

Bettendorf Public Library  
 Information Center  
 Board of Trustees Meeting  
 Thursday, March 12, 2020  
 5:00 P.M.  
 Malmros Room - Second Floor



Agenda Item	Responsibility	Action	Result
1. Roll Call	Covella		<p><b>Present:</b> Kathy Brandtner, Patty Herzberg, Darrin Lindquist, David Pratt (by phone), John Rabine, Archana Wagle  <b>Absent:</b> Cindy Lewis  <b>Others present:</b> Hayleigh Covella, Heather Gibbs, Karly Lyle, Sue Mannix</p> <p>Rabine called the meeting to order at 5:00 p.m.</p>
2. Consent Agenda <input type="checkbox"/> Approve Meeting Agenda: March 2020 <input type="checkbox"/> Approve Meeting Minutes: February 2020 <input type="checkbox"/> Approve Payment of Library Invoices: March 2020	Rabine	Approve	Motion by Brandtner, second by Herzberg, to approve the Consent Agenda as presented. Motion carried.
3. Public Forum (limit of 3 minutes per person)	Rabine		No respondents.
4. Correspondence	Mannix	Circulate Correspondence	Mannix passed the correspondence folder.
5. Director's Report <ul style="list-style-type: none"> <li>• Kelinson Remodel</li> <li>• Division Services Update</li> <li>• Budget FY21</li> <li>• April Meeting</li> </ul>	Mannix Division Heads Mannix Mannix	Update Update Update Update	Mannix explained that quite a bit has changed since she sent out her Director's Report last week. As a public service institution, the library has been busy addressing COVID-19. Mannix and Rabine spoke prior to the meeting; Mannix will be deviating from what she originally planned to talk about. For the sake of time, division heads will be presenting written reports. Mannix explained that as far as the budget, everything the library requested was approved. Mannix noted that she

			<p>was going to be absent for the April meeting due to vacation, but she has canceled that trip.</p>
<p>6. Policies/Contracts</p> <ul style="list-style-type: none"> <li>• Space Assessment Consultant</li> <li>• Operations In-service - Consultant</li> </ul>	<p>Mannix Mannix</p>	<p>Approval Approval</p>	<p>Mannix had anticipated speaking about a space assessment consultant quote she received, and an operations in-service consult she is interested in pursuing. However, she will table both until summer. The Trustees agreed to table the consultant quotes.</p> <p><b>COVID-19 Response:</b></p> <p>Mannix explained that most of the library's activity over the last week and a half has been reviewing CDC guidelines and getting with the state library, local health agencies, and city administration in determining best practices and guidelines. Mannix passed out an email she sent to library staff on Monday providing initial guidelines and CDC recommendations for businesses and employers.</p> <p>In conversations with City Administration, Mannix has advocated for keeping the library open as long as it is deemed safe and feasible to do so. Due to current CDC recommendations, large programs and meetings will be postponed, including the Friends Spring Book Fair and Booker Bear events. Staff in-service has been postponed until the fall. Mannix has also spoken to the Division Heads about tabling pop-ups until further notice.</p> <p>Mannix explained that the City's Public Information Officer will be crafting a statement regarding city closures to post on social media and the website, which is also where the library will make necessary announcements about programs.</p> <p>Pratt asked if the library has the necessary cleaning products to meet disinfection recommendations. Mannix</p>

			<p>has checked with Public Works staff and the night cleaning staff, and confirmed that cleaning products used at the facility are EPA approved for this purpose. Staff will follow CDC guidelines for disinfecting workspaces and follow best practices for personal care, handwashing, etc. Hayleigh and Heather are monitoring supplies closely. Mannix has confirmed with in-house maintenance staff that all necessary cleaning tasks can be increased as needed during this time. Mannix is confident that all of the CDC recommendations and best practices are in place and that staff know how to respond in case of illness.</p> <p>Herzberg suggested contacting people with meetings that are booked for more than 25 people and letting them know the precautions the library is taking. Mannix asked Gibbs if that information can be pushed out through Communico. Gibbs will look into to running reports with contact information based on the room sizes people booked. All meeting room reservations will be contacted and provided with updates, as needed.</p> <p>Mannix asked Lyle to contact outreach locations at retirement centers and nursing homes to determine future outreach visits. Lyle contacted all of them and they were appreciative of the gesture. At this time, local retirement communities prefer the outreach visits continue on schedule, but have asked that staff contact the facility before visits to confirm.</p> <p>Herzberg asked what online services the library was able to provide at the time of the last closure during the library flood of 2016, as comparison, and whether the library provided Holds pickup at that time. Mannix explained that the library did provide drive-up service during the flood and will attempt to continue to provide drive up service for Holds pick-up at this time, for as long as it is feasible. Mannix was asked how significant absenteeism amongst staff may affect operations. Most</p>
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			<p>likely, if the library is experiencing significant absenteeism due to the virus, attendance will likely be impacted as well. Staffing schedules will depend on demand and staff availability.</p> <p>Mannix asked for feedback from the trustees on staff engaging in homebound services when the library is closed to the public due to the virus. Typically, when residents request home delivery, the library grants that request. At this time, City Administration recommends continuing homebound services. Lindquist asked if there is any protocol the library could implement in terms of no-contact outreach, such as leaving materials at the door or in a box to maintain 6 ft. social distancing requirements. Mannix said it is possible, but not failsafe. Mannix asked for trustee input on outreach to schools and nursing homes at this time. Brandtner and Wagle suggested that those facilities will probably start asking the library to cease outreach anyway and supported limiting the service at the Director's discretion.</p> <p>Pratt noted that he recently visited the library with his grandson and they were playing with the magnetic blocks. He asked if those types of materials will be removed. Mannix explained the library had already suspended availability of shared toys and equipment in all areas of the library in response to industry responses to the virus.</p> <p>Herzberg asked Mannix about upcoming QC Covid-19 meetings. Mannix explained that every morning, local emergency management agencies meet with county health departments and health providers. This is followed by a meeting with QC mayors, city/county administrators, city councils, and county boards. City Administrators then meet with their city department heads in daily debriefings. Mannix communicates information from these meetings to division heads and staff.</p>
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Herzberg asked if library attendance has been affected by the COVID virus to date. Mannix said that the library has been quieter the last 24 hours, which she expects will continue. Attendance figures won't be assessed until the end of the month. Pratt suggested that if the schools close, he would support closure of the library as well. Mannix expects that the library will receive direction from City Administration and the QC Coalition regarding changes that may be required.

**Facility Safety** – Mannix noted that there was an article in the newspaper recently in which the Bettendorf Police Chief spoke to some of the issues the Bettendorf school system is experiencing. The newspaper article also reported a physical assault outside the library on February 26, between two teens. A video of that assault was taken by a bystander and posted online. The assailant was currently suspended from library property at the time of the assault and is now banned. Mannix has sent a letter to the banned patron's residence, by certified mail, detailing the options for alternate library services available during the ban. Brandtner asked which areas of the property the ban covers. Mannix explained that it extends throughout the Learning Campus, including Faye's Field.

Mannix explained that staff has been actively addressing teen conduct issues for some time. They are attentive to established safety guidelines and maintain established guidelines for supervising the facility. Mannix stressed the importance of ensuring the safety and access of other patrons and staff. Several teen conduct issues have been addressed within the last six weeks.

Lindquist asked how staff is notified of patron suspensions and bans. Mannix confirmed that incident reports are completed for all non-compliance issues and

			<p>identification is established when possible. The City Attorney confirmed that photos of patrons involved in disturbances on library property could be utilized confidentially by staff for the purpose of identification.</p> <p>Mannix detailed a few recent changes in support of facility safety: extension of the Quiet Area to include the fireplace area, relocation of furniture from the second floor to public services and work spaces; the addition of a public service desk located in the entry from 3:00-5:00 p.m. and 2:00-5:00 p.m. on early out days. Mannix has worked with the police chief and city administration to coordinate No Loitering signs which have been posted along the outside of the library toward the Family Museum.</p> <p>Herzberg noted that the library used to have a police officer walk through. Mannix indicated the Police Department will conduct drive-throughs across the Learning Campus between 3:00-5:00 p.m. daily.</p> <p>Mannix provided an update on the discussions with City Administration on the feasibility of hiring a security guard for the library facility for 20 hours per week. Upon further review, City Administration suggests continuing to pursue alternatives to a security guard option, including installation of additional security cameras. Mannix shared that she has worked with the Operations Team to develop a new staffing model and is incorporating mobile desks to increase supervision of public service areas. Staff already conducts hourly security walk-throughs.</p> <p>Brandtner asked how long ago the library had an officer at the building. Mannix said that would have been before her time as Director, so it would have been over seven years ago. Brandtner asked if Council knows the library has done that in the past. Mannix asked if he was a police officer or security guard. Brandtner said he was</p>
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in uniform. Mannix stated the option had been investigated but it was found to be too expensive to employ an off-duty police officer on site. That's why she suggested a security guard as a more affordable option.

Mannix noted that the schools have developed a community safety advisory committee. Mannix has volunteered and been appointed to that committee, so she can share library perspective with the schools and community.

Herzberg asked if this is typically a school year situation. Mannix said yes; she proposed the security guard for September through May. Brandtner asked if the Board could self-fund the security guard through the end of the school year. Not only would they be protecting patrons, they would be protecting staff and the building. Mannix noted that funding did not appear to be the main concern. Council didn't feel ready to move forward with a security guard in the building at this time. Brandtner asked if that prevents the Library Board from hiring someone. Mannix said that as the governing board, they can decide if they wish to pursue the matter further with City Administration and Council.

Pratt asked if security guards are in libraries across the country. Mannix said Davenport Public Library employs a part-time security guard through Per Mar Security, which is the vendor the library uses and where Mannix obtained the quote. Davenport is very happy with the service. Brandtner asked the hours Mannix requested in the quote. Mannix said 2:00-6:00 p.m., Monday-Friday; 20 hours per week.

The Trustees discussed arranging a meeting with City Administration and/or City Council. Lindquist suggested that he and Rabine request a meeting with City Administration to review the matter. Rabine suggested that he, Lindquist, and Mannix meet beforehand to

			<p>review details. Lindquist will contact City Administration in the next month to request a meeting and find a time to meet.</p>
7. Friends of the Library	Odell/Lyle	Report	<p>Lyle reported that the Friends approved the wish list totaling \$3,306.54.</p> <p>Herzberg asked if a decision has been made about the book fair regarding COVID-19. Mannix said the book fair has been canceled and she had already contacted the Friends to review the situation. The Friends supported the decision. Herzberg asked if their funding will be sufficient without the sale. Lyle reported that the Friends have a very healthy budget right now.</p>
8. Library Foundation	Brandtner/Sarver	Report	<p>Sarver provided a report in the Trustee packet.</p> <p>Sarver reported that the Foundation had a very successful annual appeal. They raised about \$24,500 this year compared to about \$18,000 last year. Sarver sent appeals to everyone in the database rather than just those who have given in the last two years. That will build a better donor baseline going forward. As far as sponsorships go, they have a very healthy level of solicitation. Last year the Foundation had about \$7,500 in committed sponsors. This year they have \$19,000.</p> <p>The Foundation met this week and strategized fundraising. Sarver sees an ongoing opportunity for fundraising the Kelinson Room by way of sponsorships for the Creation Studio. That is on her checklist. She hopes that will help the library purchase equipment and supplies for the room. Mannix noted that the Kelinson Room looks wonderful. Brandtner noted that the Foundation met there on Tuesday and it looks great.</p> <p>Brandtner noted that the Foundation Board currently has four or five openings. They are not necessarily looking</p>

			<p>to fill them all, but are looking for names. Additionally, at the meeting they discussed how nice it was when the Foundation and the Board got together. They would like to do something like that again, perhaps with the summer concert series. Brandtner said she can facilitate. She asked if the summer concert series is finalized yet. Lyle said she is putting in for the allocation grant this month.</p> <p>Mannix noted she was not able to attend the Foundation meeting due to attendance at the quarterly State Library of Iowa Library Advisory Panel meeting and ILA Legislative Day in Des Moines.</p>
<p>9. Governance Committee</p> <ul style="list-style-type: none"> <li>Board Seat</li> </ul>	Rabine	Update	<p>Rabine reported that Herzberg will be leaving the Board in June.</p> <p>Rabine explained that he and Mannix reviewed the vacancy requirements and suggested it may be advantageous to seek candidates within the millennial age range for the vacancy. Mannix noted that it was mentioned at the PLA conference that millennials are largely represented among library users, and under-represented on governing boards.</p> <p>Rabine noted that the board will develop a list of names to be submitted to the City. Brandtner asked who suggestions should be directed to. Mannix said suggestions could be forwarded to City Administration through the Administrative Assistant. The board can also form a sub-committee to provide a list of recommendations. Herzberg noted that based on the Board's current numbers, the new trustee can either be a man or a woman to maintain gender balance.</p>
10. Community City Relations	Lindquist	Report	No report.

11. Employee Appreciation	Wagle	Report	No report.
<p data-bbox="107 175 621 245">Next Meeting – April 9, 2020 at 5:00 p.m.</p> <p data-bbox="107 467 222 505">Adjourn</p>	Rabine		<p data-bbox="1220 175 2022 423">Mannix noted that it is important to apprise the board on the current strategies staff are implementing to address patron non-compliance and safety issues. Mannix asked if the Board supported the strategies discussed in the meeting. The board unanimously supports staff efforts to maintain a safe and accessible facility as discussed.</p> <p data-bbox="1220 467 2022 532">Motion to adjourn by Pratt, second by Lindquist. Meeting adjourned at 6:25 p.m.</p>