



May 18, 2020 7:15 PM

Board Meeting

Virtual Webconference Meeting
Public can view to the meeting at
[youtube.com/user/cphpubliclibrary](https://www.youtube.com/user/cphpubliclibrary)

1. *Agenda: Approval or Changes
2. *Minutes of the April 20, 2020 meetings for approval.
3. Public Comment
4. Board Comment
5. Treasurer's Report
6. Friends' Report
7. Director's Report
 - A. Public Service -Jim Foster
 - B. Planning / Communication -Lou Ann Stewart
 - C. General Updates -Alex Gutelius
 - *Library Reopening Service Plan
8. Committee Reports
 - A. *Policy Committee – Temporary Safety Practices Policy
 - B. Finance Committee – Draft 2021 Budget
9. Old Business
10. New Business
11. Executive Session

* Items so marked are action items



April 20, 2020

7:15 PM

Virtual Webconference Meeting
Public can view the meeting at
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Present: Brown, Megan; Cantore, Mathew; DiGianni, Jason; Dugan, Suzanne; Golden, David; Madison, Tom; McMunn, Maria; Meyer, Stephen; Rodger, Ed; Srinivasan, Purushothaman; Wise, Russell. Also present were Alex Gutelius, Jim Foster, Lou Ann Stewart and Joe Gaug, Attorney.

GUESTS: Lisa Oddo

The meeting was called to order at 7:15 PM by Mr. Wise.

AGENDA: Mr. Wise presented the April 20, 2020 agenda for approval with one modification. The correct date is March 15, 2020 for the minutes. It was noted the Board meeting was held a day prior from scheduled meeting date due to rapidly changing coronavirus information and possible closures. Mr. Golden made the **Motion**, seconded by Mr. Srinivasan to approve the agenda as modified. The **Motion** passed unanimously by those present.

MINUTES:

A **Motion** was made by Ms. Brown, seconded by Mr. Cantore, to accept the March 15, 2020 minutes as sent with one addition. Under New Business, Ms. Brown, Community Herbalist, gave the presentation, "Improve your immunity with herbs and food". The **Motion** passed unanimously by those present. Mr. Rodger chose to abstain.

A **Motion** was made by Ms. Dugan, seconded by Mr. Srinivasan to accept the March 31, 2020 minutes from the Special Board meeting as sent. The **Motion** passed unanimously by all present.

PUBLIC COMMENT: There is no public in attendance. The meeting can be viewed via youtube.com/user/cphpubliclibrary.

BOARD COMMENT:

Ms. Dugan suggested Board members take the online Sexual Harassment training that staff is required to take. She suggested this could be a baseline for the Board



moving forward and will give Board members insight to the training staff has completed. Ms. Oddo will resend the link to Board members.

Next, Mr. Cantore noted he was very impressed with the staff and their ability to work from home and still provide the public with quality content and necessary information during this difficult time. Ms. Brown agreed and urged Board members to follow and like us on Social Media.

TREASURER'S REPORT:

Mr. Meyer presented the Treasurer's Report for March 2020. Mr. Meyer noted we received most of our funding at the beginning of the year. Under Receipts, revenue from fines was negatively impacted due to the closure in March, and we should expect that to continue for the next several months. Under disbursements Line 6200 -Programs is negative due to billing FOL for the Heather Morris author event. Line 6150 -Repairs was for the plumbing in the downstairs bathrooms in February. Line 6556 -Travel was for costs associated with the PLA conference. Mr. Meyer made the **Motion**, seconded by Mr. Rodger to accept the Treasurer's Report for March 2020. The **Motion** passed unanimously by all present.

The warrants were presented for April. The April 3, 2020 warrant for \$359,674.46 was presented for approval. A **Motion** was made by Mr. Meyer, seconded by Mr. Rodger to approve the April 3, 2020 warrant. The **Motion** passed unanimously by those present. The reviewer for the April 3, 2020 warrant was Mr. Madison. The April 20, 2020 warrant for \$123,924.41 was presented for approval. A **Motion** was made by Mr. Meyer, seconded by Mr. Srinivasan to approve the April 20, 2020 warrant. The **Motion** passed unanimously by those present. The reviewer for the April 20, 2020 warrant was Mr. Wise.

Next, Mr. Meyer discussed the plans for the 2021 draft budget. The draft budget is usually presented in May with final approval in July. We have to think about many factors regarding the 2021 budget. The Board discussed concerns about availability of state aid as well as the possibility of additional costs the library may incur when following state and local guidelines with reopening protocols. We have to be aware of the current economic impact in our area and look at possible use of the fund balance. Mr. Meyer asked the Personnel and Finance committees to send all necessary information and preliminary recommendations for the draft budget to him.

THE FRIENDS: Mr. Foster gave the following report:

1. The FOL meeting is scheduled for Wednesday, April 22, 2020 via Zoom.
2. The plant sale as well as other scheduled programming has been cancelled.
3. The TTOB events are finished for this year. Planning has begun for next year's events.
4. The May book sale is cancelled. This is a very big fundraiser for the FOL. The goal is to reschedule a book sale as soon as it is safely possible.



DIRECTOR'S REPORT: Mr. Foster gave the following report on Public Service:

1. Synthesis Architects continue work remotely on our Space Planning project.
2. Staff continues to work remotely providing telephone reference from 10-4pm Monday –Friday and responding to patron emails.
3. Staff are processing temporary library cards for patrons so they have access to our digital materials.
4. ELL classes are currently on hold. We are working with the ELL teachers to see if they can plan something remotely.
5. Due dates will be pushed out to June 15 so patrons will not incur late changes.

DIRECTOR'S REPORT: Ms. Stewart gave the following report on Communications:

1. Ms. Cocca retired this month. We thank her for her dedicated service, and the PR department will miss her contributions.
2. Communication is key for the library, and it is important we keep our communications updated regularly for the public.
3. The Website continues to be updated with COVID19 information. It also includes eBook information and email and phone reference, and the calendar now includes our virtual programming.
4. We send out limited constant contact emails. We continue to run ads in the Community News as well as press releases.
5. We are gaining followers on social media platforms: Facebook/Instagram/YouTube.
6. Our positive community messages get a lot of interest on social media. The Library Rainbow has been very popular. Our YouTube channel is getting more views with Youth Services posting virtual story times and Ms. Carrier providing virtual tech help.
7. Our current social media campaign is “We Miss You!” Staff will be submitting photos with a “We Miss You” sign. Staff photos will be posted this week for National Library Workers Day.

DIRECTOR'S REPORT: Ms. Gutelius gave the following report:

1. No statistics for this month. They are being compiled and will be available soon.
2. Staff meetings are held weekly on Wednesday afternoon at 4pm. We had 98 people sign in for the Zoom staff meeting.
3. Ms. Gutelius has been attending the Saratoga County Chamber meetings. They are working on re-opening plans and trying to figure out how to help



- the business community. The library will play an important role in helping small business owners as they re-open. Supporting local business will be important moving forward.
4. Ms. Gutelius has been attending weekly meetings with the SALS Directors Council. The start-up committee is looking at standards and protocols so there is consistency for when all libraries reopen.
 5. Ms. Gutelius has been in contact with Andy Gilpin from CAPTAIN.
 6. We are not currently eligible for the PPP Small Business Loans.
 7. Once the NYS Pause is over, we will plan to have only staff return initially as part of our phased approach. Our staff may be limited due to child care/elder care concerns so staffing and scheduling may have to be modified.
 8. Ms. Gutelius addressed questions regarding our online offerings: Hoopla, Overdrive, and Cloud Library. While we have lifted restrictions and increased borrows, this may not be sustainable going forward due to costs.

COMMITTEE REPORTS:

POLICY COMMITTEE: Ms. Dugan gave the following report:

Ms. Dugan presented the Purchasing Policy and Procedures Manual. There were no major changes, only minor edits for consistency as well as updates to the list of authorized purchasers. Ms. Dugan made the **Motion** on behalf of the Policy Committee to approve the Purchasing Policy and Procedures Manual with minor edits. The **Motion** passed unanimously by all present.

PUBLIC RELATIONS: Ms. Gutelius gave the following report:

The 2019 Annual Report was included in your packet. It communicates all that the library offers and has accomplished during the year. Usually information is mailed out and made available locally. Due to all the closures it has been posted on the Library website for the public to view. Mr. Madison made the **Motion** on behalf of the Public Relations Committee to approve the 2019 Annual Report as presented. The **Motion** passed unanimously by all present.

LONG RANGE PLANNING: Ms. McMunn gave the following report:

Ms. McMunn presented the finalized Strategic Plan for 2020. The date on the back will be changed to 2019. If you have any comments or questions, please send them to Alex, or Lou Ann by Friday. Ms. McMunn made the **Motion** on behalf of the Long Range Planning Committee to approve the Strategic Plan 2020 as presented. The **Motion** passed unanimously by all present.



PERSONNEL COMMITTEE: No Report:

BUILDINGS AND GROUNDS: No Report

FINANCE: No Report

LEGISLATION: No Report

OLD BUSINESS: None

NEW BUSINESS: None

There being no further business, Ms. Brown made the **Motion**, seconded by Mr. Srinivasan to adjourn the meeting. The **Motion** passed unanimously by those present and the meeting adjourned at 8:44 PM.

The next scheduled Board Meeting is Monday, May 11, 2020 at 7:15pm.

**Clifton Park-Halfmoon Public Library
Treasurer's Report April 2020**

RECEIPTS	Adopted Budget		Modified	Percentage of Year: 33%			
	Jan 20	Adj Budget	Budget	April	YTD	YTD as % of Budget	Variance
Governmental Income							
4010 Town of Clifton Park	\$3,117,763.00	\$0.00	\$3,117,763.00	\$0.00	\$3,117,764.56	100.00	1.56
4020 Town of Halfmoon	\$1,488,961.00	\$0.00	\$1,488,961.00	\$0.00	\$1,488,961.61	100.00	0.61
4040 LLSA	\$16,283.00	\$0.00	\$16,283.00	\$0.00	\$0.00	0.00	-16,283.00
4030 Bullet Aid	\$2,500.00	\$0.00	\$2,500.00	\$0.00	\$0.00	0.00	-2,500.00
Subtotal	\$4,625,507.00	\$0.00	\$4,625,507.00	\$0.00	\$4,606,726.17	99.59	-18,780.83
Grants							
4110 SALS Programming	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00
4150 DFY Municipal	\$3,600.00	\$0.00	\$3,600.00	\$0.00	\$3,667.00	101.86	\$67.00
4160 Friends - Specified	\$9,000.00	\$0.00	\$9,000.00	\$0.00	\$0.00	0.00	-\$9,000.00
4170a Saratoga Arts	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00
4170b Construction	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00
4170d Lighting Grant	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00
4170e NCWIT Aspire IT Grant	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00
4170f Construction Challenge - Space Plan	\$0.00	\$0.00	\$0.00	\$0.00	\$5,000.00	0.00	\$5,000.00
Subtotal	\$12,600.00	\$0.00	\$12,600.00	\$0.00	\$8,667.00	68.79	-\$8,933.00
Donations							
4210 Patron Donations	\$0.00	\$0.00	\$0.00	\$0.90	\$402.17	0.00	\$402.17
4220 Friends - Unspecified	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00
4230 Commemorative	\$0.00	\$0.00	\$0.00	\$0.00	\$60.00	0.00	\$60.00
4240 Other Donations	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00
Subtotal	\$0.00	\$0.00	\$0.00	\$0.90	\$462.17	\$0.00	\$462.17
Interest							
4320 Unrealized Gain/Loss on Investment	\$0.00	\$0.00	\$0.00	\$0.00	\$4,179.81	0.00	\$4,179.81
4330 Bank Interest Income	\$6,500.00	\$0.00	\$6,500.00	\$34.76	\$1,471.51	22.64	-\$5,028.49
Subtotal	\$6,500.00	\$0.00	\$6,500.00	\$34.76	\$5,651.32	86.94	-\$848.68
Other Income							
4410 Fines	\$55,000.00	\$0.00	\$55,000.00	\$224.94	\$9,691.45	17.62	-\$45,308.55
4420 Library Fees - L&D	\$7,500.00	\$0.00	\$7,500.00	\$0.00	\$1,449.04	19.32	-\$6,050.96
4431 Emp Books	\$0.00	\$0.00	\$0.00	-\$31.89	-\$2.35	0.00	-\$2.35
4440 Copier	\$15,500.00	\$0.00	\$15,500.00	\$68.95	\$3,048.70	19.67	-\$12,451.30
4450 Other	\$0.00	\$0.00	\$0.00	\$83.98	-\$999.86	0.00	-\$999.86
Subtotal	\$78,000.00	\$0.00	\$78,000.00	\$345.98	\$13,186.98	16.91	-\$64,813.02
Total Receipts	\$4,722,607.00	\$0.00	\$4,722,607.00	\$381.64	\$4,634,693.64	98.14	-\$87,913.36
Applied Fund Balance	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00
Subtotal	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00
Total Receipts including Appropriations	\$4,722,607.00	\$0.00	\$4,722,607.00	\$381.64	\$4,634,693.64	98.14	-\$87,913.36

**Clifton Park-Halfmoon Public Library
Treasurer's Report April 2020**

Percentage of Year: 33%

<i>DISBURSEMENTS</i>	<i>Adopted Budget</i>		<i>Modified</i>	<i>Percentage of Year: 33%</i>			
	<i>Jan 20</i>	<i>Adj Budget</i>	<i>Budget</i>	<i>April</i>	<i>YTD</i>	<i>YTD as % of Budget</i>	<i>Variance</i>
Personnel							
7010 Salaries - Personnel	\$2,249,769.00	\$0.00	\$2,249,769.00	\$167,153.08	\$642,897.74	28.58	\$1,606,871.26
7013 Contracted Services	\$6,000.00	\$0.00	\$6,000.00	\$0.00	\$0.00	0.00	\$6,000.00
7200 Insurance	\$119,500.00	\$0.00	\$119,500.00	\$8,715.04	\$58,679.86	49.10	\$60,820.14
7300 Benefits - Taxes	\$165,000.00	\$0.00	\$165,000.00	\$12,115.27	\$53,799.16	32.61	\$111,200.84
7400 Benefits - Retirement	\$240,000.00	\$0.00	\$240,000.00	\$19,540.00	\$137,617.00	57.34	\$102,383.00
7500 Benefits - Pass through	\$0.00	\$0.00	\$0.00	-\$417.22	-\$3,828.46	0.00	\$3,828.46
Subtotal	\$2,780,269.00	\$0.00	\$2,780,269.00	\$207,106.17	\$889,165.30	31.98	\$1,891,103.70
Library Materials							
6010 Books	\$170,500.00	\$0.00	\$170,500.00	\$9,445.12	\$33,838.83	19.85	\$136,661.17
6020 Periodicals	\$15,000.00	\$0.00	\$15,000.00	\$375.30	\$7,313.04	48.75	\$7,686.96
6030 AV	\$70,200.00	\$0.00	\$70,200.00	\$2,223.52	\$9,769.91	13.92	\$60,430.09
6050 Digital Resources	\$76,800.00	\$0.00	\$76,800.00	\$2,168.26	\$26,357.52	34.32	\$50,442.48
6010 Other	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00
Subtotal	\$332,500.00	\$0.00	\$332,500.00	\$14,212.20	\$77,279.30	23.24	\$255,220.70
Facility & Equipment							
6110 Bldg Svc Contracts	\$195,000.00	\$0.00	\$195,000.00	\$12,305.63	\$59,814.10	30.67	\$135,185.90
6130 Office Equip	\$10,000.00	\$0.00	\$10,000.00	\$137.03	\$137.03	1.37	\$9,862.97
6140 Facility Insurance	\$35,000.00	\$0.00	\$35,000.00	\$16,783.08	\$49,928.08	142.65	-\$14,928.08
6150 Repairs - Bldg & Equipment	\$40,000.00	\$0.00	\$40,000.00	\$346.57	\$18,366.48	45.92	\$21,633.52
6160 Equipment Lease Expense	\$25,000.00	\$0.00	\$25,000.00	\$2,157.21	\$9,029.13	36.12	\$15,970.87
61000 Other Fac & Equip	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00
Subtotal	\$305,000.00	\$0.00	\$305,000.00	\$31,729.52	\$137,274.82	45.01	\$167,725.18
Operations							
6200 Programs	\$46,000.00	\$0.00	\$46,000.00	\$1,623.65	\$11,778.75	25.61	\$34,221.25
6510 Automation	\$214,000.00	\$0.00	\$214,000.00	\$15,807.89	\$55,129.37	25.76	\$158,870.63
6515 Custodial Supp	\$9,000.00	\$0.00	\$9,000.00	\$1,106.44	\$2,588.28	28.76	\$6,411.72
6520 Elections	\$10,000.00	\$0.00	\$10,000.00	\$0.00	\$0.00	0.00	\$10,000.00
6521 Insurance - D & O	\$1,050.00	\$0.00	\$1,050.00	\$0.00	\$1,076.00	102.48	-\$26.00
6525 Membership Dues	\$4,000.00	\$0.00	\$4,000.00	\$335.00	\$547.00	13.68	\$3,453.00
6530 Office & Lib Supplies	\$19,000.00	\$0.00	\$19,000.00	\$1,707.17	\$7,010.77	36.90	\$11,989.23
6531 Gift Cards Received/Spent	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00
6540 Postage	\$5,000.00	\$0.00	\$5,000.00	\$0.00	\$236.81	4.74	\$4,763.19
6545 Professional Services	\$30,000.00	\$0.00	\$30,000.00	\$197.75	\$26,381.85	87.94	\$3,618.15
6551 PR & Printing	\$10,500.00	\$0.00	\$10,500.00	\$181.89	\$3,890.24	37.05	\$6,609.76
6555 Telephone	\$600.00	\$0.00	\$600.00	\$0.00	\$0.00	0.00	\$600.00
6556 Travel & Continuing Ed	\$17,000.00	\$0.00	\$17,000.00	\$0.00	\$10,237.71	60.22	\$6,762.29
6575 Utilities	\$80,000.00	\$0.00	\$80,000.00	\$4,862.96	\$27,912.94	34.89	\$52,087.06
6576 Building Security	\$87,000.00	\$0.00	\$87,000.00	\$0.00	\$19,800.80	22.76	\$67,199.20
6581 Other Operational	\$0.00	\$0.00	\$0.00	\$100.70	\$478.37	0.00	-\$478.37
Subtotal	\$533,150.00	\$0.00	\$533,150.00	\$25,923.45	\$167,068.89	31.34	\$366,081.11
Bonds							
6610 Town of Clifton Park	\$531,513.00	\$0.00	\$531,513.00	\$0.00	\$471,897.03	88.78	\$59,615.97
6620 Town of Halfmoon	\$240,175.00	\$0.00	\$240,175.00	\$209,337.50	\$209,337.50	87.16	\$30,837.50
Subtotal	\$771,688.00	\$0.00	\$771,688.00	\$209,337.50	\$681,234.53	88.28	\$90,453.47
Other Expense Types							
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00
Subtotal	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00
Total Disbursements	\$4,722,607.00	\$0.00	\$4,722,607.00	\$488,308.84	\$1,952,022.84	41.33	\$2,770,584.16

**Clifton Park-Halfmoon Public Library
Treasurer's Report April 2020**

Percentage of Year: 33%

<i>Cash - Bank Balances</i>	
1050 Petty Cash	\$722.02
1040 Petty Checking	\$500.00
1051 Business Checking	\$80,647.63
1052 MM Savings	\$4,109,220.44
1060 Unemployment Fund Bond	\$122,841.92
TTL CASH	\$4,313,932.01
12000 Undeposited Funds	\$0.00
1100 Accounts Receivable	\$6,025.00
13000 Prepaid Expense	\$496.84
Fixed Assets	\$0.00
TTL ASSETS	\$4,320,453.85
21000 Accrued Pay	\$0.00
2000 Accounts payable	\$37,006.65
24000 Payroll Liab	\$468.00
2395 Accrued retirement	\$78,160.00
24102 Sunshine Fund	\$195.66
24103 Def Revenue	\$0.00
1071 Accrued credit card	\$0.00
TTL LIABILITIES	\$115,830.31
TTL EQUITY	\$4,204,623.54
	\$0.00
TTL LIAB & EQUITY	\$4,320,453.85

<i>Fund Balance Reconciliation</i>	
Year to Date Revenues	\$4,634,693.64
Year to Date Expenses	-\$1,952,022.84
Net Change	<u>\$2,682,670.80</u>

Appropriations	Prior Month Balance	Use of Fund	
		Balance	Current Balance
3006 Library Construction	\$140,669.29	\$0.00	\$140,669.29
3000/3002 Automation App Fund	-\$19.60	\$0.00	-\$19.60
32000 Unappropriated Funds/Unrestricted Net Assets	\$1,381,303.05	\$0.00	\$1,381,303.05
Fund Changes	\$1,521,952.74	\$0.00	\$1,521,952.74

**Clifton Park-Halfmoon Public Library
Treasurer's Report April 2020**

Percentage of Year: 33%

Net Fixed Assets				
	12/31/19	12/31/2018	\$ Change	% Change
LAND	593,860.00	\$ 593,860.00	0.00	
LAND IMPROVEMENTS	26,581.00	\$ 6,386.00	-20,195.00	24%
COMPUTER EQUIP	2,242.00	\$ 3,362.00	1,120.00	150%
EQUIPMENT	10,914.00	\$ 5,671.00	-5,243.00	52%
BUILDING	8,647,746.00	\$ 8,921,831.00	274,085.00	103%
TOTALS	9,281,343.00	\$ 9,531,110.00	249,767.00	103%

Reconciliation	
Prior Month Fund Balance	\$1,521,952.74
+ Net change revenues - expenses	\$2,682,670.80
Subtotal	\$4,204,623.54
- Total Cash	-\$4,313,932.01
Accounts Payable	\$37,006.65
Accounts Receivable	-\$6,025.00
Prepaid Expense	-\$496.84
Accrued Payroll	\$0.00
Undeposited Funds	\$0.00
Deferred Revenue	\$0.00
Sunshine Fund	\$195.66
24000 Payroll Liab	\$468.00
Accrued Retirement	\$78,160.00
Credit Cards	\$0.00
Fixed Assets	\$0.00
Balance	\$0.00



CONNECT AND COLLABORATE

Throughout April, we have continued to focus on sharing information with the public on our website and through social media.

Amanda Menneto reviewed our Google Analytics pageviews for April 1 – 27 compared to February 1-29 when operations were normal and provided this analysis:

Notable:

- Our overall pageviews have dropped by over 50%
- Average time spent on pages dropped 25%
- The Digital Borrowing page increased views by over 300%
 - specifically, ebooks/audiobooks link increased its pageviews by 160%
- The Contact page pageviews dropped 77%

YouTube Analytics:

- 55 % of users are being directed to YouTube from Facebook which shows me that Facebook promotion of the YouTube videos is very important.

Facebook Analytics:

- Compared to the previous 7 days our post engagements were up 271% which shows me that users enjoyed our "Miss You" campaign.
- Our overall Reach on Facebook increased by 67% due to this campaign compared to the previous 7 days

Discover, Learn, Do Campaign

The PR Department has decided to focus on a "Discover, Learn, Do" campaign that will include posts, signage and will be used to brand programs. The campaign will use the hashtag #discoverlearndo.



MAXIMIZE LIBRARY ACCESS: INSIDE, OUTSIDE AND VIRTUAL

Digital Collection Use

Although we haven't been able to loan any physical items, digital circulation has increased overall by 60%. Some of the digital collections have experienced more use than others compared to April 2019.

- Ebook use increased by 90%
- Music streaming increased by 180%
- Downloadable audio books use increased by 17%. The fact that many patrons use audio books when they commute may explain the difference in the ebook vs. audiobook use
- Use of Hoopla TV and Videos increased by 300%
- Hoopla comics use increased by 280%

CREATE AND DELIVER COLLECTIONS, PROGRAMS AND SERVICES

Programs

Like collection use, programming has moved entirely online. Staff have been extraordinarily creative in developing programs that are effective and popular when provided in a totally virtual environment. In particular, many of the videos aimed at preschoolers have over 50 views – and some nearly 150 views.

In-person programming will not resume until at least September, so staff are planning virtual programs through the summer. They are also putting together plans for “take and make” craft programs for when the building is open again for the public.

Reference and Circulation Services

Staff continue to take live reference calls from 10-4 Monday through Friday. Jim Foster answers any voicemails that are left in the off hours, but since adding a message telling patrons to keep their materials until we reopen, there have been very few messages. There have been a few circumstances where patrons were moving out of town, and staff are arranging to have those patrons drop materials off at the library.



Reopening Plans

A draft reopening plan is attached for Board review and approval. In addition to the plan, specific guidelines are being developed for every service that is provided to the public including materials return, curbside delivery, reference services, computer services and programs. The initial stages of the plan are very transactional in nature – patrons returning materials and borrowing materials. The plan is also designed so that we can add services slowly but also move back in stages if there is a spike in cases. The plan that is included for your review and approval is significantly expanded from the draft plan shared at the March 31 meeting.

Guidance is also being developed for staff as they return to the building including cleaning protocols, health screening protocols and general health and safety protocols.

As mentioned last month, there is a joint SALS/MVLS committee that has been formed to discuss issues that affect all member libraries. Initially there was a consensus that libraries would open at the same time. However, with the State's NY Forward reopening plan based on Empire State Development Regions this has become impossible as libraries in MVLS and SALS are located in three different regions. However, we are coordinating on guidelines for materials handling and other shared services.

DEVELOP PEOPLE AND THE ORGANIZATION

Unemployment Insurance Benefits

Because the Board authorized paying staff while they are working at home, the Library has not had to pay any unemployment claims. However, when the Library reopens, there may be circumstances where staff will be unable to return to work because they are sick, a family member is sick or they have to stay at home because their child is home from school. Once we have a date when the library can have staff back in the building and start to create schedules, we will have a better sense of who will be able to return to work.

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