan lens for equity and the mission of the Ames Public Library.

Marshall stated that she completely supports going fine free. She would like to see the statistics and know how the City will respond to the loss of revenue.

Butler just thinks we need to get it done. Looft agrees and fully supports this. Myers more than supports this. Glatz supports this.

Raman supports going fine free even if it means the library has to find the money to offset the loss of revenue. He feels it is very important to make that clear on the front end.

Butler asked if by going fine free if it would eliminate a position in the library. Schofer reassured her that there isn't one person that works on collecting fines. The work would shift to having more positive interactions with patrons instead of making the calls for the fines.

This will be an agenda item at the October meeting.

**Trustee Comments:**

- Butler – Tonight's meeting was very productive. The sooner information can be sent to the Trustees for review, the better. Thanks to everyone.
- Thorbs-Weber – When presenting information for fine free to the public we need to be careful of our wording choices so it is not slating for people of color.
- Glatz - He suspects it is not a particular population and would like to see the fines map overlaid on the population.
- Raman – It was nice seeing everyone.
- Looft – none
- Myers – no additional comments
- Marshall – She will be resigning from the APL Board in January (several comments of congratulations to her). She has enjoyed serving with everyone.
- Kluesner – thank you everyone for a great meeting.

\* Raman disconnected from the meeting at 9:10 p.m.

**Adjournment:**

**Moved by Myers, seconded by Marshall, to adjourn at 9:11 pm.  
Vote on Motion: 6-0 (Kluesner abstained; Barchman and Raman excused).  
Motion approved unanimously.**

The next regular meeting will be on Thursday, October 15, 2020, at 7:00 p.m., via Zoom.

  
Melissa Johannes, Library Secretary

  
Sandra Looft, Board Secretary

