**Castleton Public Library**

**Board of Trustees Meeting**

**Held virtually via Zoom, 5/18/2020, 7:00 p.m.**

**Meeting Transcript**

**Shane Mitchum:** All right, so why don't we start with -- it's 7:07 and call the meeting to order here. So we'll start with the Pledge of Allegiance.

*[Attendees recite Pledge of Allegiance]*

**Shane Mitchum:** All right. So I will pull the agenda up on the screen, just to make it a little bit easier for everybody to see. So, roll call -- tonight everyone's here, with the exception of Jacki, and her absence was excused. Sorry, I'm just trying to move this thing. All right, and -- so everybody hopefully had a chance to review the agenda. And if they have, is there a motion to adopt the agenda?

**Mary Claire Aitken:** Nathan moved. And Maria seconded. Maria?

**Maria Marcucci:** Yes. I was doing my thumbs up for the motion. Sorry, I'm getting used to this.

**Shane Mitchum:** No problem. So, Nathan, if you want to go ahead and motion.

**Nathan Hans:** Motion.

**Shane Mitchum:** Maria, if you want to unmute and just second.

**Maria Marcucci:** Second.

**Shane Mitchum:** All right, and then Laurie. Your vote.

**Laurie Knaack:** Aye.

**Shane Mitchum:** Mary Claire?

**Mary Claire Aitken:** Aye.

**Shane Mitchum:** And mine is also an aye. So all are in favor, motion carries. All right, moving on to public comment. I do not see any members of the public on right now. So we will keep moving. Let me just double check, just in case, make sure no one snuck on. Nope. All right, so we will keep moving. So, we will move into old business, library word-of-mouth advertising.

**Melissa Tacke:** Yup! And because we are still closed to the public at this time. And we're still at -- I know we're going to be entering Phase One for the Capital Region soon, but that has not happened quite yet -- the word-of-mouth advertising is going to be continuing to talk about our virtual services and digital collections. So anyone that you're able to talk to about our OverDrive collection, Hoopla, the virtual programming that we're doing, anything that's part of the digital or virtual stuff that we're doing, that would be great to help to spread the word.

**Shane Mitchum:** Awesome. All right, and I'm just working on pulling up the board packet here so I can have that on the screen. Just give me one second. And then moving on to new business. So I know Melissa, you sent over the State of Emergency Procedures Authorization Policy asking for us to vote on it. If you didn't have a chance to review it, I have it pulled up on the screen right now if everybody wants to take just a second and read through it.

**Melissa Tacke:** Yeah, it is very brief and I apologize for not getting this out to everybody sooner. This is a pretty brief, you know, boilerplate language that I lifted from the Colonie and East Greenbush Libraries. Basically, it just gives us some backing for any things that we might need to do to change our policies or procedures temporarily during this whole process as we phase in during reopening.

**Shane Mitchum:** Okay. All right, is there a motion to adopt the State of Emergency Procedures Authorization Policy.

**Mary Claire Aitken:** I will motion.

**Shane Mitchum:** Okay. And is there a second? Laurie, if you want to go ahead.

**Laurie Knaack:** I'll second.

**Shane Mitchum:** Okay. Then, Maria?

**Maria Marcucci:** Aye.

**Shane Mitchum:** Nathan?

**Nathan Hans:** Aye.

**Shane Mitchum:** I am also aye. So, all in favor, that motion will carry. Next up is the reopening process. Let me open up the board packet here to scroll down, scroll past this, sorry. All right, Melissa, I didn't know if you want to talk a little bit about this?

**Melissa Tacke:** Yeah, so there's a lot of information here and hopefully everybody had a chance to look it over. This plan is put together and it is in compliance with the draft recommendations of the library system. Which I had already -- I had sent you where that was at that time. I can also send the the finalized version of that. But this adheres to that plan. So basically in a really summed up way -- and I'm going to use phase, but it can be a little confusing because this is going to be different than the phases that the Governor talks about. So these are our library phases. So our library Phase One is where we are right now, so we're closed to the public. We're only providing online and virtual services. The library's Phase Two will be our staff are returning to the building and the building remains closed to the public. We anticipate that's going to be pretty short, as it's basically just getting everything ready to start the next library phase. Library Phase Three is the introduction of limited circulation services while the building is closed to the public. That will be when we introduce curbside service. Library Phase Four is limited opening to the public for transactional services only. So basically what that will mean -- when we say transactional services, basically, that's, you know, checking something out, having a copy made, there won't be seating for people to sit and read the newspaper or, you know, do coloring or play with blocks or attend events, those kinds of things. Library Phase Five is open to the public with limited seating. That is when we will have public computers available, and that is when we'll start to reintroduce things like, you know, having a newspaper out for people to browse. Library Phase Six is our service changing in response to physical distancing guidelines changing. That's when we start to reintroduce activities and events on a limited basis. For us, because our library is small and our space is small, I think it's going to take us, personally, a while to get to that phase. Because even when a little bit larger gatherings are permitted our space is so small, that, you know, 10 people in the Community Room is a lot of people in that space. So that's just something to keep in mind, and then library Phase Seven is sort of our "new normal" or "next normal" with continued precautions. So, that is when we're having all of our activities. We're back to kind of what our normal is, but we're also adhering to, you know, our cleaning protocols, we probably won't have toys out and available for quite a while. A lot of that high-touch stuff won't be out. So that's the phases in a nutshell, and the guide has a little bit of information about the phases at a glance. Obviously, I'm not going to go over everything. Did anyone, when they were reading this over, have any questions or concerns, or things that they were confused about, or thought didn't seem like good things for the library to do? And I apologize -- there's loud traffic on my street.

**Shane Mitchum:** Melissa, I had a quick question. So I know that the Governor is talking about these phases and stuff. Is there any idea when our Phase Two would start?

**Melissa Tacke:** That's a really good question, and the New York Library Association has been advocating for libraries to be reintroduced in the Governor's Phase Two. However, that advocacy has been going on and going on and going on, and there are still not answers. And since the Capital Region is very soon, probably this week, going to be opened up to Phase One. And there are many libraries that want to start to introduce curbside service in Phase One as curbside retail is permitted. The tactic has changed, Upper Hudson is now communicating with our region's Control Room, which is basically making the decisions for a particular region to try to get libraries in that planning. So what Tim Burke from Upper Hudson has done is to recommend that for libraries that are ready and have the capacity, that they'd be permitted to provide curbside service during Phase One. But that no library would be required to do so, and then libraries would would generally be opening in Phase Two. I'm ready and we have a plan to start in Phase One. But I also, with the stay-at-home order I can't bring staff into the building until Phase One starts. So when Phase One starts, I have to have that guidance from that Control Room and I also have to have a little bit of time to get the staff in the building before we can start to introduce that service. My hope is that we get some guidance and I'm able to bring the staff into the building starting next Tuesday, the 26th. That's my hope. It could be pushed out further than that if we don't have the guidance, or if the reopening isn't happening at the rate I'm thinking it might be. Does that answer your question?

**Shane Mitchum:** Yeah, it does. Melissa, maybe you and I can can have a quick conversation offline about it. I just, I have a couple questions for you, but I don't think --

**Melissa Tacke:** Oh sure, yeah. Okay.

**Shane Mitchum:** Yeah, no, but that definitely was helpful context. And then the second thing that kind of came to mind, not on this policy, exactly, but in regards to like the Summer Reading Program we normally do and everything like that. Are we going to do like an eBook format of that or something this year?

**Melissa Tacke:** So, yep, so we're going to be doing -- we'll have the paper version available for people who are more comfortable with paper. But we're hoping to encourage people to use a digital tool called READSquared. Joelle is spending time working on putting that together. And we're putting together, you know, the guide that we normally have for the summer? We'll have a smaller guide that has our -- all of our events are going to be virtual this summer, we won't have any in-person events. But all those virtual events will be listed and we'll also have a paper version of the record, but will be encouraging people to do the online component. And for those that are doing the paper version, our staff will actually input it into the online component, so everything will all be READSquared.

**Shane Mitchum:** And sorry if I, if you're going to talk about that later. And I just stole your thunder there.

**Melissa Tacke:** Oh, no. Not at all. Nope. And one of the things that is not included in this plan, it's included in the plan that when we're starting out, we're going to be on reduced hours. And that's going to be for pretty much the library Phase Two through Five. I'm thinking what that is going to look like for us is going to be Monday through Friday, 1:00 p.m. to 6:00 p.m. Those are the times of day where we tend to have the most checkout activity, so I'm thinking that could work for a transactional model. The reason why it is so abbreviated is that in planning for staffing, I wanted to have kind of a team approach to keep employees together in cohorts, so that if I get sick and the people who are working with me need to be quarantined, that there's another team that's available to keep the library open. So that's why our hours are limited. So I'm thinking of having like a "Team A/Team B" approach, so what that would mean is that for our part time staff, they would be working during their "on" week, and then not during their "off" week, and during their "off" week they might be doing things like, you know, if I have training for them to do with me or a webinar I want them to do. They might work a bit, but most of their hours are going to be in that in-person piece for our frontline staff, the paraprofessional staff. For myself and for Joelle, we will be working from home on our "off" week for our full hours. And of course, obviously, even when I'm in the building, that's only 25 hours a week, I'll be also working from home or in the building when the building is closed for other time that week, but that's what I'm thinking, moving forward, and that's what I'm hoping to start with on the 26th. I'm going to be sending an email out to the staff this evening verifying with them that these are going to be the hours that we're open. I've got kind of a preliminary schedule put together. I'm probably going to -- I'm definitely going to need to hire an additional temporary substitute. So Leslie, who is our substitute, will be substituting only in one particular week, again, so we don't mix up our cohorts, so I'll need to have another temporary substitute to fill in on the other cohort. So I'm hoping to get that finalized soon.

**Nathan Hans:** Melissa, have you talked to everyone? Are they all comfortable coming back? Or does anyone have any concerns that they might not want to come back, or a different role or whatever?

**Melissa Tacke:** That's a really good question. And the way that I've approached that with the staff is that we have -- we've met and talked a bit, and I've let them know I'm doing everything I can to make it a safe working environment, but I know that I can't keep people in a hermetically sealed bubble and eventually contact with the public is going to be part of all of our jobs, and that people need to think of that when they make their decisions going forward about working. And then we're planning to meet this Thursday. And at that point, after having sent all the scheduling information and letting people know what it actually looks like, I'm going to be asking people, pretty much point blank, whether they plan to return.

**Shane Mitchum:** Melissa -- and this is something I was gonna say we could talk about -- How do you feel about right now? Are you okay with opening, it sounds like, sooner rather than later. Do you feel comfortable with that? What are your thoughts?

**Melissa Tacke:** Yes, for me, I am very comfortable with -- especially starting with curbside, because we're able to do that in a pretty much zero-contact manner. I mean, we're not even going to be putting stuff in people's cars. It's going to be -- we're setting it out here, you get out of your car and get it. It's going to be a zero-contact model, and the workspaces in the library are completely socially distanced so there will only be two people working in the building at any time. One person will be working at the library front desk and the other person will be working in the Community Room. So contact will be very, very minimal. And I'm comfortable with that. I am concerned about what happens when we're bringing the public back into the building. Because that is introducing a lot of factors that we don't have control over. But that's why I think the curbside is a good start.

**Shane Mitchum:** Okay.

**Melissa Tacke:** I have no reservations about the curbside.

**Shane Mitchum:** All right. And then what about when when books are coming back in and everything like that. Is there anything that we can do kind of above and beyond to, you know, sanitize or clean the materials and everything like that? Is there anything that we need to think about purchasing to do that?

**Melissa Tacke:** So what we're planning to do is -- and this is in the plan -- is to quarantine the materials. We'll actually be loading them from the book drops right into bins, closing the bins and then letting those sit for 72 hours before we even check the materials in. And then anything that we receive from the courier service will have gone through that same process on the library system's end, so everything that's coming to us inbound through the courier service should be fine. I don't think that we need to wipe down everything. I think that quarantining things is good. We do have some supplies in stock now. And in addition to that, we have -- the system is doing some bulk purchasing of masks, gloves, hand sanitizer, wipes, and disinfecting spray. So we have enough to get us started, and within the next couple weeks, we should also be getting supplies from the library system and we'll need to continue to have a supply of those things to be able to operate, but I don't anticipate that being a problem.

**Shane Mitchum:** And I had just one more, one more question. Sorry.

**Melissa Tacke:** Sure! No, that's good.

**Shane Mitchum:** The last question comes down to liability. Do we need to like have some type of statement or something that we're not liable if, you know, somebody gets sick or something like that, do we have to post something like that?

**Melissa Tacke:** That's a good question.

**Shane Mitchum:** And I don't know if that's something you can ask Upper Hudson about.

**Melissa Tacke:** I will do that.

**Nathan Hans:** I also have another question. Are we coordinated with the Village in terms of space and ensuring we're sharing, you know, we're not running into each other and everyone's aware of who's in the building, what's where?

**Melissa Tacke:** Yup. So I'll be communicating with them as we start to bring staff in. The two people who are working in the Clerk's Office have continued to be coming in during this whole time, they are wearing masks. When I'm in there, in the common areas, I'm wearing a mask if I'm in the hallway. And I did talk to the -- one of the recommendations within the plan is to have no public restroom until we start having people in the building for a longer period of time. So when we're still in the transactional phase, not to have a public restroom. I had brought that up in a preliminary way to feel it out with the Village Board and I wasn't given a solid answer. Pretty much everyone was silent. But the mayor said that that was a good idea. So it's in my plan, but I want to get a commitment from them. It's their building. So if they want to have that open, there's nothing that we can do about that. And we'll adjust. But they seem to be open to that. And we'll be -- I mean, with the hours that we're operating, we'll also be out of the building for any -- I don't see them bringing in-person meetings into the building for quite a while, but we'd be out before they were bringing in larger numbers of people. For right now, they're operating by appointment, and they are leaving the front doors locked and I've asked them for who's the person that makes that decision, and when they think that might change, just so we know, but I haven't gotten a response on that.

**Nathan Hans:** Now are you clear on who's responsible for sanitizing the public, like, the restroom and the front doors? Or is it just, they expect us to do it?

**Melissa Tacke:** We're doing it. And that was even before we shut down. We were doing it and I'm comfortable with that, because then we know it's getting done.

**Nathan Hans:** Agreed.

**Shane Mitchum:** All right, do we need to vote on this, Melissa, or are we good?

**Melissa Tacke:** Might not be a bad idea.

**Shane Mitchum:** All right. So, is there a motion to adopt the Phased Reopening Plan?

**Mary Claire Aitken:** I'll motion.

**Shane Mitchum:** Is there a second? Laurie, go ahead.

**Laurie Knaack:** I'll second.

**Shane Mitchum:** Maria?

**Maria Marcucci:** Aye.

**Shane Mitchum:** Nathan?

**Nathan Hans:** Aye.

**Shane Mitchum:** I am also an aye. So, all in favor, motion carries. All right, moving on. President's Report. I do not have anything to report. Hopefully everybody is staying safe. And obviously, on the topic of what we're going to have board meetings again in person, we'll talk about that at a later date. I don't think there's any -- I think this is working pretty well right now, so we can just keep doing it this way. Secretary's Report -- review of minutes. Hopefully everybody had a chance to take a look at the minutes from the last couple meetings. And so we will vote. Do we have, Melissa, do we have to vote to adopt both the minutes and the transcript separately?

**Melissa Tacke:** Yes, please.

**Shane Mitchum:** Okay. So, is there a motion on the to adopt the minutes from April 20th?

**Nathan Hans:** I move.

**Shane Mitchum:** All right, is there a second? Laurie, go ahead.

**Laurie Knaack:** I'll second.

**Shane Mitchum:** Maria?

**Maria Marcucci:** Sorry, I had to get off mute. Aye.

**Shane Mitchum:** I'm also an aye. So, and Mary Claire?

**Mary Claire Aitken:** Aye.

**Shane Mitchum:** Yep. All right, so, all in favor. Aye. Motion carries on that. And then, again, the review of the transcript. So is there a motion adopting the transcript from April 20th?

**Nathan Hans:** I move.

**Shane Mitchum:** All right, Laurie.

**Laurie Knaack:** I'll second.

**Shane Mitchum:** Maria?

**Maria Marcucci:** Aye.

**Shane Mitchum:** Mary Claire?

**Mary Claire Aitken:** Aye.

**Shane Mitchum:** I'm also an aye. So, all in favor, motion carries. Moving on to the Treasurer's Report.

**Nathan Hans:** So you should have the check detail and budget packet information. I am tracking sort of the finances of us in the COVID state versus last year. So hopefully next month we'll have some information on that, see if we saved any money or if we spent extra money, or where we are with that, but it's a pretty quiet month, obviously.

**Shane Mitchum:** All right, any questions for Nathan? Is there a motion to adopt the check detail?

**Mary Claire Aitken:** I'll motion.

**Shane Mitchum:** Is there a second? Go ahead, Laurie.

**Laurie Knaack:** I'll second.

**Shane Mitchum:** Maria?

**Maria Marcucci:** Aye.

**Shane Mitchum:** Nathan?

**Nathan Hans:** Aye.

**Shane Mitchum:** I'm also an aye, so all in favor, that will carry. All right, moving right along, Director's Report.

**Melissa Tacke:** Okay, so you've got that in the packet, as we're scrolling to it here. Obviously our circulation was -- our in-person circulation was pretty much nil. We did start offering some virtual programming in April. So you have some information about that, and our eContent is really being robustly used, which is fantastic. There's a little bit of information there about months in comparison, but also how we compare to other small libraries. I think it's fabulous that people are using these resources, and we're promoting them every chance that we get. And we have new users that are being added every day, which is fantastic. One new metric that we didn't have in here before in the usage statistics in comparison is the WiFi hotspot use. With the numbers that we get from T-Mobile, they don't let us know about individual users. They give us usage in megabytes. So that's what that figure is for April. And I put it next to our, our regular WiFi use, the people that are using the WiFi outside of the building, as sort of a little bit of a comparison. Through our Meraki access point, we do have information about individual users. But if you look on the actual text part of that you'll see what that has looked like in terms of megabytes for what's been used outside of our building versus what's been used at Castle Hill. I know that that was something that we kind of talked about a little bit last time. So I wanted to be able to give you guys some information. And there has been one resident at Castle Hill that I've helped a couple times remotely doing some computer help, and she's connected to the WiFi now and is comfortable using it and all that, so I'm not sure exactly how many people are using it, but it is being used.

**Shane Mitchum:** That's great.

**Melissa Tacke:** And then that's it, unless anybody has any questions about my Director's Report.

**Shane Mitchum:** Looks like you're getting good numbers for the virtual storytimes up here. That's great.

**Melissa Tacke:** Yes.

**Laurie Knaack:** Melissa, we count the virtual programs -- do we count the views on YouTube, in addition?

**Melissa Tacke:** Yes. So for the virtual programs for April, I have it counting views through the end of the month, which means that the Virtual Storytime on the 8th obviously is going to have a lot more views before the end of the month than the Virtual Storytime on the 29th.

**Laurie Knaack:** Got it.

**Melissa Tacke:** Yeah, and the state is asking us to track that information separately. So I have a live virtual and a pre-recorded virtual tally, so they're together here, but I'm also keeping them separate for state reporting.

**Laurie Knaack:** Awesome.

**Shane Mitchum:** Anything else on the report from Melissa? All right, we can move on to the Friends Report. Anything from the Friends, Melissa?

**Melissa Tacke:** Nope.

**Shane Mitchum:** All right, committee reports. Finance Committee, I know we have not met, so nothing new to report there. Anything on the Administrative Committee?

**Laurie Knaack:** No, we have not met.

**Shane Mitchum:** All right. Operations and Capital Projects Committee, we have not met, either. So nothing new to report there. Policy Committee?

**Nathan Hans:** No report.

**Shane Mitchum:** All right, Long Range Plan Committees. Sustainable Funding, we have not met, so nothing to report there. Library Space?

**Maria Marcucci:** Nothing to report there, Shane.

**Shane Mitchum:** Okay, and Community Outreach and Visibility?

**Mary Claire Aitken:** No report.

**Shane Mitchum:** All right, maybe after -- maybe, Melissa, once the library -- if we do get a reopen, we can start talking about holding some of these committee meetings virtually, and just starting to talk about -- you know, it'd be interesting to hear if this is going to change any of the ways we're moving forward with any of this stuff. So I think it would be good to start talking about that once we get back open and everything. Announcements. I do not have any, doesn't seem as anybody on the call has any, so keep moving on. No public have joined the meeting. So there is no public comment. I don't see any need for an Executive Session right now, so we can go ahead and if there's a motion we can adjourn. So, anybody motion?

**Nathan Hans:** Move.

**Shane Mitchum:** Second? Laurie, go ahead.

**Laurie Knaack:** I second.

**Shane Mitchum:** Maria?

**Maria Marcucci:** Aye.

**Shane Mitchum:** Mary Claire?

**Mary Claire Aitken:** Aye.

**Shane Mitchum:** And I'm also an aye. So the meeting adjourns. All right, thank you everybody for attending.

*[Attendees say their thanks and goodbyes]*