

# DULUTH PUBLIC LIBRARY BOARD

## Notice of Meeting

**DATE:** June 23, 2020

**TIME:** 4:30 p.m.

**NOTICE:** The Duluth Public Library Board will be holding its June Meeting by other electronic means pursuant to Minnesota Statutes Section 13D.021 in response to the COVID-19 emergency. Members of the Board will be participating through video conference. Due to the COVID-19 emergency and the closure of City facilities, public comment will not be taken in person. However, members of the public can monitor the meeting and provide public comment on agenda items through WebEx Events. Visit <https://duluthmn.gov/live-meeting> to access the meeting. The public is also encouraged to submit written comment to Library Manager Carla Powers prior to the meeting. Please include "Library Board Agenda" in the subject line, and include your name and address and the agenda item you are speaking to. Please note that all public comment is considered Public Data.

### AGENDA

Call to order  
Review and approve agenda  
Public comments  
Approve minutes of February 25, 2020 meeting

#### Reports

Library Manager's Report – Powers  
Friends Report – Ramsland  
Foundation Report – Rosendahl

#### Old Business

Every Child Ready Duluth update

#### New Business

Annual report  
Restoring library staffing levels and services  
July special meeting  
Election of officers

Adjournment

Next regular meeting: August 25, 2020, at 4:30 p.m., location TBD

**DULUTH PUBLIC LIBRARY BOARD**  
**Minutes of Regular Meeting**  
**February 25, 2020**

**Call to Order:** Matt Rosendahl called the meeting of the Duluth Library Board to order at 4:30 on February 25, 2020.

**Introductions unnecessary.**

**Members Present:** Lizzy Luoma, Michelle Foshay, Stephen Welsh, Matt Rosendahl, Neil Glazer, and Sue Henke.

**Also Present:** Carla Powers (Library Manager), and John Ramos.

**Absent:** David Sperl and Betty Ramsland

**Review and approve February Agenda**

Motion by Glazman, seconded by Luoma, to approve the agenda as drafted. Motion approved unanimously.

**Public Comments:** None

**Review and approve minutes from January 28, 2020.**

Motion by Henke, seconded by Welsh, to approve the minutes as drafted. Motion approved unanimously.

**Reports:** Manager's report for February accepted as submitted.

Henke requested a copy of the Library Goals from last month's meeting and Powers said she'll send an electronic copy to the whole board.

Question about bathrooms: New restrooms open and feedback is positive. Youth bathrooms are being designated gender-neutral. They will continue to be for use by children and adults with children.

**Old Business:**

Every Child Ready Duluth Update:

Powers handed out the flyer that the library is using to explain ECRD.

A planning summit is being scheduled for late March. The consultant and staff will use the information gathered at summit to begin work on a strategic plan. Invitations will be sent out this week. Guests will include people from different organizations that represent a broad and diverse subset of groups that work with children, from childcare, health and medicine, parent supports, public health, etc. A member from each of the library's supporting organizations will be invited as well. The meeting is set to take place on Saturday, March 28.

The library has been approved for an AmeriCorps Vista position. Interviews will take place in the spring and position will begin in the summer.

## **New Business**

### Refund Policy:

Powers presented a refund policy that will be added to the circulation policy already on the library's website. The rest of the circulation policy was updated recently when the library went fine-free.

The refund policy states when patrons will be refunded and for how much. Refunds can be requested when a patron pays for a lost item and later finds it and turns it in. Refunds also can be requested if someone has a balance of more than \$5 loaded onto their library account for printing. Any credits left on library accounts when an account is deleted from the system will be considered a donation to the library. Accounts with outstanding charges or credits are deleted if they are expired for five years and have had no activity.

Motion by Henke, seconded by Welsh, to approve the policy as drafted. Motion approved unanimously.

### Behavior Policy:

Powers presented an updated behavior policy meant to highlight behavioral expectations with examples that would violate the policy or the law. It details the circumstances that could lead to a patron being trespassed, as well as a process to appeal a trespass. The policy has been vetted by a City Attorney and Human Rights Officer Carl Crawford, who will oversee any appeals.

After discussion, the board recommended changing verbiage so that it's clear that someone can be trespassed not only for breaking the law, but also for repeatedly violating the behavior policy. Glazman inquired about protesters that are on property. Powers responded that people protesting on the library's sidewalks likely are protected by the First Amendment.

Motion by Welsh, seconded by Glazman, to approve the policy as amended. Motion approved unanimously.

Powers will amend the policy and send it to the City Attorney's Office for review. If further revisions are needed it will be placed on the agenda again next month.

## **Ongoing Business**

### Library Advocacy Update:

Sperl wrote a letter that was shared with Mayor and City Councilors. Luoma requested a copy of the letter, and Rosendahl said he will share it with the rest of the Board.

There was discussion about the upcoming City Hall Board recognition in early March, which will be a good opportunity to represent the Library. The Main Library building remains in need to repairs and/or renovation. Roof leaks continue to occur despite repairs that have been done.

There was discussion about the vacancy on the Board, and members were encouraged to continue to recruit within our networks.

Adjournment

**Next regular meeting: March 24, 2020 at 4:30 at Main Library.**

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## **Manager's Report to Library Board June 2020**

**COVID-19 Closure.** On Monday, March 16, the City of Duluth announced it would be closing its buildings and transitioning staff to working from home beginning the following Wednesday, due to public health concerns around the COVID-19 pandemic. All library locations closed to the public at the end of the day on March 16. Staff spent March 17 cleaning out work areas and preparing to work remotely. Only staff designated as "essential" could work inside buildings. Staff who had equipment to work from home and tasks that could be done remotely continued to work. All employees were paid for their regular hours regardless of whether they had work that could be done from home.

**Part-time, Non-bargaining Unit Layoffs.** On Wednesday, April 8, the City notified us that all 13-hour and 13.5-hour-per-week staff would be laid off as of April 10. This included one 13-hour library technician, our delivery driver, and all 14 library aides who shelved and processed materials.

**Library Technician Layoffs.** On April 22, the City began preparing to temporarily lay off 49 AFSCME staff, including 25 library technicians. Per the union contract, a two-week notice was given. The layoffs went into effect at the end of the day on Friday, May 8. Two technicians who were eligible for retirement decided to do so before the layoff went into effect. The remainder of the staff has remained on layoff status. Most are on a rehire list, and I believe that a special provision was made for the probationary employees who would not have been eligible for the rehire list. So far no plans have been announced for calling them back to work.

**Current Staffing.** Two librarians also decided to retire in April, leaving us with a current staff of 23. This group includes librarians, senior library technicians, library supervisors and the library manager. Most staff report to one of the library buildings at least a few days per week. Staff members are encouraged to work from home if possible on the days they are not needed in the building.

**Current Services.** Library staff transitioned very quickly to online services back in March. Storytimes, book clubs, teen events, trivia contests, and now summer reading all moved to a virtual format. The speed of this transition and the quality of programs has been outstanding. Unfortunately some programs had to be discontinued when the layoffs happened, but many have remained. Patron use of OverDrive for e-books and downloadable audiobooks hit new record highs and continues to be very strong. We began offering curbside pickup of physical materials at the Main Library on April 27 and have kept up the service despite losing so many staff. On June 15 we transitioned to a no-appointment curbside model. We moved the pickup location from Michigan Street to Superior Street to make it more visible and convenient for patrons. We now accept returns during curbside pickup hours. We are trying to manage the flow of returns in order to keep up with check-in, delivery, and shelving with such a small staff. Curbside pickup and returns have been very popular with the public.