



North Shore Library Board Meeting Minutes

Thursday, December 17, 2020

9:00 a.m.

ONLINE MEETING:

<https://zoom.us/j/96207794072>

OR CALL: (312) 626 6799

MEETING ID: 962 0779 4072

1. CALL TO ORDER AND ROLL CALL

Meeting was called to order by Glaisner at 9:02 a.m.

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

Also Present: Andy Pederson, Bayside Village Manager, Scott Botcher, Fox Point 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.

3. CONSENT AGENDA:

Minutes: 11.05.20 Personnel Committee, 11.19.20 Library Board

Invoices: November

YTD Financials

2020 End of Year Budget Projections

Statistics

Motion made by Fonstad/Pierner to approve the consent agenda. Motion carried unanimously.

UNFINISHED BUSINESS

4. Update from Community Trustees

Shaw had nothing new to report.

Fonstad reported that President Fraiser gave library update at the Fox Point Village Board meeting on Tuesday, December 8. The board went into closed session to discuss library issues.

Seem shared news about the Nicolet School Board. They voted to include an option for Nicolet students to opt into in person classes second semester. That option will depend on the ongoing health crisis and the COVID burden in the North Shore. The Nicolet Foundation will be holding a silent, virtual auction in January as well.

Zitzer reported that a Resolution to withdraw from participation in the North Shore Library will be presented at the Bayside Village Board meeting. In the resolution, Bayside reserves the right to rescind withdrawal within two years.

Glaisner reported that the River Hills board won't meet until January and there has been discussions between the Village Presidents of River Hills, Bayside, and Fox Point. He hopes these discussions will continue and expressed concern for the hardship these issues have on library employees.

5. Director's Report

Pisarski reported, The North Shore Library transitioned to Curbside Service and Virtual services only effective Monday, November 23. Many patrons thanked us for staying open as long as we did. Several other libraries in the county have also gone back to curbside only: Whitefish Bay, Shorewood, Brown Deer, Milwaukee Public Library, and Oak Creek. None have announced a reopening date.

Providing Curbside and virtual services have kept staff very busy. We do not require appointments; patrons call when they arrive to the library, and can pick up items that are ready for pick up on the hold shelf. We have a large sandwich board sign with curbside instructions and yard signs with instructions and designating curbside parking spots.

With the ground frozen and winter weather conditions, staff would not have been able to put the yard signs in the ground every day. The signs would not have lasted long if they were left outdoors 24/7. River Hills DPW, coordinated through Kurt, made stakes that will stay in the ground throughout the winter that we can attach the yard signs to. Thank you!

The Youth Services Department held 21 programs and 303 people attended in the month of November.

Youth services staff have been busy leading programs while also planning the 2021 program schedule. Head of Youth Services Lizzy Lowrey created a Virtual Program Survey and distributed it to families in our community. Parents with children from babies to teens responded and offered helpful feedback about what they'd like to see in 2021. Many parents indicated they would like more "grab and go" kits for children and teens to work on at home. Staff will be working more of those passive activities into their 2021 Spring Plans.

Youth Services staff also attended a Virtual Performers Showcase, an event hosted through a partnership between several area library systems. This event will help staff book high quality performers for the 2021 summer reading program.

The "Librarian Picks" service continues to be popular in the Youth Services department. This is a service allowing patrons to request books, audiobooks, and other library material based on their reading interests. Librarians then pull items matching their preferences, child's age, and reading level. This service is available to patrons of all ages, but is used most frequently by parents and caregivers. Several patrons make weekly requests to refresh their family's reading selections. YS staff have received 47 requests for Librarian Picks since August and 16 requests in the month of November alone.

The Adult Services Department held 5 programs and 34 people attended in the month of November.

The Adult services team has continued their outreach programs. Head of Adult Services, Melody Schuetz hosted a virtual book club in partnership with the Elizabeth Residence and the fulltime adult services librarian has been working with homebound patrons to deliver library materials every 6 weeks through contactless delivery.

The Adult Services staff have been providing telephone and virtual reference services while the building is closed to the public and assisting the circulation department with curbside service during busy periods.

The Circulation Department has been very busy assisting patrons with curbside pickup requests. Staff take calls, check items out to patrons, and deliver items to patron vehicles.

In November, there were 533 Curbside requests. That is 323% more than last month. There are times when our phone lines have been busy and a line of cars form. Interim Head of Circulation has been tracking the number of

curbside requests by the hour and day to estimate our busy times. Tuesday, Thursday, and Friday appear to be our busiest days frequently receiving 20-30 requests/hour.

Despite a 21% decrease in our physical collection's circulation compared to 2019, our e-circulation continues to be consistently higher than last year. This month it is up 35%. Website visits and social media views are also up.

Daily library card use by North Shore Patrons is also up in our four communities by 9% compared to 2019.

COVID Update

Staff are very appreciative that the library board supported the decision to close the building to the public during the ongoing health crisis. They thank you for supporting Kurt and I in making that decision.

There has been no change in the North Shore Health Department's Reopening Guidelines, they remain in phase B. Their COVID Burden rating remains at Critical for all of the North Shore. The rolling average of positive COVID tests in the North Shore has been between 20-27% between November 27 and December 10.

6. Update and Discussion on Interim Library Director Position

Pisarski reported that the Interim Library Director position is for a 6 month term. Pisarski notified the Library Board that she does not intend to extend the term of this position beyond the six months. Pisarski reported that she has no plans to leave the North Shore Library and anticipates resuming her position as Assistant Director once a replacement is found. Pisarski stated that she has been learning a lot in this position; however, the demands of this job are not well suited to the needs of her family. Pisarski thanked the Library Board for the opportunity to serve as Interim Library Director. Fonstad thanked Pisarski for the advanced notice and suggested to discuss the suitability of the position more in the future. Rindt thanked Pisarski for the work she has done for the Library Board and the Personnel Committee.

NEW BUSINESS

7. Discussion and Action: Approval of VOIP Phone Upgrade

Pisarski presented two Voice Over IP quotes to the Library Board. Pisarski reported that the current system experiences frequent issues with voicemail, connectivity, and hardware. The VOIP phone system would allow for greater flexibility and efficiency. Pisarski consulted with Bayside's Director of Information Technology who will be assisting with the install. Pisarski recommend the vendor Converged Technology Professionals.

Motion made by Fonstad/ Bartels to approve the VOIP Phone Upgrade as recommended by staff. Shaw requested more information on the benefits of transferring calls to staff cell phones. Pisarski said this function makes working remotely easier and allows staff to be more accessible while they are working outside of the building at conferences, professional development trainings, or remotely from home. Motion carried unanimously.

8. Discussion and Action: 2020 Budget Resolution and 2021 Budget Resolution

Pisarski presented Financial Update that was created with the help of Bayside Village Manager Pederson. Pisarski reported that the library has credits for future Condo/CAM fees with the building owner, that the library expects a surplus in 2020's budget and the library's fund balance has grown

larger than anticipated in the last few years. Pisarski reported a need to amend the 2020 and 2021 budgets.

Motion made by Fonstad/Zitzer that resolutions be adopted as presented. Fonstad requested a copy of the presentation Pisarski shared about the Library's Fund Balance. Bartels asked why CAM fees are being used to fund increased staff salaries for 2021 and not the Employee Salary Stabilization Fund. Pisarski stated that she anticipates a surplus in 2021 due to the interim positions, several open staff positions, and the application of credits held by the building owner, which will cover 2021 CAM expenses. Because of these savings and credits, Pisarski anticipates current 2021 revenues to cover 2021 expenses as written and there is no need to use funds from the Employee Salary Stabilization Fund to cover the salary increases. Motion carried unanimously

9. New Items for Future Agenda

Rindt requested clarification on Bayside's Resolution and the option to rescind within two years. Pierner requested to get the communities opinion on the future of the North Shore Library and present information to members of the community about what is happening at the library regarding Glendale and Bayside.

10. Adjournment until January 21, 2021 at 9:00 a.m.

Motion made by Fonstad/Rindt to adjourn until January 21, 2021 at 9:00 a.m. The motion carried unanimously. The meeting was adjourned at 10:07 a.m.

Respectfully submitted by Alyssa Pisarski, Interim Library Director and Recording Secretary.