**Agenda: Board of Trustees**
September 5, 2019, at 4 pm
Community Room, Ladd Library

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

Library Board President – Matthew Wilding

A. Call to Order

B. Consent Agenda – Action
   - Minutes: Aug. 1, 2019
   - Special Event Application

C. Public Comments and Communications

D. Action: Resolution of Thanks – Downtown Ambassadors

E. Foundation Report – Charity Tyler

F. Friends of the Library Report – Libby Slappey

G. Board Education: Pathway to Patron Discovery – Erin Horst

H. Library Board Committee Reports
   - Finance Committee – Randy Ramlo, Committee Chair
     • No Action
   - Personnel and Policy Committee – Clint Twedt-Ball, Committee Chair
     • Action: Policy 3.06 Library Access for Sex Offenders Convicted of Sex Offenses Against Minors
   - Advocacy Committee – Jade Hart, Committee Chair
     • Update

I. Library Director’s Report

J. Old Business

K. New Business

L. Adjournment

The next Board of Trustees meeting is set for **Oct. 3 at 4 pm**, Conference Room, Downtown Library.

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**Key Dates and Details:**


Sept. 4: Sensory Storytime, Downtown Library at 11:30 am-12:30 pm or 6-7 pm.

Sept. 11: Bookin’ It – Skywalk Audiobook Lunch, 11:30 am-12:30 pm, Downtown Library

Sept. 12: Family Fun Night – Pajama Party! 6-7:30 pm, Ladd Library

Sept. 16: Laser Cut Jewelry Making, 1-2 pm, Ladd Library

Sept. 21: Marshmallow Towers, 10 am-noon, Downtown Library

Sept. 26: Community Conversation – Opiate Addiction, 6-7:30 pm, Downtown Library

Sept. 30: Growing Readers Prenatal Program, 10-10:45 am, Downtown Library

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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 musil@crlibrary.org as soon as possible but no later than 48 hours before the meeting.
A. Call to Order
   • Mr. Wilding called the meeting to order at 4 pm.

B. Consent Agenda – Action
   • Minutes: July 2, 2019
   • Special Event Applications (4)

   The motion to accept the consent agenda carried with unanimous approval.

C. Public Comments and Communications
   • There being none, the meeting continued.

D. Foundation Report – Charity Tyler
   • The Dolly Parton Imagination Library (DPIL) program has surpassed 5,000 enrolled children. As of Aug. 1, it also includes 933 graduates from the program. Ms. Tyler launched a sustaining donor program for DPIL.
   • The second annual Back to School Social will take place on Saturday, Aug. 10 from 10 am-noon. DPIL families are invited, along with the community, to participate in bus rides. Approximately 700 attendees participated last year.
   • Ms. Tyler and Ms. Schmidt recently returned from the International Public Library Fundraising Conference in Calgary, Alberta, Canada.

E. Friends of the Library Report – Libby Slappey
   • The Friends started a Facebook marketing campaign, which will run through the Fall. The Friends are awaiting data to determine market reach.
   • The Friends will host two more Farmers Market sales before returning other future sales to the Cherry Building.

F. Board Education:
   • Equity Lens – April Wing, City Manager’s Office
     o The Library’s strategic plan is investigating inclusion, which also called for the selection and use of an Equity Lens. The City of Cedar Rapids has recently developed an equity lens and used it recently with a pilot group, consisting of multiple city departments.
     o Ms. Wing shared information on how the City developed the Social Equity Impact Assessment. She also outlined the highlights of the pilot group study. Multiple departments were able to identify, plan for, and in some cases, already make policy changes to reduce barriers to City services.
     o The Library will participate in the next pilot group, specifically looking at the Behavior, and Fines and Fees policies.
   • Restorative Justice – Judy Goldberg and Jenny Schulz, Kids First Law Center
Kids First Law received a grant from the SET Taskforce to pilot a restorative justice program at the downtown library. The idea is to help teach and model conflict resolution so participants can remain in the library instead of being asked to leave. As needs arise, patrons may choose to participate in circles with Ms. Goldberg and a library staff member. This facilitation allows participants to navigate issues and seek mutual resolution. The program has also included staff training. There is some trial and error on successfully implementing it at the Library but most of the circles have been positive.

G. Library Board Committee Reports
   - Finance Committee – Randy Ramlo, Committee Chair
     - Ms. Schmidt noted that the Library does not yet have its final June numbers so the committee did not meet last month.
   - Personnel and Policy Committee – Clint Twedt-Ball, Committee Chair
     - The committee will meet again in August and will have a report next month.
   - Advocacy Committee – Jade Hart, Committee Chair
     - The committee will provide an update following its next meeting at the end of August.

H. Library Director's Report
   - Ms. Schmidt recently returned from the International Public Library Fundraising Conference in Calgary, Alberta, Canada, which she attended with Ms. Tyler. This conference helped her to better understand her role with the Foundation and its board.
   - The Library’s Strategic Plan has several initiatives currently in progress:
     - *Incorporate Ready 10*: a new collection and toys, which focus on the strategies for ages birth to 5, have been placed in the Children's Library.
     - *Pathway to Patron Discovery*: Erin Horst will present the progress on this initiative at the next board meeting.
     - *Target Pockets of Need*: We have started this by informally developing relationships with senior citizens and area residential facilities. This preliminary work will help to develop strategic programs in the near future. In addition, Ms. McNamara is using data to increase cardholders, specifically DPIL families and rural Linn County residents.
     - *Examine Libraries Fine and Fee Policies*: A committee has formed and is compiling national library data as well as internal library data to develop a recommendation for the board to consider.
   - The State Library is changing the way libraries will report digital services in the annual surveys. Our data may appear to be significantly different in the FY19 annual report as our digital use is steadily increasing. In addition, our meeting room numbers appear to have gone down as well. This is attributed to the change between room reservation systems earlier this year.

I. Old Business
   - There being no old business, the meeting continued.

J. New Business
   - There being no new business, the meeting continued.

K. Adjournment
   - There being no further business, the meeting adjourned at 5:01 pm

The next Board of Trustees meeting will be held on Thursday, Sept. 5, 2019, at 4 pm in the Community Room at the Ladd Library.
Special Event Application

This application must be submitted for special events requiring alcohol at least 60 days prior to the date of the event. An approved certificate of liability (including additional documentation if required) must be received 30 days prior to the event date. Events requesting alcohol are subject to Board of Trustees approval and guidelines in the Board Policy 3.08 – Special Event Alcohol Use. Board meetings are held the first Thursday of each month at 4 p.m.

Please return the completed application to: Cedar Rapids Public Library, 450 Fifth Avenue SE, Cedar Rapids, Iowa 52401; email events@crlibrary.org.

Name of Contact Person: Tom Harrington
Name of Organization: Family
Address: 1815 6th Ave SE, Cedar Rapids, IA 52403
Phone: 319-533-2532
Email: Tomar.paco@gmail.com

Name of Event: Curry/Harrington Wedding
Date of Event: October 4th, 2019
Location of Event: Living Learning Roof Whipple

Time of event start: 5:45pm  End: 9:00pm
Setup start: 5:00pm  Cleanup end: 10:00pm

What type of audience is this intended for: Family and close friends
Number of attendees/participants: 50
Will there be a fee to attend? No
Will you serve alcohol at the event? No
Who holds the liquor license for your event? Ruzicka’s
Applicants Signature: [Signature]
Applicants Printed Name and Title/Organization: Thomas Harrington “Groom”

Date: 7/30/19
July 2019 was our busiest month of the year. We saw more than 62,000 visitors in our libraries throughout the month, which is more than 4,000 people higher than last year at the same time. Last summer our Downtown Library was surrounded by construction, making a definite impact on our visitor numbers, but this increase is higher than the decrease we saw as a result of the construction. We saw our circulation number increase this month over last year when you account for both the print and digital circulation numbers. Print was down only slightly, with significant increases in certain collection areas based on some heavy work in the materials department.
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<td>Install fixtures and/or interactive stations to practice and promote Ready 10 skills</td>
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<td>Create educational materials for parents</td>
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<td><strong>Create a Pathway to Patron Discovery</strong></td>
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<td>Create internal structure to support increased technology programs</td>
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<td>Research new and emerging technologies and library trends</td>
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<td>Create criteria that will determine a project’s eligibility for service development</td>
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<td>Make recommendations for permanent and/or mobile makerspaces, TechBar, technology petting zoo, etc.</td>
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<td>Provide broader staff training to promote knowledge and comfort with the products, technologies, and trends</td>
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<td><strong>Target Pockets of Need</strong></td>
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<td>Integrate demographic, user, and DPIL data into planning to pinpoint underserved populations and customized collections</td>
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<td>Explore methods for most efficient delivery of materials, programs, and/or services to the identified populations</td>
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<td><strong>Expand Services to Seniors and Homebound</strong></td>
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<td>Determine current local senior offerings for a potential partnership</td>
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<td>Identify off-site locations and/or senior center to serve</td>
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<td><strong>Examine Libraries Fine and Fee Policies</strong></td>
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<td>Research fiscal impact of removing fines for library materials</td>
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<td>Make recommendation to senior management team for initial vetting</td>
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<td><strong>Promote understanding, acceptance, inclusion, and diversity through internal practice</strong></td>
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<td>Include Empathy-Driven Enforcement, Implicit Bias, and Emotional Intelligence in New Hire and biennial training plans</td>
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<td>Participate in Project Implicit self-assessments to determine baseline and identify training focus for future years</td>
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<td>Work with City HR to audit and recommend best practices for hiring a diverse and inclusive workforce</td>
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<td>Research and recommend Equity Lens assessment and process to evaluate current policy and procedure</td>
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RESOLUTION
IN THANKS OF THE DOWNTOWN AMBASSADORS

The Library Board of Trustees would like to formally thank the Downtown Ambassadors for their commitments to improving safety and quality of life for our vulnerable community members.

Passed this 5th day of September, 2019.

__________________________
Matthew Wilding
President
To: Randy Ramlo, Finance Committee Chair  
From: Dara Schmidt  
Date: 8/21/2019  
Subject: July 2019 Financial Report for: Library

- When reviewing budget to actual, we assume 1/12 of the expenditure budget is spent per month; likewise that 1/12 of revenue will be received per month. If we assume this, that means thru July actual revenue should be at least 1/12 or 8% of budget and actual expenses should be no more than 1/12 or 8%. I used this as a guide to gauging concerns when reviewing your areas.

- Actual revenues are expected to meet or exceed budgeted amounts.  
  o Total actual revenue (less Flood insurance transfer in) is 11% or $77.5K of budgeted $734.6K.

- Regardless of funds/cash available, total actual expenses, excluding transfer out, may not exceed total budgeted expenses.
  o Total actual expenditures is 8% or $518.5K of $6.7M budgeted.
  o Overtime and Personal Services is tracking at exactly 8%. Will have to watch this as year proceeds. 
    ▪ Refresh Savings should reduce the budget available by $92,378.08, making Library at 8.2% spent thru July. – Approval needed by you to make the entry.
  o Discretionary is spending high at 13% or $102.5K of $794.1K mainly due to IT prepaids posted in July.
  o No Capital Equipment is budgeted in FY19.
Library Access for Registered Sex Offenders Convicted of Sex Offenses Against Minors

See also related policy 3.04, Behavior Policy.

It is the purpose of this policy to ensure that the Library is in compliance with Iowa State law (692A.113), that excludes registered sex offenders convicted of sex offenses against minors from public libraries.

Registered sex offenders convicted of sex offenses against minors may be eligible for library service, depending on their residence address. They may register for a card directly with the Branch Manager, Public Service Manager or designee via telephone or email. At the time of registration, the applicant may make arrangements for a person of their choosing to select, check out, and return materials using that card. They may also receive information via telephone reference services or by use of the library’s web site and online databases from home.

Violations of this policy will be immediately reported to law enforcement and violators will lose all library privileges.

A copy of that law is attached to this Policy for reference.

Adopted: 08/06/2009
Revised: 10/04/11, 11/2015, 09/2019
Reviewed: 2013
Director’s Report  
Sept. 5, 2019

Department Updates

**Community Relations** is entering their busiest time of year both for meetings and special events in the Library and our big marketing push for National Library Card Sign Up Month (NLCSUM). We have developed a full marketing plan for the month of September, which is NLCSUM, including several outreach opportunities and some direct mail campaigns to draw in new card holders. Additionally, we are starting a new email campaign with new card holders, which we believe will help with card holder retention and improve circulation.

Our events team is heading into the busy wedding season with events nearly every weekend in September and October. We have had several cocktail parties and corporate events on the roof in the past month, including the Cedar Rapids Metro Economic Alliance and TrueNorth, both of whom had beautiful weather for a rooftop event.

This summer, we were excited to expand the volunteer Adopt-A-Shelf program to Ladd Library. The Adopt-A-Shelf volunteer role launched at the Downtown Library in September 2015. Since then, over 115 volunteers have volunteered 2,178 hours cleaning shelves, reshelved over 24,500 books, and pulled 1,081 damaged items. This work helps keep our library looking its best, ensure materials are in tiptop shape, and make it easier for our patrons, volunteers, and staff to find items where they should be on the shelves.

Adopt-A-Shelf volunteers come in anytime the library is open and spend one to two hours every other week dusting, shelf-reading, and checking book conditions in their adopted sections. This highly flexible role has been a great fit for many of our busiest volunteers - students, working adults, and volunteers already helping the library in other capacities - and is a fun opportunity for families, companies, and other organizations to volunteer together.

**Volunteer Hours in July 2019:** Downtown = 588.25; Ladd = 215.75 Total = 804

**Materials Department** is heavily focused on the strategic planning initiatives for this year. We’ve taken the lead on the initiatives for Creating a Pathway to Patron Discovery and evaluating library fines and fees. This involves considerable data collection and analysis. Erin will present on the Pathway to Patron Discovery this month and we’ll hope to present information on fines and fees this fall.

We’re also working on continual process improvement with our receiving and invoices processes. These improvements should streamline both processes and free up staff time and build capacity for more value added services. We’ll be evaluating our digital magazine options in the next month and making decisions about what titles to add or maintain. The magazine landscape is changing rapidly, many household names are discontinuing publication or moving to digital-only platforms this year. So our print and digital options will continue to change.

**Programming.** August is typically a slower month for programming as we transition out of summer and into fall. This year, we used that slower time to try some new and unique programs - and found really great success! Our second I’m Ready for Kindergarten program brought 25 soon-to-be Kindergarten students to the library, where they learned about what Kindergarten would entail, received a bag full of school supplies, and took an adorable picture wearing oversized Class of 2032 T-shirts. Our technology was on display during our Wooden Silhouette art program, utilizing wood cutouts from the laser cutter. Our Yarn It needlework group kicked off, bringing craft enthusiasts together to talk, share, craft, and create in a new community. We also spent time outside of our walls, reaching out into the community in various ways. Successful programs were held at various locations including Redmond Park, where more than 40 people had the opportunity to sign up for library cards and Dolly Parton’s Imagination Library, receive free books, and engage with the library in a casual and fun way. We are also gearing up quickly for the launch of Growing Readers, our new prenatal reading program, launching in early September!

**Public Service.** We hired the PSA position for Ladd so with these positions, Ladd is now fully staffed. Our downtown Public Service Librarian has been hired and will start Sept. 23. We also have promoted three terrific PSS staff from 19- to 2- hour positions.

We have been looking at Cy Wakeman’s Reality-Based Leadership books and have started using some of her tools to provide more focused conversations. This is a city initiative that we are excited to bring in the library.
Technology Solutions is working on a comprehensive plan for data and building security. This will involve long term recommendations for updating software, passwords to access our vital services, badge access to the building, and security alarms. We will also install charging stations for mobile devices at both locations after testing security settings to keep them in place.

In addition, the team attended a two-day hands-on training session offered by Western Digital to learn about the storage array recently purchased by the library. All three members completed and passed the administration certification exam at the end of the training.

Great Stories
We have a new section in the Children's area called Ready10. The second week of these materials being available I went to shelve some and found a patron browsing them. She commented that she loved this new section and that it is now the first place she goes to when she comes the library. Her toddler was sitting on the floor at her feet perusing the materials while mom made her selection. – Carol Harris

I just made a 54 year-old woman's first ever library card so she could get the third book in series by her favorite author. – Jessica Duffy

I helped a family get their very first Library cards last week. They were blown away with our resources and were excited to begin their Hoopla and Kanopy accounts! – Michele Prostine

Hoopla is not just for browsing anymore. I have been able to refer two patrons to items on Hoopla to fulfill their Interlibrary Loan requests, saving both the patron and us money. In both cases I was not able to locate a print edition of what the patron wanted. I referred one to an eBook edition available on Hoopla. She was thrilled. The second one I referred to the audio edition of a trilogy of three books that were not available to borrow in print. I now try to check Hoopla and our other downloadable services in the hopes of being able meet our patrons’ need without going out of our system. – Lola Shull