

**Chelsea District Library
Board of Trustees**

Agenda and Information Packet



CHELSEA DISTRICT LIBRARY
BEST SMALL LIBRARY IN AMERICA

**Serving Dexter, Lima, Lyndon & Sylvania
Townships and the City of Chelsea**

**April 21, 2020
6:45 pm**

**McKune Room at Chelsea District
Library**

CHELSEA DISTRICT LIBRARY BOARD OF TRUSTEES

Tuesday, April 21, 2020—6:45 p.m.

McKune Room

AGENDA

6:45 Board Meeting

Welcome and Call to Order

Agenda Review, Additions, and Approval

6:50 Compulsory Segments

Board Meeting Minutes Approval – March 17, 2020

Approval of the March Operational Checks

Approval of March Financial Reports

Director's and Friends Reports

7:00 Public Comment

7:05 Action Items

1. Donations
2. Fine Free

7:10 Discussion Items

1. COVID-19 Response

7:25 Reports

Policy Committee

Finance Committee

Personnel Committee

Nominating Committee

Community Outreach Committee

7:30 Public Comment

7:35 Other Items

7:40 Adjournment

Public Participation

Meetings held by the Chelsea District Library are for the purpose of conducting library business. A Chelsea District Library meeting is not a “public meeting.” It is a “meeting held in public.” The difference between these two types of meetings is that a public meeting is usually designed for the free flow of information among all in attendance, whereas a meeting held in public is for observation and “Public Input” at specific times on the agenda.

Public Participation at Open Meetings

Meetings held by the Chelsea District Library are for the purpose of conducting library business. Public input is allowed during set times of these meetings and for specific amounts of time.

There are two ways to participate in a Board meeting:

- You may call the Board President or Library Director at least five days in advance of the Board meeting and ask to be placed on the agenda. The Board President or the Library Director shall use their discretion in accepting these requests. The Board decides what agenda items are to be discussed when they formally adopt the agenda at the start of their meeting. Once approved, you will be allowed to make your presentation to the Board.
- You may address the Board during agenda items listed as “Comments from the Public.”

Individuals who are addressing the Board at a Board Meeting must state their name and the name of the organization or group they are representing, if that is the case.

Board members may question speakers, but the Board will not enter into debate or conversation during this portion of the meeting. In general, issues are referred to the Director for investigation, study and recommendation, designation as a future agenda item, or answered through written communication.

**Chelsea District Library Board of Trustees
Minutes of Regular Meeting**

Tuesday, March 17, 2020 10:00am
Meeting Location: Remote, Using Zoom

Trustees in Attendance: S. Lackey, TJ Helfferich, G. Munce, J. Carr, E. Sensoli, A. Merkel, & C. Taylor.

Trustees Absent: None

Staff: Director L. Coryell, Assistant Director L. Ballard, & C. Berggren.

Guests: Jennifer Kundak

Welcome and Call to Order

S. Lackey called the meeting to order at 10:09 a.m. and asked that the board move her drafted Resolution and the Discussion Items pertaining to COVID-19 to the beginning of the meeting.

Agenda Review, Additions, and Approval

MOTION made by TJ Helfferich, SECONDED by C. Taylor to approve the agenda, as amended. Discussion: None

All Ayes: 7-0

Resolution Establishing Certain Policies and Procedures Relative to the Current Executive Order of Governor Gretchen Whitmer Requiring the Closing of Public Spaces

This Resolution gives Lori the authority to act without board approval when making library decisions, while under emergency measures, as well as loosening other restrictions, so that she is able to act quickly and appropriately to assure the safety of the public and her staff during the COVID-19 pandemic.

MOTION made by J. Carr, SECONDED by TJ Helfferich to approve the Resolution, with the amended wording suggested by G. Munce and C. Taylor. Discussion: None

All Ayes: 7-0

Discussion Item #1: COVID-19 Response

- Library is cancelling all programs and meetings until May 10.
- Starting limited services on Wednesday, March 18.

- A librarian will be on call from 10-2pm to answer reference questions and retrieve patron items.
- Curbside pickup will operate from 2-6pm, Monday-Friday.
- A special COVID-19 landing place will be added to the website to update any and all important developments.
- The physical building will remain closed until further notice.
- All fines will be suspended, expiring dates on cards will be extended, and no patrons will be sent to collection during this period.
- The library's digital collection will be highlighted.
- Staff members will be expected to work one 4-hour shift a week and no more than 8 employees will be allowed in the building at any one time.
- Will not be using the TLN inter-loan system; only will be loaning our items until that service is deemed safe to restart.

Jan asked about the hotspots that are loaned out to the schools, the Senior Center, and Faith in Action. Lori replied that the library is confident that those entities will allocate those hotspots where they are needed.

Discussion Item #2: Policies

Lori, Linda, and Jan crafted two policies that deal with pandemics and disease control.

- Policy 441: Pandemics is a general library policy that dictates how the library responds to pandemic conditions.
- 409 Infectious Disease is a personnel policy for the Employee Handbook, which directs employees and readies them for certain situations.

MOTION made by J. Carr, SECONDED by A. Merkel to move this Discussion Item to Action (Action Item #3). Discussion: None

All Ayes: 7-0

At this point, G. Munce had to leave the meeting for a prior engagement.

Compulsory Segments:

Minutes and Approval of Checks

MOTION made by C. Taylor, SECONDED by J. Carr to approve the minutes of the February 18, 2020 Board Meeting, as well as the Operational Checks and Financial Reports for February. Discussion: None

All Ayes: 6-0

Director's Report Update:

L. Coryell update:

- The authors from the cancelled Authors in Chelsea program have agreed to come next year, so already ahead of the game in that regard. Two of the Midwest Literary Walk authors have also agreed to come next year.
- See additional information in Board Packet Reports.

Other Reports Notes: None

Public Comment: Jennifer Kundak thanked everyone.

Action Item #1: Donations

MOTION made by E. Sensoli, SECONDED by C. Taylor to approve and acknowledge the presented February 2020 donations of \$7,950.

Discussion: None

All Ayes: 6-0

Action Item #2: Approval of 2020-22 Strategic Plan

MOTION made by J. Carr, SECONDED by A. Merkel to approve the library's 2020-22 Strategic Plan that was presented in February. Discussion: None

All Ayes: 6-0

Action Item #3: Policies

MOTION made by A. Merkel, SECONDED by TJ Helfferich to approve Policy 441: Pandemics and Employee Handbook Subject: 409 Infectious Diseases as presented.

Discussion: None

All Ayes: 6-0

Discussion Item #3: Budget Development Calendar

Went over important dates on calendar and spoke about how to conduct budget meetings going forward.

Committee Reports

Policy Committee –

Finance Committee –

Personnel Committee –

Nominating Committee –

Community Outreach Committee –

Public and Board Comment:

Other Items:

Jan shared that she will continue to encourage the Friends to help with funding efforts, even with limited means.

Charlie asked that meeting rooms reopen as soon as the situation stabilizes, as he believes people will be looking for safe places to meet.

Jan asked about the Red Cross Blood Drive. Linda reported that it will continue as planned in the McKune Room on April 1, as the room can be closed off from the rest of the library and the Red Cross will be taking extra precautions.

Adjourn:

MOTION made by C. Taylor, SECONDED by A. Merkel to adjourn the meeting at 11:08 a.m.

All Ayes: 6-0

Janice L. Carr, Board Secretary

Date

FINANCE REPORTS

DIRECTOR'S REPORT

Library Director's Report on Operations during COVID-19 Respectfully submitted for April 2020 Board Meeting

The purpose of this report is to inform the board of how the Chelsea District Library has been impacted by and is responding to the ever-changing landscape of library service in light of the COVID-19 pandemic. Assistant Director Linda Ballard provides an excellent chronology of this in her board report. Since the creation of that report, Governor Whitmer has issued Executive Order 2020-42, extending the Stay Home, Stay Safe order through April 30. A reminder, too, that in the interest of community health and safety, all "in person" library programs are canceled through May 30.

With the library essentially going dark, we began framing delivery of services options around the question, "How May We Help You?" Department heads have highlighted some of our responses to this question in their reports herein. They include the following:

- We were able to offer curbside delivery for a short window of time (March 18, 19, & 20) in an effort to get as many materials into hands of patrons as possible while adhering to the Governor's orders and social distancing guidelines.
- Librarians are offering offsite reference service via phone or email between 10 AM and 2 PM during the week.
- We are promoting the places in our community offering free WiFi access (including on the grounds of CDL and at Lima, Sylvan, and Lyndon Township Halls) through our media and digital outlets.
- Staff is creating FB and web posts on activities and resources to keep our community active and engaged.
- Staff is also keeping our community current on accurate and up-to-date information and resources on COVID-19.
- We have suspended fines on all overdue materials and sending accounts to collections.
- We are extending card expirations and creating new cards remotely so people in our community can access our digital resources while the library is closed. H
- We have increased the number of digital materials available to our patrons through Hoopla, OverDrive, RBDigital, and Libby.
- We are making paper tax forms available to the public in our vestibule.
- We continue to encourage public participation in Census 2020.
- We created the CDL Cares Team. Members of the team perform wellness checks by phone with our CDL Delivers! patrons.

- We have started digital programming that includes storytimes and readalouds as well as *CDL Insight* – a weekly presentation highlighting how CDL is helping our community throughout the pandemic.

In the midst of all of this, we welcomed a new Adult Services Librarian to our work family. Gabrielle Hopkins joined us on March 30, and she jumped in with both feet! She has already manned the reference service phone and initiated the Throwback Thursday posts on FB that highlight our local history collections. Welcome aboard, Gabrielle!

Another bright spot on the COVID-19 landscape is that the library was awarded a \$15,000 grant by the Chelsea Community Foundation of the Community Foundation for Southeast Michigan. The grant is for “support for unusual operating expenses related to COVID-19 response in Chelsea.” We plan to use a portion of these funds to bring some wonderful cultural programs to our community digitally, including Music in the Air. A huge thanks to the terrific folks at the Chelsea Community Foundation!

**Chelsea District Library
Assistant Director's Report
March 2020**

In the early stages of the COVID19 pandemic and in anticipation of EO 2020-9 that would impose restrictions on places of public accommodation through March 30, we closed the building to the public on Friday, March 13th at end of business. Non-management staff were told to stay home starting Monday, March 16th until management staff had time to come up with a strategy for moving forward with curbside service and ensuring proper social distancing for staff. We allowed staff back in the building on Wednesday, March 18th on limited, staggered schedules (only one librarian in at a time doing either a morning or afternoon reference desk shift; only one circulation assistant in AM or PM to help Terri with curbside service; only one tech services staff working on cataloging), made sure everyone could work at least 6 feet away from other staff persons, and designated restrooms so that as few as possible would be sharing. With seven bathrooms, that wasn't too hard to do. 😊 When librarians aren't in the building, they will be working remotely.

As federal and state COVID19 infections and deaths continued to climb, we made the decision to stop curbside service and close the building to all but management staff on Friday, March 20th. Our hourly staff will be paid according to their regular, budgeted hours even though they will not be expected to work from home, with the exception of our marketing assistant who can work remotely. Librarians will continue their work remotely, each taking one four-hour ref desk shift from home, in addition to the other work they were doing. Managers were encouraged to work remotely also. Both librarians and management staff will meet online weekly to plan projects, discuss progress, and start work on the 2021 budget.

On Monday, March 23, Governor Whitmer issued the Stay Home, Stay Safe EO effective at 12:01am March 24th, restricting work outside of home to "essential" businesses. At that point, all management staff and our part-time marketing assistant were directed to work from home at full pay. Non-essential businesses were allowed to designate essential staff to attend to basic operating functions, so Lori designated myself, Chris, Scott, Ron, and herself as essential staff, still working mostly from home but allowed to enter the building to perform essential functions related to payroll, technology, or building issues. No other staff are allowed in the building without permission from Lori until further notice.

At the recommendation of our HVAC contractor, I am entering the building six days a week to flush toilets and run water in our sinks. Once a week I am pouring about one quart of water in the floor drains to keep sewer gases from backing up. Bacteria can form in water pipes that sit inactive for too long so this is an attempt to keep that from happening. I also walk the entire building once a week in an attempt to catch any issues before they become problems, and collect the mail once or twice per week.

Respectfully submitted-
Linda Ballard, Assistant Director

Information Services Report: March 2020
Shannon Powers, Head of Information Services

This month the library faced an unprecedented closure due to the COVID-19 pandemic, and, with the help and quick thinking of the Technology Department, the Information Services team prepared to continue to serve the community remotely. Each librarian was equipped with a work from home laptop, including access to our library work files and archives. As we faced an uncertain period of closure, we focused our efforts on three main areas: improving the digital collections to keep up with anticipated increases in demand during the shelter in place, keeping the public informed with accurate and up to date information from trustworthy resources, and reimagining library events and programs in an online space.

Digital Collections

In order to ensure that a robust collection of ebooks and eaudiobooks was readily available to patrons without access to our physical collections, we worked with the IT department to quickly reallocate funds and increase our purchasing power. Librarians placed large orders on Overdrive Advantage titles (CDL's collection of ebooks reserved specially for CDL cardholders through the Libby/Overdrive app). Using reports, we worked to purchase multiple copies of popular titles and decrease the wait time CDL patrons experience on any given title. We also coordinated with Ron Andrews to ensure that we had the funds to increase our Hoopla borrowing limits (Hoopla is a secondary source of ebooks and eaudiobooks as well as movies and music). As these collections were expanded, we worked with the marketing department to increase promotion of our offerings, creating recommendation lists to highlight our various digital collections.

Informing with Accurate Information

Our first step to keeping the public informed was to implement remote reference shifts Monday-Friday from 10am to 2pm every week. Between March 16th and April 14th, we've had 54 reference calls or emails, averaging between 2-4 calls and emails per day. We've found these calls and emails to be both helpful in answering questions about the closure, digital resources and remote services, and useful for keeping in contact with some of our regular patrons. Secondly, we worked hard to compile a variety of resource sheets, social media posts, and website articles to educate and inform the community during the closure. With the help of the marketing department, we've supplied content to keep our social media and enews active and fresh every day.

Reimagining Events and Programs

Librarians worked to move traditionally in-person events online: we began with live storytime and chapter book read alouds, but also implemented passive programming such as online trivia, a virtual easter egg hunt, book clubs via facebook and zoom, and a social media version of Lego Club. We're working with presenters to offer online presentations in the coming months, and will continue to develop homegrown events and activities to enrich the community during social distancing. Since April 14th, we've had roughly 309 attendees for our virtual events.

Technology

Summary of March 2020



From: Ron Andrews – Head of Technology

Brief Monthly Summary

A brief update of what has been going on.

Technology

- Electronic usage is obviously up from last month

DATA SERVICES		JAN	FEB	MAR
6885.27	Hotspots: Total GB Used	1112.76	2989.04	2783.47
11.1	-- Lima Township (GB)	0.63	0.87	9.6
22.67	-- Sylvan Township (GB)	2.28	10.09	10.3
3286.1	-- Mobile Beacon (GB)	689.45	1469.18	1127.47
3565.4	-- Library Circulating Hotspots (GB)	420.4	1508.9	1636.1
65	Hotspot Devices Circulated	33	32	NA
2083	Public Internet - Computer Sessions	861	921	301
16324	Public Internet - Wireless Logins	6079	5847	4398
ONLINE SERVICES		JAN	FEB	MAR
25542	Website Sessions	8886	8249	8407
14093	Website Users	4704	4394	4995
3881	AUDIO Downloads Total	1352	1248	1281
3355	-- Audio: Overdrive	1181	1096	1078
526	-- Audio: Hoopla	171	152	203
138	VIDEO Downloads Total	38	35	65
9	-- Video: Overdrive (streaming only)	5	0	4
129	-- Video: Hoopla	33	35	61
4858	EBook Downloads Total	1491	1426	1941
4625	-- eBook: Overdrive	1423	1363	1839
233	-- eBook: Hoopla	68	63	102
8877	TOTAL Downloads	2881	2709	3287

- **Hoopla** – we made the decision to up the monthly checkouts to 15 per month from 6. This has really made a difference already. The monthly usage for March was; 509 checkouts and spent \$ 1064.00. And as of April 13th there were already 352 with cost of \$557.31. Largest items checked out: Audiobooks, ebooks and movies.
- Filmed a portion about Downloadables (OverDrive, Libby, Hoopla and RBDigital on the new CDL Update video
- Monitoring OverDrive support for TLN consortium – 3 weeks into April.
-

Ron Andrews

Network Report

March 2020

From: Scott Rakestraw – Network Administrator
Monthly Summary



Project/Task List

- Identify suitable software solution for remote work force
 - Tested and installed Google remote desktop
 - Solution tightly integrated with our own gSuite
 - Required minimal training
 - Simplified remote connections for managers and Essential staff who need to connect to the internal network
- Provision laptops for remote access to managers & librarians.
- Support marketing team with various web site updates.
- Support managers and staff with remote access issues.
- Facilitate meeting with area library technologists
 - Discussion on remote meeting tools for library boards
 - Discussion on tools and solutions to support remote workforce
 - Discussion on digital outreach needs and support issues
- Create and Produce weekly webcast “CDL Update”. Three episodes produced and air on Facebook with archive on Youtube.
- Provision platform for concert performance video.
- Training and support for librarians creating social media content.
- Work with consultant to provision firewall and switching in preparation For server migrations.
- Provide tools and creative tools need for social media Productions.

Scott Rakestraw

Marketing Assistant Monthly Board Report (Mar. 1–31, 2020):

What a month! The marketing department quickly changed gears from heavy Midwest Literary Walk promotion to responding to COVID-19 pandemic. Instead of filling our marketing channels with program promotion, we had to quickly pull all promotional content from newspapers, website, and social media for canceled programs. Our focus changed almost overnight to responding to the social distancing directives from the State of Michigan and determining ways to deliver library services to our community in a time of crisis. Our digital marketing channels were thrown into the forefront of the library communications in the following ways:

Website:

- Initially created a section of the website to communicate enhanced cleaning and safety steps the library was taking in response to the emergence of COVID-19: www.chelseadistrictlibrary.org/about-us/who-we-are/#safety
- Subsequently built a landing page for all virus-related updates, trusted health resources, and the library services available during our building closure: www.chelseadistrictlibrary.org/covid-19
- Reformatted the home page to provide links to information and resources related to the building closure and direct visitors to the Covid-19 landing page.

Social Media:

At Lori's directive, social media is being actively used to convey accurate information at a reasonable rate. Effort is made to keep our messaging hopeful and positive. Scheduled multiple posts daily to share:

- True, vetted, information about the health and safety
- Messages of encouragement from past CDL guest performers
- New digital resources available for people stuck at home
- Census Reminders

- Unemployment benefit, tax deadline changes, and small business resources

E-newsletters:

The weekly eNews has been reformatted to include "Library Service & Program Updates", "Remote Access Local & Library Resources", and "Home Hacks in a Pandemic". This allows us to promote the creative online programming developed by the librarian staff, as well as share up-to-date information about how the library is adjusting its offerings and schedule during the pandemic. The "Home Hacks" section is used to share helpful, entertaining, and positive ideas to fill the quarantine hours. The open rates and click rates have increased in the last few weeks, indicating this is a good channel for continued library communications.

Circulation Supervisor's Report

MARCH 2020

March 2020 was an interesting month for circulation. Many things were planned on the fly, but the circ staff did a great job with some help from the management team and librarians.

- March 4th – I met with Elaine to review circulation department procedures and work space.
- March 13th – This was a ½ day of school and the library was extremely busy with families and teens, since patrons had learned that this would be our last day to be open to the public.
- March 14th – March 17th – I worked the Management Team to develop procedures for moving forward.
- March 18th – 20th - We ran our curbside pickup for these 3 days with only 2 library assistants and 1 library aide per day. We didn't initially receive the response to the curbside as quickly as we thought we would, so circ staff with help from Lori and Linda called everyone who had a hold on the shelf to set up a time and day for them to get their items. We kept up with holds placed these 3 days and patrons were very appreciative. There were also many patrons wanting to know if we were open and what our plans were. It was hard for some of them to understand that we were not "essential" as per our Governor's orders.
- Returned items: All items that were returned starting Saturday, March 14 were put on carts, with a date and time. The plan was to discharge these after they had sat for 3 full days. Some were discharged during the following week but we still have many to do when we return. We will need to decide if we continue this after we re-open and this is on our discussion list for the management team. The book and media return slots were closed on March 20th when the library was closed. This discouraged all but the most determined patrons from returning items. This means we anticipate having a large amount of returned materials to discharge when we reopen.

April to date:

- Once patrons realized we were not open, the phone calls & emails asking for renewal of their cards, or new ones (most patrons who had not renewed in over 2 years) has kept me busy. To date (4/13) I have renewed 12 patrons

and done 10 new cards. I have sent several emails out to patrons requesting their information so I can complete their applications and get them cards.

- Twenty patrons have contacted me about PIN's, how do I return my items, how do I get items, how does curbside work (they didn't know we had stopped this). I have also had to discharge items and check them back out to patrons as these had gone to Lost and couldn't be renewed for the patron.
- Amy and Leslie volunteered to make phone calls to patrons who normally receive home delivery of books.

Fine Free:

- With the shutdown of CDL and the Stay at Home order we made the decision to discharge all items fine free starting Friday, March 13 (the last day we were open to the public) and let patrons know that we would do this until for the foreseeable future, as we didn't know how the shutdown would play out.
- Fine free discussion and decision. Since the Covid-19 pandemic sent us all into a whirl and we had to make decisions quickly I think we need to change our timing for going officially "fine free". It seems silly to go back to normal for a few months (we were looking at October 1st to start our fine free policy) and then go fine free and wipe out fines on patron's accounts. My suggestion is to keep discharging items fine free after we reopen and then work with TLN to have "0" fines attached to our items, remove any fines from our patron accounts and from patron accounts from other TLN libraries who have fines from Chelsea items.

This process may be a little more drawn out, since we don't know our timing, but it can be done as soon as everyone is caught up with the backlog of items we are all facing.

Curbside pickup:

- We have a curbside pickup procedure in place and it worked very well, except for timing. We weren't able to communicate to patrons that we had this available in enough time for it to be utilized as much as we had hoped before we closed. Since we would have more time to get the word out once we know our reopening date and when TLN will start up the deliveries again, we would be able to market the program to our patrons, as needed.

ACTION ITEMS

Action Item #1

Chelsea District Library
Board of Trustees

Library Board Fact Sheet April 21, 2020 Board Packet

880.900 Promotional Restricted
884.900 Programming Restricted
967.900 Equipment Restricted
980.900 Capital Restricted
982.900 Collection Restricted

Accept February donations and changes to the 2020 FY Budget.

David Wood (the Wood Kids)*
Non-Designated
(In Memory of Lynn Lipphart Berk)

*Janice, David, Jack, Mary, Paul, Mike & Jane

Income Line - Expense Line
674.120 967.320 \$100.00

Sub Total: \$100.00

Acknowledge the donations below that are already in the 2020 budget.

Total General Donations: \$100.00

Acknowledge the donations below toward the CDL Endowment.

Janice L. Carr, Board Secretary

Date

Sub Total: \$00.00

Action Item #2

Chelsea District Library
Board of Trustees

Library Board Fact Sheet April 21, 2020 Meeting

Fine Free

Background:

Previously the Board discussed implementing fine free status on CDL items and patrons on October 1, 2020. The unprecedented circumstances of the COVID-19 pandemic resulted in CDL immediately moving to **temporary** fine free status, waiving overdue fees for the duration of the pandemic. In the interest of a smooth transition from this **temporary** fine free status to **permanent** fine free status, the Board authorizes the library to implement **permanent** fine free status on CDL items (with some material exemptions) and CDL patrons effective immediately upon the library reopening for business following COVID-19 pandemic. Implementation will depend on coordination with TLN.

Action:

The Chelsea District Library Board votes to approve implementing fine free status to CDL materials, with exceptions, and CDL patrons effective concurrent with the Library opening for business post-COVID-19 shutdown.

Janice L. Carr, Board Secretary

Date

DISCUSSION ITEMS

Discussion Item #1

Chelsea District Library
Board of Trustees

Library Board Fact Sheet
April 21, 2020 Meeting

COVID-19 Response

Background:

Continued discussion on the library's COVID-19 response and how best to proceed with services and public safety in mind.

COMMITTEE

INFO &

MINUTES

**Chelsea District Library
Board of Trustees
2020 Board Committees**

Governance
Appendix #3
Approved: January 21, 2020

	Community Outreach Committee	Personnel Committee	Finance Committee	Policy Committee	Nominating Committee
TJ Helfferich			X		Chair
Anne Merkel	Chair	X			
Gary Munce	X		Chair		
Elizabeth Sensoli	X	Chair		X	
Charlie Taylor				X	X
Susan Lackey			X		X
Jan Carr		X		Chair	

Janice L. Carr

1-21-20

Jan Carr, Board Secretary

Date

