

**Ames Public Library Board of Trustees  
Minutes of the Regular Meeting  
November 19, 2020**

The Ames Public Library (APL) Board of Trustees met in regular session on Thursday, November 19, 2020, via Zoom, with Barchman, Butler, Glatz, Kluesner, Looft, Marshall, Myers, Raman, and Thorbs-Weber in attendance. Assistant City Manager Schildroth, Director Schofer, and Adult Service 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 Thorbs-Weber, to approve the consent agenda items as follows:**

1. Resolution approving donation:
  - A. From Joan Andersen .....\$40.00
  - B. From the Story County Master Gardeners ..... 3 gardening books
  - C. In memory of Winnie Lee Carlson from:
    - Karen Ball and family .....\$50.00
    - Martha Geist .....\$25.00
  - D. In memory of Dale Edwards from:
    - Barbara and Donald Sorlie for books .....\$100.00
  - E. In memory of Phyllis Harris from:
    - Elizabeth McClellan .....\$25.00
    - Karen and David Stimac .....\$25.00
  - F. In memory of K. Robert “Bob” Kern from:
    - J. Kelly Tobin .....\$100.00
  - G. In memory of Thelma Mohr from:
    - Martha Geist .....\$25.00
    - Phyllis Smith .....\$40.00
  - H. In memory of Dean Newlon from Kathy Newlon and family for mysteries and Western-themed books for the library collection .....\$600.00
2. Motion approving minutes of the regular meeting October 15, 2020
3. Motion approving payment of claims 10/1/20 – 10/31/20

**Vote on Motion: 8-0 (Kluesner abstaining). Approved unanimously. Resolution No. 2020-L028 adopted.**

**Public Forum:** None

**Activity Reports:**

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

- We did submit our State report by October 31. They are sorting out new ways of counting live videos and recordings and things like that, so it was a little different this year but we got all our numbers in.
- Next up we will be working on our annual report, taking all our numbers and putting them into more of an info-graphic format. We have started this, but we will be doing it in a little more earnest moving forward.
- We were an election site throughout October. We saw 1986 voters on the four satellite Saturdays plus a couple hundred more that dropped off absentee ballots. The last Saturday we saw 581 voters. Sometimes the line wrapped around the alley way. We worked with public works and got signs placed that said "Caution, line of voters ahead" warning of the pedestrian traffic. We saw 421 voters on Election Day proper. Things went smoothly for Story County Auditors and the Library.
- A City Manager from Norwalk came for a tour of our facility with some of their library staff. They are going to be remodeling their facility. It was interesting for Schofer to visit with another City Manager, and nice to show off our facility.
- Schofer spoke with Mel in the Morning on November 6 about the strategic plan at a higher level. Schofer highlighted databases, and Easy Proxy.
- The Library has added Bookflix which is an animated eBook for pre-k to 3<sup>rd</sup> grade which pairs fiction with non-fiction books. It reads to you and allows you to read with it.
- The Story County Library Association presented to the Story County Board of Supervisors on November 10. Schofer was appreciative of the extra time to talk with the Board and acknowledged Murken in particular for listening.
- We have been working on recruitments. We have a Customer Account Services Library Assistant starting this month. We have a Youth Service Clerk starting November 26. We have three Customer Account Services clerks starting early December. We have an Adult Services Librarian posted now. Next up will be the Principal Clerk position posted, and then we will post an Adult Library Assistant position. Of the incoming hires, we do have some Spanish skills coming in. The Librarian position is posted on the ALA Spectrum Scholars website, which is a diversity effort.
- We had our budget meeting on Wednesday. We were charged with finding savings in this year's budget. We were asked to cut money in conferences and food. We had significant savings due to the State providing delivery services for Interlibrary Loan materials which have reduced postage fees. We will be able to offset some of our fine revenue with savings in credit card processing fees and collections processing. Overall we are just shaving down some margins, with no real negative impact at this time. We may be asked to do more as time goes on.
- The Ames Public Library Friends Foundation received a \$6000 grant from the Story County Community Foundation for hotspots. Schofer went down with Johnson to receive the check.
- Schofer presented at Rotary this past Monday. The link to the presentation was sent to Board members to review if they wish to do so.
- Kluesner asked how long Anderson had been at the library. She has been there 15 years. Her last day will be January 4, 2021.

APLFF Report: Butler gave a report to the Board.

- Zuercher, who is the head of the Story County Community Foundation, gave an overview of the foundation.
- Johnson talked about the approximately 12,000 mailings that are being sent out along with 362 segmented letters.
- Literary Grounds may have a virtual bookstore in the future.
- They are looking at having a retreat in January for fundraising. There are several new members, so this would be a good opportunity to discuss fresh ideas.
- The finance committee is comfortable with where they are at this time. They will meet again in January.
- There was a nomination of a person that will be invited to join the APLFF.
- An ad-hoc technical committee may be formed to discuss information sharing, document sharing, and fundraising. This group would explore sharing the story of donations received and the timing of such stories.

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

- The City has had an uptick in the number of employee's getting tested for COVID, in response, the City has made changes to the mask policy. Everyone is required to wear masks unless they are in their own office or outdoors in a socially distanced environment. This means that anytime staff are in common areas, going to vehicles, in person meetings (even if socially distanced), speaking to public, etc. you are required to wear a mask.
- The City Council will be addressing the city wide mask mandate next Tuesday since it sunsets December 31. They will decide if they will renew or change the mandate. They will get advice from the partners including McFarland Clinic, Iowa State University, Story County Board of Health, and Mary Greeley Medical Center.
- The City is going through the budget PROBES and Capital Improvement Plans with all the departments.
- The Human Relations Commission is accepting nominations through December 6 for the annual humanitarian award. This award goes to a person that is making a difference for inclusion and diversity. More information is available on the website.

Budget and Finance Committee: Myers gave a brief report to the Board.

- Myers briefly recapped the budget reports for the Board. Spending is where we expect it to be. We are seeing savings in conferences due to lack of traveling due to COVID; programming costs are also down. Duckett is very efficient with the management of the facility which has resulted in significant savings on electricity. Myers pointed out that the spending graphs line up from one year to the next.
- Glatz added that there isn't an actual yearend report. He would like to see the final year end numbers with what part of the budget was remaining. Although Myers confirms this report was not received last year either, and Johannes

forwards the monthly reports received from the City to the Budget and Finance Committee as soon as she receives them, Glatz recalls receiving such a report at some point in time previously. Kluesner requested Schofer to research the possibility of getting such a report again in the future.

- Kluesner asked how often the Budget and Finance committee was meeting. The committee meets quarterly. The October meeting was postponed until November because we had not received the reports from the City prior to our scheduled meeting time. The next meeting will be in January.

### **Board Education:**

Schofer introduced Klein-Hewett, the new Adult Service Manager. Klein-Hewett presented last year at the joint Iowa/Nebraska Library Association. This year she presented at the Iowa Library Association on Big Impact, Low Cost: Easy Enhancements to Increase Collection use.

Klein-Hewett has an undergrad in visual communications. She went through a brief version of her presentation with the Board. She discussed the importance of making things easy to find in order for patrons to use the collection. She discussed things such as identifying problem areas, collections in illogical places, collections/displays being messy, and customer/staff complaints. She gave examples about making the area usable, pretty, and simple. Making changes required getting buy in from staff, having a plan, and starting small. Other problem areas she noted included signage. They moved genealogy by other reference items to make them easier to find. They updated the signage, made sure it was correct, used way finding, and used large arrows, made it easier for staff and patrons alike.

Kluesner asked if there was a formal process. Klein-Hewett said no, it started with the signs, and graduated to moving the magazines and just dominos from there.

Glatz thanked Klein-Hewett for the signage. He had been one that had resorted to looking at the books.

Barchman asked if they were utilizing the time without the public for the major moves? Klein-Hewett said yes a lot of the shifting has taken place during the closure as well as the creation of the world language collection.

Marshall said thank you for thinking about it and doing it. It never occurred to her to even think about it.

Kluesner stated that Klein-Hewett's formal training in the visuals really comes through as she presented that. He said that she did the library proud at ILA and thanked her.

### **Policy Review:**

Petition Policy: Schofer introduced the policy. This is the initial review of the policy it will be brought back next month as an action item. At this time we may recommend adding

relative policies at the bottom of this policy including the Meeting Room policy, Displays and Exhibits policy, and possible the Social Media policy.

Glatz asked if there is a set area outside that sets premises. There is during elections. We could define a set premises in this policy.

### **Unfinished Business:**

Service Offerings: Schofer reviewed the current situation with the Board. We were closed in March. We moved to a curbside model, and progressed to the lobby phase adding in computer use, browsing, grab & go bags, and quick picks. We have been seeing an average of 44 people per hour. COVID numbers continue to rise. Most of the Iowa Urban Public Libraries are shifting back to curbside models. Schools are shifting back to online learning, there is community spread, we are starting to have staff quarantine issues, Schofer is considering shifting to an on demand curbside model.

Glatz asked if logistically if there is sufficient parking available. Schofer stated that the spaces will need to be renewed but we would be able to do so if needed.

Kluesner asked if there are implications with computer access. Schofer stated that yes, that computer access would be affected but the library does have hotspots on hand and did boost the internet.

Marshall asked if curbside pickup would be available for those without smart phones. Schofer stated that yes, patrons can call or walk up.

Thorbs-Weber asked if after the library received push back from the City Council member last month, how do you think the City Council will perceive this? Schofer said we may get a little push back. She thinks that overwhelmingly most people will be appreciative. For the most part, we will just be bringing items out to people instead of them coming in to grab them. The main thing affected is the computer use.

Barchman asked if staff are anxious or scared about getting infected. Schofer doesn't think anyone is unreasonably afraid. She thinks staff is aware. The perspective of 600 people walking through your space gets lost on some people. We may be being cautious, but we are following the best practices of other libraries.

Glatz stated that it is safer for patrons too.

Raman stated that he feels Schofer is doing exactly the right thing. There's a quarter of a million of people gone because we can't wrap our heads around this doesn't go away that fast. We may not have 100% of what you did have but you get 80% and protect your people.

Butler agrees with Raman. There is no question that this is the direction we should go.

Looft stated that in her division of student affairs that were told that no more than one staff person per unit in person with marketing that says our buildings are closed, our

services are open. She added as a patron she would prefer to just pick her items up outdoors.

Barchman fully supports this. She knows Schofer didn't plan on stepping back, but thinks we need to do so before Thanksgiving.

Marshall also fully supports this and stated that she hasn't been inside Target since March because they use the same kind of pick up system.

Myers supports curbside and appreciates Schofer thinking of her staff and patrons. She can't thank Schofer enough.

Kluesner stated that Schofer has the full Board's support.

Schildroth stated that the parking actually expired October 1. There is still time to get a Council Action Form on the agenda. Schofer will get that taken care of in the morning.

Schofer stated that she hoped the City doesn't feel the library is out of sync with the City.

Schildroth said kudos to you and your staff for keeping protocol and procedures in place. The library hasn't had workplace spread. Nobody wants to change the model but appreciates the phrasing that the library is shifting services. Parks and Rec adjustments are based on the Governor's proclamations. He is keeping most things in place offering in person with a Zoom option.

Glatz mentioned that the food waste eliminations buckets at Resource Recovery were moved outside so you don't have to do indoors to empty your buckets.

Kluesner appreciates all the Board members weighing in on this and all the staffs efforts.

### **New Business:**

#### FY21 Budget Amendments and FY22 Budget Request:

Adjustments to the current year's budget and initial requests for next year's budget were to be submitted to the City by November 12. Schofer and Johannes met with the City Finance Director, Budget Officer, and Assistant City manager on November 18 to review the initial entries and make adjustments per their recommendations. Revenue has decreased due in part to the reduction of fines during COVID, and copy/print revenue decreasing with the building closure. The Board's decision to go fine free will reduce this revenue source in future budget years. Collection services and credit card processing fees will be reduced and offset some of this loss. We will see some significant savings from the State implementing a delivery service for interlibrary loan materials reducing our postage costs. We will also have salary savings from positions that did not get filled immediately. Our request for next year remains fairly flat outside of internal services and salary expenses.

**Moved by Glatz, seconded by Marshall, to approve the adjustments to the operating budget for fiscal year 2020/21 and requests for fiscal year 2021/22 as presented.**

Glatz stated that the Budget and Finance Committee did review this at their meeting. This does include all funding sources. The commodities line may stand out but it does include the furniture for the Youth Services area which is being paid for by the APLFF fund.

**Vote on Motion: 8-0 (Kluesner abstaining). Approved unanimously. Resolution No. 2020-L029 adopted.**

Agreement with the Ames Public Library Friends Foundation:

Schofer introduced the agreement. No changes were made to the agreement. The agreement outlines the relationship between the Ames Public Library and the Ames Public Library Friends Foundation.

**Moved by Glatz, seconded by Myers, to approve the agreement between the Ames Public Library Board of Trustees and Ames Public Library Friends Foundation as presented.**

Kluesner was part of this agreement years ago along with the MOU to make sure that there was separation between the two entities.

Raman asked for next review that the wording in paragraph 6 stating “This agreement shall stay in force in perpetuity or upon the dissolution of either entity” be reviewed.

Glatz added that in the same paragraph “shall be reviewed by both parties” should also be reviewed as both Boards are re-approving the agreement every three years.

**Vote on Motion: 8-0 (Kluesner abstaining). Approved unanimously. Resolution No. 2020-L030 adopted.**

**Trustee Comments:**

- Barchman – Thank you for having foresight and care about the staff. We can see the care and passion in the presentation.
- Thorbs-Weber – You are all doing some amazing work. Thank you Klein-Hewett for coming and sharing the information that you shared at the conference, allowing us to get a glance of what you deal with day to day in trying to make it a better facility for us all.
- Butler – I agree with what Barchman & Thorbs-Weber have shared and I appreciate having Schildroth at our meetings so that when we are talking about some of these things we know exactly how that is going to work out with the City. I think that is a big plus for us.


- Looft – I echo everything that was said, thank you.
- Glatz – I want to thank Schildroth for her faithful attendance, Schofer for the Word document to layout the thinking, for Johannes work on budget, and Klein-Hewett signage.
- Marshall – I'm hearing lots of thankfulness for the work the library does which is appropriate for the season – I hope everyone has a great Thanksgiving.
- Myers – I echo much of what everyone else has said. I'm so thankful for everything that everyone is doing at the library and for Sheila having the foresight to try to keep the patrons and staff as safe as possible, so thank you.
- Raman – great meeting, thank you everybody.
- Kluesner – I'll ditto the thanks, and if the Board members get a chance, please watch the presentation Schofer did for the Rotary. He looks forward to meeting in person.

**Adjournment:**

**Moved by Glatz, seconded by Myers, to adjourn at 8:56 pm.**

**Vote on Motion: 8-0 (Kluesner abstained). Motion approved unanimously.**

The next regular meeting will be on Thursday, December 17, 2020, at 7:00 p.m., via Zoom.

  
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Melissa Johannes, Library Secretary

  
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Sandra Marcu, Board Secretary