



Agenda: Board of Trustees
September 3, 2020, at 4 pm
Virtual Meeting via Zoom

Invest in Young Minds, Engage & Strengthen Community, Transform Lives

Library Board President – Jade Hart

- A. Call to Order
- B. Consent Agenda – **Action**
 - o Minutes: Aug. 6, 2020
- C. Public Comments and Communications
- D. Foundation Report – Charity Tyler
- E. Friends of the Library Report – Libby Slappey
- F. Library Board Committee Reports
 - o Finance Committee – Randy Ramlo, Committee Chair
 - No Action
 - o Personnel and Policy Committee – Clint Twedt-Ball, Committee Chair
 - No Action
 - o Advocacy Committee – Mary Sharp, Committee Chair
 - No Action
- G. Library Director's Report
- H. Old Business
- I. New Business
- J. Adjournment

The next Board of Trustees meeting is set for **Oct. 1, 2020 at 4 pm**, via Zoom.

This electronic meeting of the Library Board of Trustees is being held because meeting in person is impossible and impractical due to concerns for the health and safety for Library trustees, staff, and community members presented by COVID-19. An electronic meeting is allowed by Iowa Code Section 21.8 and Governor Reynolds' Proclamations of Disaster Emergency.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a City program, service, or activity, should contact Jessica Musil, Library Administrative Assistant, at 319.261.7323 or email musilj@crlibrary.org as soon as possible but no later than 48 hours before the meeting.

**DRAFT Meeting Minutes
Cedar Rapids Public Library
Board of Trustees
August 6, 2020**

Board members in attendance: [President] Jade Hart, [Vice President] Clint Twedt-Ball, Rafael Jacobo, Susie McDermott, Monica Challenger, Hassan Selim, Mary Sharp, Randy Ramlo

Staff in attendance: [Library Director] Dara Schmidt, Todd Simonson, Jessica Musil, Patrick Duggan, Amber McNamara, Aaron Bock

Others: Charity Tyler, Executive Director, Cedar Rapids Public Library Foundation; Libby Slappey, President, Friends of the Cedar Rapids Public Library

A. Call to Order

- Ms. Hart called the meeting to order at 4:01 pm.
- This electronic meeting of the Library Board of Trustees is being held because meeting in person is impossible and impractical due to concerns for the health and safety for Library trustees, staff, and community members presented by COVID-19. An electronic meeting is allowed by Iowa Code Section 21.8 and Governor Reynolds proclamations of emergency disaster. All trustees and staff are joining from home. This meeting is also live on the Library's Facebook page.

B. Consent Agenda – **Action**

- Minutes: July 2, 2020
- Special Event Application

Mr. Wilding motioned to accept the consent agenda. Ms. Challenger seconded. The motion carried with unanimous approval.

C. Public Comments and Communications

- There being none, the meeting continued.

D. Foundation Report – Charity Tyler

- Ms. Tyler, President-elect for United for Libraries, a division of the American Library Association (ALA), noted that the organization has been busy with a virtual conference this week. Ms. Schmidt shared that Ms. Hart and Ms. Challenger have participated and we will have access to the conference recordings later this month.
- Dolly Parton's Imagination Library (DPIL) enrollment has increased in July. Ms. Tyler attributes this to reconnection and recommitment with community partners in addition to a social media campaign. The Foundation is in the midst of the Fill the Bus Campaign, which benefits the DPIL program.

E. Friends of the Library Report – Libby Slappey

- The Friends hosted their first grab bag sale, which was comprised of children's materials – and they sold out. The group continues to focus on online sales and are planning to enhance online sales in the months to come.

F. Board Education: Service & Response during a Pandemic – Dara Schmidt, Aaron Bock, and Todd Simonson

- The Library has adopted its materials and public service response in light of the pandemic. Ms. Schmidt shared that staff have been flexible and creative so we can continue to meet needs in a safe manner for our community and staff.
- Aaron Bock, Interim Materials Manager, reported on Materials changes. In the early months of the pandemic, physical circulation stopped and digital circulation increased dramatically as this was the only way to access library materials. Content included eBooks, downloadable audiobooks, and streaming video. We increased spending on digital

materials during this time as well. Now that holds pickup is available, physical materials spending started again.

Ms. Sharp joined the meeting at 4:38 pm.

- Todd Simonson, Public Service Manager, reported how the Public Service department changed. When the libraries first closed, staff shifted to working from home – answering phones and responding to reference questions. In May, curbside holds pickup started and staff adapted new processes to serve needs. Similarly, in July, the Library started curbside printing. We had requests from the community to start printing documents, and the public service team met the need. By the end of July, we added appointment-based computer use.
- All new processes are evaluated for two weeks so we can determine if further changes are needed. This also helps staff make the changes in a safe way without overwhelming the staffing model. Library leadership produces training videos and standard operating procedures, which are also monitored and updated as needs and tasks change.
- Ms. Sharp asked about future public service offerings. Ms. Schmidt shared that we will no longer require a 24-hour notice to make computer appointments and we will offer holds pickup in the lobby.
- Ms. Schmidt also shared that staff were surveyed on what services we should offer next and their comfort level to provide those services. In addition, they were asked about the current schedule model. The Library wishes to be a family-friendly employer and with the uncertainty of school, we need to support families. A majority of the staff felt the current schedule system works for their families.

G. Library Board Committee Reports

- Finance Committee – Randy Ramlo, Committee Chair
 - The Library does not have a financial report yet for June, as it takes time for the City of Cedar Rapids' Finance Department to close out the fiscal year. We will have a report for July at the September board meeting.
- Personnel and Policy Committee – Clint Twedt-Ball, Committee Chair
 - **Action:** Policy 3.04: Behavior
 - Starting July 1, state law changed regarding weapons in public buildings. While the committee may not agree with the revised law, members want to focus on equity and inclusion. Mr. Twedt-Ball read the changes as presented in the board packet.
The motion to accept the changes to Policy 3.04 carried with unanimous approval.
 - **Action:** Policy 6.00: Professional Development
 - The committee would like to amend this policy to include tuition reimbursement for all benefitted employees. This was previously in the Union contract; however due to changes in the state law regarding Union contracts, this is no longer a negotiable item. Typically, the Library follows the City of Cedar Rapids' policy but City policy only granted tuition reimbursement for full-time staff.
 - Mr. Ramlo asked how much this typically costs. Ms. Schmidt noted that only two part-time staff have been approved in the past six years; she believes it is no more than \$1,500 per person per year.
The motion to accept the changes to Policy 6.00 carried with unanimous approval.
- Advocacy Committee – Mary Sharp, Committee Chair
 - Ms. Sharp reported that the committee met this month, and will schedule routine meetings going forward. The committee is developing messaging for DPIL in

addition to an Advocacy Calendar. It would include action items such as budgetary talks with City of Cedar Rapids leadership.

H. Library Director's Report

- The Director's Report has detailed information as to how the Library has or will change its strategic plan to meet the community's changing needs presented by COVID-19. Ms. Schmidt encouraged everyone to read the report but highlighted a few of the year two initiatives:
 - The Library has worked closely with the Cedar Rapids Community School District to register all 16,500 district students for library cards. This will ensure access and eliminate barriers to our physical and digital materials.
 - The Opportunity Center at Ladd Library has a new partner, Urban Dreams. This non-profit serves underrepresented and underserved populations. The focus will be on workforce development.
 - The Library Spaces initiative will wait for year three. As spaces are strategically altered to decrease COVID-19 risk and transmission, this work will be most beneficial in the future.

I. Old Business

- There being no old business, the meeting continued.

J. New Business

- Ms. Challenger noted that she appreciated learning from other libraries during the United for Libraries Conference. She was proud to hear that libraries are lifting up diversity and inclusion.

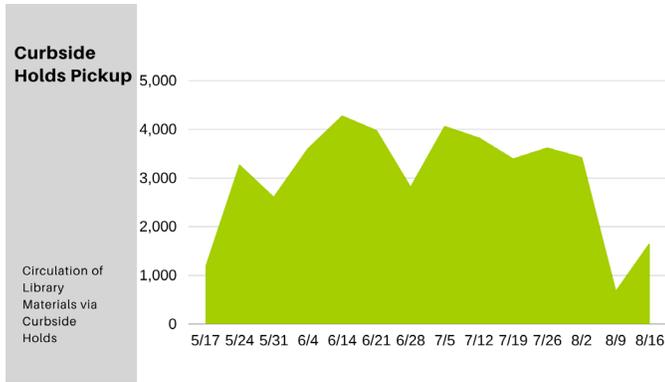
K. Adjournment

- There being no further business, the meeting adjourned at 5:21 pm

The next Board of Trustees meeting will be held on Thursday, September 3, 2020, at 4 pm, via Zoom.

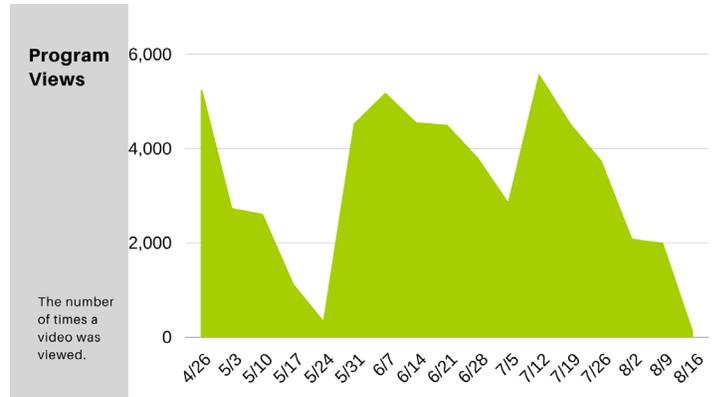
PEOPLE, PLACES & THINGS

CURBSIDE HOLDS CIRCULATED



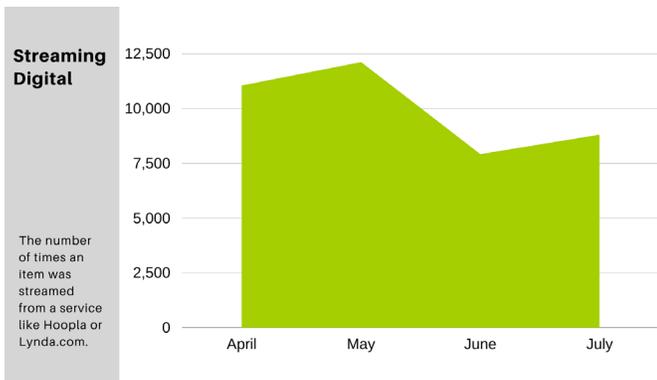
Curbside holds has been successful and we have served more than 20,000 patrons over 42,000 items.

PROGRAM VIEWS



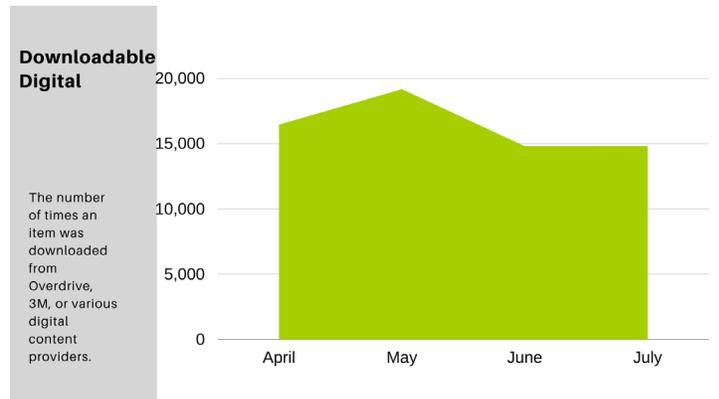
Our programs were on hold during the majority of August as the team prepares for fall.

STREAMING DIGITAL



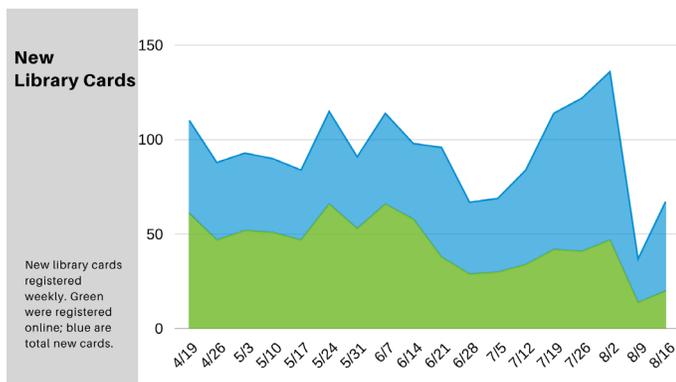
Streaming has increased nearly 33% post-COVID.

DOWNLOADABLE DIGITAL



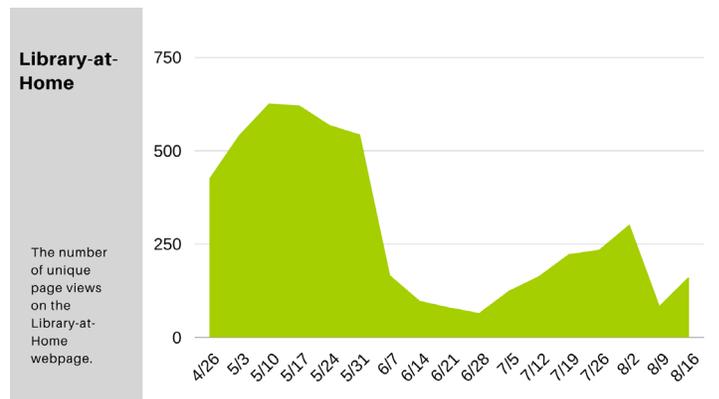
Pre-Pandemic downloads averaged 2862 per week.

NEW LIBRARY CARDS



Pre-Pandemic: Online cards averaged 49 per week.

LIBRARY-AT-HOME PAGEVIEWS



This page sees fewer views as holds circulation climbs.

To: Randy Ramlo, Finance Committee Chair
From: Dara Schmidt
Date: 8/27/2020
Subject: **July 2020** Financial Report for: Library

We are approaching closeout of FY20, and I expect June and end of FY20 numbers to bring to the Finance Committee in September to report to the full board in October. I anticipate around \$90,000 in rollover to help buffer any budget changes due to COVID in FY21.

For FY21, the first month looks good. At 8.33% of the way through the year, we are at 11% of predicted revenue in and 10% of expenditures. Both revenue and expenditures end up high in the first month of the fiscal year due to annual billings and will even out as we move through the year.

There are no significant concerns at this point in FY21.

City of Cedar Rapids
151 Library
2020-07-31

Account	Current Fiscal Year 2021 Adjusted Budget	Current Fiscal Year 2021 YTD Actuals	Favorable (Unfavorable) Variance	Percent of Budget Received Spent
Taxes				
Total Taxes	-	-	-	0%
License & Permits				
Total License & Permits	-	-	-	0%
Intergovernmental Grants				
State Operating	422001 115,000.00	-	(115,000.00)	0%
Local Govt Grants	423000 130,000.00	6,594.63	(123,405.37)	5%
Total Intergovernmental Grants	245,000.00	6,594.63	(238,405.37)	3%
Charges for Services				
Printing & Duplicating of Form	431006 25,000.00	-	(25,000.00)	0%
Admin Charges - External	431012 300,000.00	57,391.74	(242,608.26)	19%
Library User Fees - Not Fines	431201 600.00	-	(600.00)	0%
Total Charges for Services	325,600.00	57,391.74	(268,208.26)	18%
Fines & Forfeits				
Library Fines	441001 -	377.69	377.69	0%
Total Fines & Forfeits	-	377.69	377.69	0%
Other Miscellaneous Revenue				
Building Rental	461001 73,455.00	583.20	(72,871.80)	1%
Contributions & Donations	471002 70,000.00	1,917.29	(68,082.71)	3%
Sale of Inventory	471003 7,000.00	-	(7,000.00)	0%
Other Miscellaneous Revenue	471005 3,500.00	-	(3,500.00)	0%
Total Other Miscellaneous Revenue	153,955.00	2,500.49	(151,454.51)	2%
Transfers In				
Operating Transfer In - Inter	483001 14,000.00	14,000.00	-	100%
Total Transfers In	14,000.00	14,000.00	-	100%
Proceeds of LT Liabilities				
Total Proceeds of LT Liabilities	-	-	-	0%
Total Revenue	738,555.00	80,864.55	(657,690.45)	11%
Personal Services				
Regular Employees	511100 3,841,696.00	306,572.75	3,535,123.25	8%
Temporary/Seasonal Employees	511200 31,803.20	-	31,803.20	0%
Overtime	511300 114,773.40	72.72	114,700.68	0%
Other Special Pays	511400 35,068.00	1,216.67	33,851.33	3%
Group Insurance	512100 503,864.00	35,458.71	468,405.29	7%
Social Security Contributions	512200 305,553.00	20,110.55	285,442.45	7%
Retirement Contribution	512300 378,573.00	25,640.45	352,932.55	7%
Workers' Compensation	512500 139,832.00	10,620.48	129,211.52	8%
Other Employee Benefits	512600 6,349.76	512.96	5,836.80	8%
Total Personal Services	5,357,512.36	400,205.29	4,957,307.07	7%
Discretionary Expenses				
Advertising & Marketing	521100 25,000.00	-	25,000.00	0%
Consulting & Technical Service	521104 10,000.00	-	10,000.00	0%
External Contracted Labor	521105 83,000.00	15,000.00	68,000.00	18%
Health Services	521106 -	-	-	0%
Other Professional Services	521108 15,250.00	-	15,250.00	0%
External Banking/Financial Fee	521109 17,700.00	115.99	17,584.01	1%
Security Services	521110 10,000.00	-	10,000.00	0%
Computer Hardware	522100 50,000.00	-	50,000.00	0%
Computer Software Maintenance	522101 160,220.00	163,635.33	(3,415.33)	102%

City of Cedar Rapids
 151 Library
 2020-07-31

Account	Current Fiscal Year 2021 Adjusted Budget	Current Fiscal Year 2021 YTD Actuals	Favorable (Unfavorable) Variance	Percent of Budget Received Spent
IT Services - External	522102 20,500.00	5,946.91	14,553.09	29%
Building & Grounds Services	522104 -	-	-	0%
Equip/Furniture/Fixtures Serv	522105 9,000.00	-	9,000.00	0%
Phone Services	523107 26,500.00	2,533.96	23,966.04	10%
Rental of Equip & Vehicles	524101 500.00	-	500.00	0%
Printing, Binding, & Duplicate	525102 15,500.00	-	15,500.00	0%
Awards & Recognition	531102 500.00	-	500.00	0%
Books & Subscriptions	531103 89,171.80	-	89,171.80	0%
Cleaning & Janitorial Supplies	531105 1,250.00	720.00	530.00	58%
Computer Supplies	531106 5,000.00	-	5,000.00	0%
Equipment/Furniture/Fixtures	531109 11,500.00	-	11,500.00	0%
Photography Supplies	531110 500.00	-	500.00	0%
Miscellaneous Supplies	531114 2,000.00	-	2,000.00	0%
Office Supplies	531116 15,320.00	-	15,320.00	0%
Program Supplies	531118 37,000.00	-	37,000.00	0%
Shop Supplies	531119 250.00	-	250.00	0%
Uniforms	531123 694.00	-	694.00	0%
Building & Grounds Supplies	533100 1,748.15	-	1,748.15	0%
Conferences, Training, Travel	542102 23,200.00	-	23,200.00	0%
Dues & Memberships	542103 10,000.00	-	10,000.00	0%
Miscellaneous Costs	542107 20,000.00	-	20,000.00	0%
Postage & Freight	542108 17,500.00	-	17,500.00	0%
Mileage Reimbursement	542111 3,000.00	-	3,000.00	0%
Total Discretionary Expenses	681,803.95	187,952.19	493,851.76	28%
Fleet & Facilities				
City Facility Maint Services	522107 389,145.74	1,387.15	387,758.59	0%
City Fleet Services	522108 200.00	-	200.00	0%
Rental of Land & Buildings	524100 245,000.00	101,433.52	143,566.48	41%
City Fleet Rental Charges	524102 -	-	-	0%
Total Fleet & Facilities	634,345.74	102,820.67	531,525.07	16%
Non-Discretionary Expenses				
City Accounting Services	521113 73,001.00	6,083.42	66,917.58	8%
City Inter Department Charges	521114 -	-	-	0%
Admin Charges - Other	521114 -	-	-	0%
City Information Tech Services	522109 9,242.64	770.22	8,472.42	8%
Electricity	523100 188,800.00	17,868.16	170,931.84	9%
Natural Gas	523103 4,500.00	24.26	4,475.74	1%
Liability Insurance	525104 23,394.00	1,949.50	21,444.50	8%
Property Insurance	525107 52,513.00	4,376.09	48,136.91	8%
Vehicle Insurance	525108 600.00	50.00	550.00	8%
Diesel Fuel	532100 -	-	-	0%
Gasoline Fuel	532101 498.58	-	498.58	0%
Total Non-Discretionary Expenses	352,549.22	31,121.65	321,427.57	9%
Capital Outlay				
Total Capital Outlay	-	-	-	0%
Debt Service				
Total Debt Service	-	-	-	0%
Transfers Out				
Total Transfers Out	-	-	-	0%
Total Expenditures	7,026,211.27	722,099.80	6,304,111.47	10%
Net Revenues over/(under) Expenditures	(6,287,656.27)	(641,235.25)	5,646,421.02	



Director's Report
September 3, 2020

Department Updates

Community Relations has been regularly updating communication with the public on offered services. We have completed several revisions on signs and public postings to update our patrons and will continue to do this as we transition to the next phase. We are working on the fall issue of *OPEN+* magazine, which can be distributed in the buildings and given out at curbside hold pickups. Our events specialists have worked with everyone who had a meeting or special event still on the books for this year and are working to reschedule or cancel them as appropriate. We also continue to work with the partner libraries in the Metro Library Network (MLN) on automation updates, which got very interesting post-derecho. We have made several adjustments to the process for holds pickup, for example, due to the damage at the Marion Public Library. We'll continue to work with partners to ensure we are supporting them and keeping resources available to patrons.

This month, in response to the need for volunteers to help in the aftermath of the derecho, the Library's Volunteer Services program has been assisting the City to recruit volunteers at Neighborhood Resource Centers. These volunteers are assisting in handing out free supplies such as water, food, diapers, cleaning products, and flashlights; directing people to services available at the Center; accepting and organizing incoming donations; and answering questions from citizens in need. Thus far, volunteers have signed up for 40 hours at the centers.

Materials Department Things were going pretty standardly for the Materials department, but the derecho altered our priorities. Life becomes a bit more complicated. Our team has reached out to help other city departments perform a variety of tasks including helping at Resource Centers and working at Forestry replying to citizens' needs. We are gathering resources to best support individuals needing help with school and worker assistance. We are hosting Marion's holds at the downtown location to make sure we can help all of MLN. City Finance has published our Request for Proposal for the Integrated Library System that will receive bids over the next several weeks. You will hear more about this over the next several months. Even with all of the craziness we are still able to InterLibrary Loan (ILL) newspaper microfilm to help a local author stoke their passion and knowledge.

The *Information Technology* team helped launch our grab and go services this month. The team also kept busy monitoring and repairing systems due to the power outages of Derecho.

Programming. August was a planned slow month, in terms of virtual programs produced for the public. Lots of things were happening behind the scenes, however! The department has begun working on three different strategic directions for the near future: focusing on workforce development, mobile technology, and virtual programming. These work groups have started their initial research, and will create plans that will guide the direction of the department over the next two years. In addition, in depth planning for fall and beyond has been ongoing. The Read Woke reading challenge has spawned a weekly programming series all about amplifying underrepresented voices, and looks to be a really strong offering to the community. In addition, a new series of Programs to Go begins in September, allowing patrons to pick up well-developed programs at the library, and complete them at home - allowing for a more complete programming experience, even without coming into the building.

The *Public Service* staff at both libraries have started Grab and Go services. For patrons who cannot make an appointment to pick up their items, the Grab and Go service allows patrons to come into the library, get their items off the hold shelf, and use a self-check station to check out items and leave. Holds areas have been temporarily moved at each library to make access close to the door.

DT library is assisting with Marion Public Library (MPL) during their closure. We have temporarily received their holds items and placed them on our hold shelf for patrons to have access to their materials. Information has been posted on MPL's website how to access their items through our process and we will continue to assist their patrons during their library closure.

Library Service Updates

Our pandemic response continues, but was paused when the derecho hit on Aug. 10. Both library locations were without power and Internet, and were immediately closed. Downtown had power and Internet restored on Wednesday, Aug. 12 and management team members went to assess the damage. The small issues on the roof were cleared, and we ensured WiFi access was up and charging stations were available for patrons outdoors on the Aug. 12 and 13, and we reopened for computer use and holds pickup on Friday, Aug. 14. The Downtown Library was designated as an Operation BBQ meal site, serving hundreds of meals twice a day until Aug. 23.

Ladd sustained roof damage, but luckily the interior was mostly unharmed and the collection and technology were fine. Carpets needed to be cleaned and extracted, and the roof was patched. We have been told that the whole roof will need to be replaced, but we do not have a timeline yet. Ladd will most likely be closed for about a week at some point in the future for this construction. We will continue to work with Ashley Furniture and their parent company as the building owners and will provide updates as we can. Ladd opened for computer use and holds pickup on Aug. 25, with curbside and drive up returns suspended due to the disaster response Neighborhood Resource Center alongside the building.

Even though our resources were different, Library staff stepped up as they always do. We provided WiFi and charging stations at each City Neighborhood Resource Center. Library staff worked over 200 hours at Neighborhood Resource Centers, answering phones for Forestry, and counting trucks at debris drop off sites. Library staff worked with the Opportunity Center to facilitate a temporary Co-Working site on the west side. As the Marion Library sustained significant damage, CRPL staff worked with MPL staff to transfer holds and ensure continuum of service for our neighbors.

The next step in service return is to expand Grab and Go service to the library stacks, allowing patrons to grab items directly from the shelf, then use self-service to check out their items and go. Patrons will be limited to 30 minutes in the building and masks will be required. We are currently slated to expand Grab and Go on September 8.

Great Stories

I have a great story to share regarding seeing another staff person helping a person with disabilities at the Ladd Neighborhood Resource Center. I worked with Tina McCullough last Thursday. A woman in a motorized wheelchair approached and needed help grabbing some items to take home.

Tina grabbed a cardboard box for the woman and went down the table holding up items to help her figure out what she wanted and keeping up some friendly chatter throughout. I could tell by the woman's face that she was so appreciative of the high level of service and care that Tina provided. The lady was able to keep the box on her lap in order to take all her supplies home.

In the midst of these challenging circumstances, it is so great to work with caring staff and community members and see everyone coming together to help those who need it! – Tara Carrera-Bauer, Librarian

A patron phoned in for a hold. She said: "I don't know what I would do without the library." She followed that up by telling the story: even as a child, she loved the library. Every Friday when she was young, her mother would take her to the library so she could get a new book. She knew her mom truly loved her, because she supported her daughter's love of books from an early age. – Andrea Jilovec, Patron Service Specialist

