

**Castleton Public Library  
Board of Trustees Meeting  
Held virtually via Zoom, 6/15/2020, 7:00 p.m.**

**Meeting Transcript**

**Shane Mitchum:** It is 7:04 and we will call the meeting to order. And we'll start with the Pledge of Allegiance.

[Attendees recite Pledge of Allegiance]

[Roll call note: Shane Mitchum (President), Jacki Griffin (Vice President), Mary Claire Aitken (Secretary), and Laurie Knaack were present, along with Melissa Tacke (Library Director). Nathan Hans (Treasurer) and Maria Marcucci were excused.]

**Shane Mitchum:** All right, great. So I know Melissa sent out the board packet with the agenda on Monday. Hopefully everybody had a chance to review the agenda. We have to vote to adopt the agenda. So is there a --

**Jacki Griffin:** Motion.

**Shane Mitchum:** Jacki, you motioned. Is there a second?

**Laurie Knaack:** Second.

**Shane Mitchum:** Laurie seconds. Mary Claire?

**Mary Claire Aitken:** Aye.

**Shane Mitchum:** And I'm also an aye, so all are in favor, that motion will carry. Public Comment -- there is no Public Comment today. There's no public on. All right, old business: library word-of-mouth advertising.

**Melissa Tacke:** We are open for curbside service. So if you can let people know that we are offering that, that would be great. And I'm hoping that next Monday we can begin offering library use by appointment. We'll be at reduced capacity and it will be by appointment and then that will be just really basic services, basically checking things out, copy/print/fax services, that kind of stuff. So that's coming up soon.

**Mary Claire Aitken:** And that's Monday.

**Melissa Tacke:** The 22nd. Yep.

**Mary Claire Aitken:** Now can -- you're going to let people into the library, then?

**Melissa Tacke:** It'll be by appointment for transactional services only.

**Jacki Griffin:** So Melissa, just a quick question on the curbside service. So we're notified that our item is ready and -- and you probably sent this, and I'm really sorry. I think I just might have missed it.

**Melissa Tacke:** It's okay.

**Jacki Griffin:** Do we call when we get there? Do folks call when they get there? Or do they give you a heads-up saying "we're on our way"?

**Melissa Tacke:** Well, what you want to do is -- that's a good question. What you want to do is call the library to make an appointment, because sometimes we have a lot of pickups scheduled.

**Jacki Griffin:** Okay.

**Melissa Tacke:** So you call to make an appointment, and then we schedule your time, and then when you're actually there -- like when you arrive -- you give us a call and that's when we run -- we actually run your order out to the table behind the building.

**Jacki Griffin:** Got it. Thank you.

**Mary Claire Aitken:** Will you continue to do the curbside when you start the appointments?

**Melissa Tacke:** Yes. Yep.

**Jacki Griffin:** And now as far as drop-offs go. I had seen your note that you had started that, kind of hoping to get ahead of that. And as a patron I forgot, actually, that I have two books out. So is it okay to still go drop them off?

**Melissa Tacke:** Yes, and all the returns are going to the outdoor book drop, and we empty that twice a day on weekdays and once a day on the weekend.

**Jacki Griffin:** Okay, so I have to remember to drop off my books.

**Melissa Tacke:** And no rush. You know, don't worry about it. All of the due dates were extended. I think they're now into later this month, or even into July. So if you want more time with it, feel free.

**Jacki Griffin:** Yeah, I didn't get a chance to read them, unfortunately. But I'm not seeing a light at the end of the tunnel either, so --

**Melissa Tacke:** I hear you. I thought I was going to do some reading and I didn't -- I didn't read one book, other than stuff I needed to read for work, like for the Virtual Book Clubs, which is very unlike me! I normally read a lot. So I can relate.

**Shane Mitchum:** All right. So as far as library word-of-mouth advertising, just socialize with the library is open now. And we're going to potentially start by appointment.

**Melissa Tacke:** Yes, curbside and by appointment starts -- curbside now, by appointment starts the 22nd.

**Shane Mitchum:** Okay.

**Laurie Knaack:** Okay, and we should point people to the website if they want the most up-to-date information for the procedure for calling?

**Melissa Tacke:** Yes. I probably won't have the public-facing piece of the curbside service up until the end of this week. I don't want to confuse people and make them think it's available now. So I'm going to wait until pretty late in the week to put that up, but all the curbside information is there on that -- there's links right on the top of the website on the very first page. It's the very first link and that tells people how it works.

**Laurie Knaack:** Cool.

**Shane Mitchum:** All right, so the other thing under old business was the reopening process, which I think we just talked about.

**Melissa Tacke:** Yeah. And so that's pretty much it in a nutshell, and -- as we're starting entering the next -- our library phase, our library's Phase 4, not to be confused with the Governor's Phase 4 -- our Phase 4. That's when we'll start the by appointment and that will be -- at first it will be by appointment only and it will be at 25% capacity which, given the square footage of our building, is probably going to be no more than four or five people at a time. And then after that, we'll probably be in this phase generally for a while because what we'll do is we'll probably start smaller and then maybe then will be like 50% capacity and more on a walk-in basis. So I can't anticipate right now exactly how long we're going to be in that phase, it would be a bare minimum of two weeks, but I would say probably longer than that. But I don't have a date in mind for when we move on to the next step, which is where we have people actually lingering in the building, doing things like using public computers, you know, hanging out reading the newspaper, hanging out and using the WiFi. During this phase, library Phase 4, is when we're really stressing kind of the transactional services, getting people in to do things that don't take a lot of time and then having them leave. Kind of discouraging people from lingering in the building.

**Shane Mitchum:** All right, if there's no questions, we can move on to the new business. First one is the New York Forward Safety Plan.

**Melissa Tacke:** This is something that I had sent out. Yep, thank you for putting it up on the screen. Hopefully everybody had a chance to look that over. To make it easy I just used the template that New York State provided. And I also -- in the very, very end when it had comments, I put a link to our Phased Reopening Plan. I basically went through and answered the questions and checked to make sure that we were meeting all of the requirements that we need to meet. And as we go through our processes, we'll probably -- we'll definitely need to update and revise this document. So this kind of covers us in our period where we are right now where we're performing curbside and as we're starting to get people in on a very limited basis. I think that the -- I'm trying to think, off the top of my head, the State requirements. I think it needs to be reviewed pretty frequently, which I've been doing. I haven't seen anything that we need to change right away, but probably in the coming weeks there will be things that we'll need to revise.

**Mary Claire Aitken:** Now I don't see that under new business. I see hire temporary substitute.

**Melissa Tacke:** It was not on -- I neglected to put it on the agenda when I put together the packet, and I scanned the packet when I was working in the library and then I had the time when I was out of the library and I don't have a scanner at home. So I had to attach the revised agenda as a separate document.

**Mary Claire Aitken:** Okay.

**Melissa Tacke:** So it should be attached to that email, the same one that had the board packet also should have that revised agenda, and a copy of the New York Forward Plan.

**Mary Claire Aitken:** Okay. Got it.

**Shane Mitchum:** All right, any questions on that?

**Jacki Griffin:** My only question is, do we have to motion to approve that Safety Plan, or because it's a New York State plan we just need to post it and let folks know that we're following it?

**Melissa Tacke:** I'm planning on posting it, but I would like it to be approved by the board.

**Shane Mitchum:** Okay. All right. So, is there a motion to adopt the New York Forward Safety Plan?

**Jacki Griffin:** I'll motion that.

**Shane Mitchum:** Okay, Jacki motions. Is there a second?

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

**Shane Mitchum:** All right. Mary Claire?

**Mary Claire Aitken:** Aye.

**Shane Mitchum:** I'm also an aye. So, all are in favor, that motion will carry. All right, next up in new business is hire of temporary substitute Library Aide.

**Melissa Tacke:** And her resume is there in the packet. She's currently in library school now. Actually, she works at another public library, so she's familiar with our computer system. And the reason why I'm hiring another substitute is because we're doing that team-based scheduling. So that if a person on one team gets sick, and people need to be quarantined, there'll be people on another team that can be running the library. So we need to have a sub for each team and Leah's great, and -- yeah, basically what I need the board to do is just confirm her hire at her pay rate. Which is \$11.80 per hour. New York State minimum wage.

**Shane Mitchum:** Okay. Is there a motion to proceed with the hire of Leah?

**Jacki Griffin:** This is Jacki, I'll motion. And thank you, Melissa for that explanation, because I was a little bit curious but you answered my question very nicely.

**Laurie Knaack:** Laurie seconds.

**Shane Mitchum:** Okay, Mary Claire?

**Mary Claire Aitken:** Aye.

**Shane Mitchum:** I'm also an aye. So, all in favor. Motion carries. All right, next up on the list is pay rate for substitute Library Aides.

**Melissa Tacke:** Yes. And this is something that has kind of been rattling around in my brain for a while. But what we have traditionally done is that the substitutes have worked at minimum wage. Whereas the Library Aides are working at a rate that's above New York State minimum and I'd like to bring our two subs, Leslie and Leah, up to the same rate of pay as the Library Aides, which is \$12.22 per hour. And I'd like that to be effective this pay period.

**Shane Mitchum:** Okay, how many hours a week do the substitute Library Aides work?

**Melissa Tacke:** They work on an as-needed basis. So they're basically filling in when people need to be out.

**Shane Mitchum:** All right, so you're thinking, it's a pretty much going to be a few dollars a week more, essentially. I mean, that's what we're talking. We're not talking a ton of --

**Melissa Tacke:** It's not a big difference.

**Mary Claire Aitken:** [inaudible] the budget?

**Melissa Tacke:** I don't think it'll have a big impact on the staff lines.

**Shane Mitchum:** Okay.

**Jacki Griffin:** So, Melissa. Let me, I'm just -- and my apologies, because I really, my head has been elsewhere a lot lately, but I just want to make sure that I'm following this. So the substitutes are actually for the Aides. Correct?

**Melissa Tacke:** Yes.

**Jacki Griffin:** So if the Aide is not working, other than PTO obviously they aren't being paid. So it's really just a switch of the same amount of funds from one person to another is essentially what you're thinking?

**Melissa Tacke:** Right. But usually when somebody needs to miss work, it's either because they're sick or on vacation. So that person, the Aide who needs to be out, is probably going to be receiving sick pay, or vacation.

**Jacki Griffin:** Right. PTO still, yeah, paid time off.

**Melissa Tacke:** Yep.

**Shane Mitchum:** All right, so is there a motion to raise the pay rate for substitute Library Aides?

**Jacki Griffin:** This is Jacki, I motion that.

**Shane Mitchum:** Is there a second?

**Laurie Knaack:** Laurie seconds.

**Shane Mitchum:** Mary Claire?

**Mary Claire Aitken:** Aye.

**Shane Mitchum:** And I am also an aye, so all are in favor. That motion will carry.

**Melissa Tacke:** Thank you.

**Shane Mitchum:** You're welcome. All right, President's Report -- moving through the agenda here. I do not have anything to report. I would just ask Melissa some general questions. How do you feel the reopening has been going, with the curbside and everything? Is there anything else you need from from us, or anything else, any other resources you need? How's it going?

**Melissa Tacke:** It seems to be going really smoothly. It's one of those things that it seems so simple, but it can be a little cumbersome at first because I have to make sure everybody gets trained and there's process documents that I'll put together for people, so that's part of the reason why we're moving as slowly as we are, because I can only create so much procedure in a day before my brain melts. But it's been going really well, and people really seem to be happy that we're providing some kind of in-person service. I haven't heard any complaints from people, people seem to be pretty happy, and the staff feel comfortable and feel safe coming into work.

**Jacki Griffin:** That's very important.

**Shane Mitchum:** Yeah, that's gonna be my next question. How that, how is the staff handling it?

**Melissa Tacke:** Yep, everybody's really -- we knew in this period that it was going to be pretty much zero contact with the public. And so everybody was really comfortable, everybody's been great about doing everything that they need to do as far as, you know, that we're wearing masks the entire time we're in the building, we're cleaning, we're doing all these things, and everybody understands what needs to be done and why, and is totally on board. I didn't need to convince anybody. They get it, which is great. And it makes my job a lot easier when everybody's on board. So yeah, it's really been going smoothly and I know that -- I mean, as we start to bring members of the public in, it's a little bit -- you know, obviously, that puts the risk up for everyone, but we've -- I'm really confident about what we've put in place in terms of our cleaning protocol and in terms of, you know, I sent you guys the pictures of that plexiglass --

**Jacki Griffin:** They look fantastic.

**Shane Mitchum:** Yeah, they look great.

**Melissa Tacke:** Isn't that wonderful?

**Jacki Griffin:** They really look great.

**Mary Claire Aitken:** Very impressive.

**Melissa Tacke:** It's so great and I -- you know, to get a custom job like that which really, really protects the person who's there, I think, to a really great degree. In addition to, you know, when members of the public start coming in, masks are required. We won't have a public restroom, that kind of stuff. So we're doing everything we can to minimize risk. And so I think people are feeling pretty comfortable.

**Jacki Griffin:** So, Melissa. I do have a question, and it may not necessarily be something that you've yet thought about, but I'm just going to throw it out there. There are members of the public that for medical reasons cannot wear masks. Have we decided that we will just not allow them in the building, or? I didn't necessarily see an exclusion, and I haven't in most of the state policies seen an exclusion for those folks. Usually the wording is kind of ambiguous where the proprietor or the owner or whatever may decide to not allow you in, is the way that I've seen it written on a lot of what's coming out of chamber. But I didn't see anything in this for that.

**Melissa Tacke:** And the way that we're -- the way that I'm planning to frame it to the public as we start bringing people in the building is that if you're not willing or unable to wear a mask, we can serve you curbside.

**Jacki Griffin:** Gotcha. Good. Okay.

**Shane Mitchum:** And what about on -- do you feel like you're sufficiently staffed at this point with the rotating schedules, like you don't have any issues with that?

**Melissa Tacke:** No, it's been working really well.

**Shane Mitchum:** Good. Okay, that's everything I had from the President's Report side of it. We want to move on to the Secretary's Report, the review of minutes and transcript from last meeting. Let's give everybody a minute to review that if they hadn't already. And if everybody's had a moment to review --

**Jacki Griffin:** I'll motion to adopt those.

**Shane Mitchum:** Okay.

**Mary Claire Aitken:** Do we do them separately?

**Shane Mitchum:** Yeah, I was about to say we probably have to do them separately. So why don't we do the minutes first. So Jacki, you motioned. Okay, Laurie.

**Laurie Knaack:** Laurie seconds.

**Shane Mitchum:** All right, Mary Claire?

**Mary Claire Aitken:** Aye.

**Shane Mitchum:** I'm also an aye. So that was the adoption of the minutes from last [month]. Now let's vote on the transcript from last [month]. is there a motion to accept the transcript from last [month]?

**Jacki Griffin:** I'll motion that as well.

**Shane Mitchum:** Okay, Laurie.

**Laurie Knaack:** Laurie seconds.

**Shane Mitchum:** Mary Claire?

**Mary Claire Aitken:** Aye.

**Shane Mitchum:** I'm also an aye, so the transcripts have been approved from last [month]. All right, moving on to the Treasurer's Report. I know our Treasurer is absent today. But I know the check detail is in there. So give everybody a minute to go ahead and review that.

**Jacki Griffin:** So Melissa, just a quick question. Have we -- and Nathan might be able to answer this better. But have we incurred any unusual or unexpected costs as they relate to the pandemic?

**Melissa Tacke:** Good question. So there'll be some things that we have not been invoiced for yet that we would not normally be buying, you know, like masks. And the cleaners and the wipes and stuff in the quantity that we'll need them will also be -- the person who put together the plexiglass guard donated his labor, but we'll be paying for the cost of all of the materials for that. We've also been spending much more on eContent than we normally would, especially during the time that we were closed. But those are the only things that I can think of that are out of the ordinary.

**Jacki Griffin:** Thank you.

**Shane Mitchum:** All right, is there a motion to adopt the check detail?

**Jacki Griffin:** I'll motion that as well, Shane.

**Laurie Knaack:** Laurie seconds.

**Shane Mitchum:** All right, Mary Claire?

**Mary Claire Aitken:** Aye.

**Shane Mitchum:** I'm also an aye, so all are in favor. Motion carries. All right, moving on to the Director's Report now. Melissa, I think you're on mute.

**Melissa Tacke:** Sorry, I muted myself! Hopefully you had a chance to look that over. Obviously in May, we didn't have any in-building circulation, but you can see what our eContent circulation looked like in comparison to last year. That's a huge increase. I'm thinking we're still going to have an increased demand for eContent going forward, but I don't think it'll be the real mad rush that we saw in April and May. I mean, even if you're looking at the chart below the main chart, where it has the month-to-month comparison of eContent usage, you can see that it's still up from April to May, but it's about 30%, and some of the metrics are going down a little bit. You know, we're still getting new users, but less new users. And Hoopla just started in April. So I think that's hard to really tell. There may have been kind of some initial interest and then people may find that they prefer OverDrive or they don't use Hoopla as regularly, but we'll continue to monitor that and will be continuing to put more money into eContent over the course of the next several months. And then there's information there about our virtual program attendance for your information. Anybody have any questions?

**Jacki Griffin:** I just thought, what are we going to do about Summer Reading?

**Melissa Tacke:** Yep, so I have -- I just posted it today. We've been a little behind because we had to completely change track and discard everything we had planned and kind of redo the whole program from scratch. So we won't be doing any in-person activity, like events. So when you have a chance. If you go to the front page of the library, there's a link there that has information about Summer Reading. It basically lets people know that they can start to register either online on the 21st or in person at the library on the 22nd. And then everybody will start actually recording their reading on the 27th of June, which is our official kickoff beginning of our Summer Reading Program. We're encouraging people if they can to track the reading online. For those who prefer paper, we do have a paper version. Yep. Yeah, and if you just click on that. So this gives people some general information. Which is basically what I had just told you, and then rather than soliciting a number of different prizes from different businesses, what we decided to do was just pay for prizes and we got some -- you know, we get money from the Friends, we got money from the Kiwanis, we had an anonymous donation just this last week from someone who wanted to help pay for prizes. So we're just going to have one prize this year, but we'll draw 30 different winners, which is more than we usually draw. We -- usually with the prizes we have, we end up drawing about 25 or so winners, so we'll be drawing 30 winners for a \$30 Amazon gift certificate. And people will have to the end of August to log their reading. And then if you go kind of in the middle of this page. Do you see there's that red link that says download a copy of our summer activities and reading records? This is an altered version of the print guide that we'd normally be sending home with kids at school, that kind of stuff. We're still sending this to the district and asking them to share it with students. And this basically explains how it works. It talks about how you can track the reading online or do it on paper and then it has a comprehensive listing of all the virtual events that we're doing. And it also has a paper version of the reading records. We're also doing something a little bit different this year, because we can't do activities in the library. We decided to make a little Summer Art Kit that has markers and crayons and scissors and a bottle of glue, and a glue stick that as soon as people register, they can pick those up and we'll have those available until we run out. We have 150 kits. We'll probably reorder if it looks like we need more. But I think that should probably hold us. I'm anticipating we're probably going to see reduced participation this year, and I think that's going to be across the board for pretty much all libraries, because there won't be that same level of engagement as far as in the library, but we will have kits and things, craft kits and science kits that we'll have on a weekly basis, kind of like a "take and make" to encourage people to come in. And we'll have that all going on throughout the summer. So, yep, that guide has all of our virtual programs and everything that are happening over the summer. And I just put the finishing touches on that this morning.

**Jacki Griffin:** I'm sure that was a lot of work to completely revamp that. Thank you so much for all the effort.

**Melissa Tacke:** Yeah we -- it was funny, you know, we had to come to this state of acceptance that, you know, first we thought maybe it will be this hybrid thing and we'll start off virtual, then be in person. It was like, no, we pretty much need to have an entirely virtual program. And because we're doing fewer activities we had a little bit more space to highlight some of the digital collections. So you'll see that throughout the guide as well.

**Shane Mitchum:** This is great, Melissa.

**Melissa Tacke:** Yeah, I think for a virtual program, we think it's pretty -- I'm pretty proud of what we've put together. And Joelle's been working very, very hard to work on stuff and work on programming on her end.

**Shane Mitchum:** Awesome. All right.

**Laurie Knaack:** For the take & make stuff. So that will be to encourage folks to do a, you know, a drop off and pick up of their books as well as to try to get them in on a weekly or fairly recurring basis?

**Melissa Tacke:** Yeah, we wanted to have something that was in person for folks who felt comfortable. We understand that some people might be really -- even as things are opening up, still be cautious and not want to come in. So we have linked to a lot of digital

things too, but it's just an option for those who are wanting that kind of "come in and do something" experience. That's at least part of what they would be getting, if that makes any sense.

**Laurie Knaack:** Right. They still have to watch a video or do the craft at home, but they can pick up the materials and everything.

**Melissa Tacke:** Yes. Yep.

**Laurie Knaack:** Cool.

**Melissa Tacke:** Any other questions about my Director's Report or anything else, Summer Reading stuff?

**Shane Mitchum:** I guess the only question I would have Melissa is on the WiFi hotspot here. So it's great that it looks like people are using it. I can't remember, how much data do we actually get a month there?

**Melissa Tacke:** Each hotspot is up to 30 gigs a month.

**Shane Mitchum:** Oh wow, okay.

**Melissa Tacke:** Yeah, we're good on that.

**Shane Mitchum:** That's great, though, that it looks like it's getting -- I mean, that's a decent amount of use. I think out of the 14 gigs, so it's good. Great.

**Laurie Knaack:** And unique uses on the WiFi, even though it's down from people not being in the building. People are still clearly stopping by and connecting in a number of cases. So that's great to see. I had one question on our OverDrive checkouts. Those count Libby as well, right?

**Melissa Tacke:** Yes.

**Laurie Knaack:** Cool.

**Shane Mitchum:** All right. Moving along here, we can move to the Friends Report. Is there a Friends Report?

**Melissa Tacke:** I know that they're going to be meeting later this week. And I told them to just keep me posted. I offered to host a virtual meeting for them with the library Zoom account, but they wanted to meet in person at one of the members' homes and I was like, okay, whatever! So I think they're going to keep me posted on what's happening with them.

**Shane Mitchum:** All right, so we'll move into committee reports, so Finance Committee. Nothing new there. Administrative Committee. Nothing new to report. All right, Operations and Capital Projects, also nothing new to report there. Anything from the Policy Committee that we need to talk about?

**Laurie Knaack:** Not this month.

**Shane Mitchum:** All right. Long Range Planning Committees. Sustainable Funding, nothing. Nothing's happening there right now. Library Space, anything new going on there?

**Jacki Griffin:** Nope.

**Shane Mitchum:** Okay, and Community Outreach and Visibility, anything new there?

**Laurie Knaack:** Nothing to report, but I did want to bring up with with Melissa, what should we be thinking about with our new normal and does Upper Hudson have any thoughts or presentations or meetings yet planned for how to do outreach and how to revise our longer term plans, you know, with a new normal in place for potentially a very long time?

**Melissa Tacke:** It's a really good question. Let me, let me look into that.



**Laurie Knaack:** For things like you know, community outreach or even our regular administration and policy stuff, you know, we're not going back to normal right away, and I don't want to reinvent things that Upper Hudson is doing. I'd love to know more about what their thoughts are. I loved the presentation we had at our initial training and I haven't been involved in the Long Range Planning for our library, that was before I was on the board, so I hadn't been involved in detail. And I know -- we had talked about the fact that they're willing to come out, you know, some time ago, before the pandemic -- that they're willing to come out and present to us. And so I'm hoping to to get their thoughts or input across what's happening across the library system. For longer range planning for all of our services, and it's a particular concern of mine that we don't -- when we have a lot of virtual stuff where we depend a lot on the phone or email or the online catalog, that we don't leave out the most vulnerable in our community who don't always have that access. And it's great that we have our WiFi hotspot, and that we have people connecting to our WiFi. But as we plan for the coming winter, when people can't just sit out on the lawn and connect to our WiFi, I want to make sure that we think about that longer-term plan. That means that some of our populations that depend on libraries, that are the most underserved, don't get forgotten.

**Melissa Tacke:** Well said, I agree. I'll reach out to Tim about that. Thank you.

**Shane Mitchum:** Okay. Does anyone have any announcements? No. All right, no Public Comment. There's no members of the public on the call. I don't see any reason to go into Executive Session. So, is there a motion to adjourn the meeting?

**Jacki Griffin:** This is Jacki, I motion.

**Laurie Knaack:** Laurie seconds.

**Shane Mitchum:** Mary Claire?

**Mary Claire Aitken:** Aye.

**Shane Mitchum:** I'm also in favor. So the meeting is adjourned at 7:39. Thanks, everybody.

*[Attendees say thanks and goodbyes]*