



North Shore Library Board Meeting Minutes

Thursday, November 19, 2020

9:00 a.m.

ONLINE MEETING:

<https://zoom.us/j/92856125379>

Call In: 312 626 6799 Meeting ID: 928 5612 5379

1. **ROLL CALL** Meeting called to order by President Glaisner at 9:01 a.m.

Present: Bartels, Fonstad, Glaisner, Kabara, Pierner, Seem, Shaw, Wiese, Zitzer

Also Present: Andy Pederson, Bayside Village Manager, Rachel Safstrom, Glendale City Administrator, Scott Botcher, Fox Point Village Manager, Tammy LaBorde, River Hills Village Manager, and Alyssa Pisarski, Interim Library Director

2. **PUBLIC COMMENT**

There was no public comment.

THE NORTH SHORE LIBRARY BOARD RESERVES THE RIGHT TO TAKE "ACTION" ON ANY OF THE ITEMS LISTED BELOW.

2. **Welcome new Board Members: Greg Kabara Nicolet School District Superintendent and Richard Wiese, Glendale Alderman**

Glaisner welcomed Kabara and Wiese to the Library Board.

4. **CONSENT AGENDA:**

Minutes: 7.23.20 Personnel Committee, 10.15.20 Library Board, 10.29.20 Library Board

Invoices: October

YTD Financials

Statistics

Fonstad requested to remove the 10.29.20 Library Board minutes from the consent agenda for correction. Motion made by Fonstad/Zitzer to approve the Consent Agenda with the 10.29.20 Library Board minutes removed. Motion carried with 7 yes and 1 abstain.

Motion made by Fonstad/Seem to accept the 10.29.20 Library Board minutes with the corrections requested by Fonstad. Motion carried with 7 yes and 1 abstain.

UNFINISHED BUSINESS

5. **Update from Community Trustees**

Glaisner reported that he communicated the need for direction from the village on the future of the library and he will have more to report to the Library Board next month.

Fonstad reported that he requested that the Village President of Fox Point add the library to the agenda for the December 8 Village board meeting to give an update on the library.

Zitzer reported that Bayside is holding a village board meeting that evening and there will be discussion about the library and recommendations for appointments to the library planning committee.

Shaw had nothing to report. Wiese stated he was appointed to replace Wadzinski on the library board.

6. Director's Report

The library and library staff continue to be busy despite the ongoing COVID crisis has continued to affect our library and communities. Daily library card use is up 12% compared to October 2019. This represents patrons using their card online to access their account, request books, access databases, and check out e-books, e-audiobooks, and e-magazines.

Our online resources and physical materials continue to be a resource to our community during this time, despite our limited in person services.

We increased our Curbside service – available during all library open hours – in addition to Tuesday and Thursday mornings 10-12. We are no longer offering in person computer help – only staff assistance is provided behind the plexiglass barriers at the service desks, however this has been hard to maintain in the children's room where patrons often need assistance finding items on the shelf. We do offer "virtual book a librarian" appointments, online printing requests, and "librarian" picks for patrons to request.

Youth Services

Youth Services staff have been working hard and hosting 25 virtual programs with 346 attendees. Kids program attendance is only down 17% compared to 2019 despite all programs being virtual.

Program highlights include Bembe Drum and Dance hosted dance class, local author Liza Weimer, and Chad Lewis for Wisconsin Lore.

They started a new program this month, My First Book Club, to bridge the gap between 1-3 Grade Book Club and Preschool storytime. A staff picked, easy reader, is made available before the book club and staff read the book aloud during the program and discuss with participants afterward.

Youth Services staff have begun a free training series called "Project Ready" that focuses on improving services to and resources for youth of color and Native youth.

The Youth Services voting program wrapped up on Election Day. Children voted for their favorite book character when they visited the library. Pete the Cat and Hello Kitty won the President and Vice President Election. Dog Man won in the Senate. 213 votes were collected.

The Library Launched a new Reading Challenge called #OwnVoices. This reading challenge is for all ages and promotes books by authors from marginalized or under-represented groups writing about their own experiences and from their own perspective. Library staff has worked very hard to curate book lists that patrons can choose from and log their reading. Specifically our Head of Youth Services, Lizzy Lowrey has done an amazing job developing this program. This also gets us more use out our beanstack account – provided by an LSTA grant in the state – and was used for summer reading.

Adult Services

Did not host as many programs in October, we are noticing many patrons are experiencing screen fatigue. However, they have still been busy, completing RFID tagging project on paperbacks and continuing to tag the CD's.

Reference has started accepting online print requests so patrons can pick up and pay for printed material without needing to use our computers and pick up using curbside service if requested.

Due to safety, we have stopped offering in person computer help. Patrons can ask for help at the reference desk; however this has been a struggle and a challenge to implement. However, given the COVID crisis in our community it is needed for staff safety.

We have been offering virtual book a librarian, where a librarian can offer in-depth computer assistance over the phone or over zoom. As long as the patron is able to click on a link in an email – we are able to help them. We have had very positive experiences with this program.

Circulation

The Circulation Department has taken over handling Curbside Service requests. Heidi, as Interim Head of Circulation, has done a great job training staff, updating procedures and handling any issues. This has been a great change all around – curbside service is run using our phone system. Previously we were using a burner phone to handle curbside request calls. This change has cut down on wait time for patrons and made it more efficient for staff.

We are now using RFID technology on our self-check out. This makes it much easier for patrons and makes the checkout process go much faster. Again, Heidi has done a great job messaging this to staff and patrons.

I am excited to announce that the library has received an anonymous donation for several technology-based upgrades at our library. This will include an upgrade to our circulation equipment to an RFID security gate and a self check unit for the children's room, new Early Literacy computers, as well as a much needed upgrade to our phone system. We are currently operating without any library security gates, as our system broke at the start of 2020. There is a huge need for a self checkout in the kids room. This will allow parents and caregivers to checkout material without interrupting their children's play and providing an overall better customer experience. This is a tremendous help to our library's workflow and for patron ease of use. We are deeply grateful for this donation. The donation will support the required license and maintenance fees for the equipment for three years. This will allow for staff savings down the road and we will not see operational costs until 2024. I will be facilitating the purchase of this equipment by the end of the year.

NEW BUSINESS

7. MOTION TO MOVE INTO CLOSED SESSION

Pursuant to Wisconsin Statutes 19.85(1)(c) "Considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility": Review of salaries and salary ranges for 2021 - 2024 with Interim Library Director, Alyssa Pisarski.

Motion made by Fonstad/Bartels to move into closed session. Roll call vote: 8 yes Bartels, Fonstad, Glaisner, Pierner, Seem, Shaw, Wiese, Zitzer. Motion carried unanimously.

MOTION TO RECONVENE INTO OPEN SESSION: To consider or act upon matters discussed in Closed Session.

Motion made by Bartels/Pierner to move into open session. Motion carried unanimously.

Motion made by Bartels/Pierner to approve 2021 salaries and salary ranges for 2021-2024 as presented. Motion carried unanimously.

Kabara joined the meeting.

8. Action on Resolutions honoring Marilyn Franklin, Joshua Wadzinski and Susan Draeger-Anderson

Motion made by Fonstad/Pierner to adopt resolutions as written. Fonstad commented that the resolutions captured the personality of the individuals well. The motion carried unanimously.

9. Approval of 2021 Holiday Closures – Discussion and Action

Pisarski presented the 2021 Holiday Closures to the library board. Pisarski noted that the 2021 Holiday closures will include closures on July 5 and December 23, since the holidays fall on a weekend. This follows the Personnel manual that was approved this year. Bartels stated that the holiday closures presented and the Personnel Manual's holiday policy follow the Village of Bayside's holiday policy because they are the fiscal agent. Pisarski also noted the suggested closures include Sunday, April 4 and the staff development day on Friday, December 10

Motion made by Shaw/ Pierner to approve the 2021 Holiday Closures. Motion carried unanimously.

10. Review of Continuity of Operations Plan and Recommendation in service changes

Pisarski reviewed the Continuity of Operations Plan developed by library staff in the spring of 2020 during the library's closure. Pisarski reviewed recent developments in the COVID-19 health crisis. Pisarski reported Governor Evers' Executive Order 94 recommends no social gathering with individuals who are not members of the same household and limit the number of people on the premises to no more than strictly necessary. The North Shore Health Department has stepped back their recommendations for Safe Reopening Guidelines to Phase B. Phase B recommends social gathers of no bigger than 10 people, businesses operate at 25% capacity and offer curbside service whenever possible. Libraries are guided to follow Library Board and DPI recommendations for services offered. Pisarski reported that as of November 12, the Milwaukee County COVID-19 Dashboard has marked 5 of 6 key indicators as red, or "measure of concern". The Key indicator for PPE is the only indicator at yellow, "proceed with caution". The North Shore Health Department has rated the COVID burden of all North Shore communities as critical as of October 27. Pisarski reported that Whitefish Bay, Brown Deer, and Shorewood all plan to go to curbside pickup only. Pisarski recommended that the library go to curbside service only beginning November 23 and maintain all current service hours. Library staff will continue to work on-site or remotely as currently scheduled.

Kabara recommended staff coordinate reopening with directors of area libraries. Pierner stated it was important to keep staff safe. Fonstad stated that he supported the decision to go to curbside service only based on the Continuity of Operations Plan presented and suggested the board make no action, maintaining the Interim-Library Director and Board President's authority to make the decision to close the building.

Fonstad left the meeting at 10:00am.

Bartels suggested staff look into the use of COVID testing to allow for computer use by appointment in the future. Glaisner stated that the goal is to keep the library open as much as possible while keeping staff safe, going to curbside would prevent the library from closing completely. The board communicated support of going to curbside service only based on Pisarski's report.

11. New Items for Future Agenda

Seem requested information on the North Shore Library Planning Committee and future options for the North Shore Library.

12. Adjournment until December 17, 2020 at 9:00 a.m.

Motion made by Zitzer/Bartels to adjourn until December 17, 2020 at 9:00am. The motion carried unanimously. Meeting was adjourned at 10:05 a.m.

Respectfully submitted by Alyssa Pisarski, Interim Director and Recording Secretary