



IOWA CITY PUBLIC LIBRARY

123 S. Linn St. • Iowa City, IA 52240
319-356-5200 • icpl.org

LIBRARY BOARD OF TRUSTEES

September 10, 2020

Electronic Special Meeting - 5:00 pm

ZOOM MEETING PLATFORM

Electronic Meeting

(Pursuant to Iowa Code section 21.8)

An electronic meeting is being held because a meeting in person is impossible or impractical due to concerns for the health and safety of Commission members, staff and the public presented by COVID-19.

You can participate in the meeting and can comment on an agenda item by joining the Zoom meeting via the internet by going to:

<https://zoom.us/join/zoom/register/tJlqdOGuqzljEtbeinuGlmO5fg3OZX8KcK3P>

If you are asked for a meeting ID, enter Meeting ID: **967 3865 9982**

to enter a “Waiting Room” for the meeting.

If you do not have a computer or smartphone, or a computer without a microphone, you may call in by telephone by dialing (312) 626-6799.

When prompted, enter the **meeting ID: 967 3865 9982**

Providing comments in person is not an option.

If you will need disability-related accommodations in order to participate in this meeting, please contact Elyse Miller, Iowa City Public Library, at 319-887-6003 or elyse-miller@icpl.org. Early requests are strongly encouraged to allow sufficient time to meet your access needs.

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Wesley Beary, President

John Beasley

Kellee Forkenbrock

Derek Johnk, Secretary

Carol Kirsch, Vice-President

Robin Paetzold

Tom Rocklin

Hannah Shultz

Monique Washington

1. Call Meeting to Order.

1. Public Discussion.

2. Items to be discussed.

A. Johnson County Public Health Pandemic Discussion.

Comment: Susan Vileta, Health Educator, Johnson County Public Health, will join the meeting to answer questions.

B. Policy Review: 801: Circulation and Library Card Policy.

Comment: A staff recommendation to change the number of holds from ten to twelve per patron will be discussed. Board action required.

C. Phase 2: Library Reopening Plan. Contactless Curbside Cold Weather Plan.

Comment: A proposal for curbside services in the fall/winter/spring will be presented. Board action required.

D. Phase 3: Library Reopening Plan. Lobby Grab & Go and Bookmobile Service.

Comment: A proposal to add access to holds in the Lobby and on the Bookmobile will be presented. Board action required.

3. Director's Report.

4. President's Report.

5. Adjournment.

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801: Circulation and Library Card Policy—Policy Revision

Prepared for the September 10th, 2020 Meeting of the Iowa City Public Library Board of Trustees

Proposal: To revise 801 Circulation and Library Card Policy to expand access to the library collection by increasing the number of free holds from ten to twelve.

Issues: With the Library building closed and the collection inaccessible to individual searching and browsing, the only way for patrons to access our physical collection is by placing a hold in our catalog or contacting the Library to have staff place a hold for them. To expand access to our materials, we recommend increasing the current free holds limit from ten to twelve. This will provide patrons more choice when selecting items in the catalog, allow them to check out and pick up more items from curbside, and reduce the number of visits downtown.

For years, we've limited the number of free holds to ten to ensure our ability to reasonably meet the demands of our patrons. Fiscally, more free holds will mean higher holds lists on new and popular items, which in turns means more copies to purchase to reduce wait times. For staff time, increasing the limit will mean longer paging lists and more time needed to pull items from the shelves.

We believe it is important to balance both of these issues, expanding access while acknowledging our staffing and fiscal restraints. An incremental shift towards more holds will allow us to monitor the impact of that change. If it is manageable, we will consider expanding the holds limit further.

In addition to increasing the number of holds in the Circulation and Library Card Policy, on October 1st, 2020, we will also make the following changes to circulation procedures that we hope will make in-demand materials more readily available:

- Return to original lending periods (ex. three weeks for books and CDs, one week for DVDs and equipment). We are currently loaning all physical items for six weeks, which lengthens the time items are unavailable for the next user. We will still extend due dates for items sent through mail by a week to ensure patrons have enough time with the item.
- Return to original hold pickup period of 7 days. We are currently giving patrons 14 days to pickup materials through curbside or request a mail delivery. We originally were afraid that patrons would be unable to make appointments within a week, but slots are usually filled only one to two days ahead. Coinciding this with a lobby curbside model or a Lobby Grab & Go with expanded hours will also give patrons more options.
- Introduce autorenewals. Many libraries across the country are offering autorenewals, a courtesy service to automatically renew eligible materials for patrons. Automatic renewals would occur on all items *unless*:
 - Patron card is expired or blocked due to unpaid replacement fees
 - The item is on hold for another patron
 - We don't offer automatic renewals for that collection, such as equipment or art prints
 - The patron reached the limit of renewals for that item (for most items that is 1 to 2 renewals depending on the collection)

For items that are automatically renewed, the patron will receive an email notification of the new due dates. It was part of the FY20 Strategic Plan to explore offering this service. We think it will benefit patrons who want to keep their materials longer and not make unnecessary trips downtown or to return bins, especially for items that are currently not in demand.

Outside of the change to the number of holds, these additional changes do not impact the Circulation and Library Card Policy and do not require a vote. We will work to inform patrons of these changes in the coming weeks.

Staff Recommendations: In 801.24, make the following changes:

- In 801.24a, change “ten free holds” to “twelve free holds.”
- In 801.24c, change “ten free hold limit” to “twelve free hold limit.”

Action: Review and adopt as amended.

Prepared by:

Anne Mangano, Collection Services Coordinator

Angela Pilkington, Children’s Services Coordinator

Committee Members: Community and Access Services: Terri Byers; Tom Jordan, Heidi Kutcha, McKenzie Edwards, and Frances Owens; Collection Services: Romona Murrell and Larry Parks;

Information Technology: Todd Brown and Alyssa Hanson

801: CIRCULATION and LIBRARY CARD POLICY

See also related policies: Collection Development (601) and Confidentiality and Privacy (802).

See also Iowa Code: Chapter 613.16 (Parental Responsibility of Actions of Children) and Chapter 714.5 (Theft of Library Materials and Equipment).

801.0 The purpose of the Circulation Policy is to establish who may obtain a library card at the Iowa City Public Library, privileges associated with different types of cards, and conditions under which those privileges may be suspended. A valid library card provides library users with circulation services which may include, depending upon type of library card, borrowing materials and equipment, placing holds, or requesting interlibrary loan service, and allows in-house and remote electronic access to information resources. The Circulation and Library Card Policy establishes fines and replacement fees for overdue, lost or damaged materials, and other circulation services.

801.1 Library Cards

General Information: These policies apply to all types of cardholders:

- a. Individuals of all ages may apply for a library card with proper identification and proof of residence. (See Sections 801.12-801.19 for specific card categories.) Staff may allow two checked-out items (no equipment) if proof of residence is not shown at time of application; address verification must be shown before further use of the card is allowed.
- b. Cardholders are responsible for all materials checked out on the card and for payment of fines and replacement fees assigned to the card, except as noted.
- c. The Library Director may refuse or restrict a library card if a pattern of abuse is established.
- d. Cardholders are responsible for notifying the library promptly if a card is lost or stolen. (See Section 801.22 for cardholder liability.)
- e. Cardholders are limited to 75 checked-out items, except Institutional cards, which are limited to 100 checked-out items and Student AIM (Access to Information and Materials) Cards which have a limit based on the Memorandum of Agreement with the participating school districts and public libraries.
- f. Library cards expire regularly to confirm address and other contact information.
- g. Access to Library materials will not be restricted based on age except in the case of circulating equipment with replacement value over \$250, which will require parental permission for checkout to patrons under age 18. Access to specific collections may be restricted for the Student AIM cards based on the Memorandum of Agreement with the participating school districts and public libraries.
- h. Cardholders are limited to one library card with the exception of students who are issued Student AIM Cards. Privileges for use are set according to the library card presented for checkout and services. With the permission of their parent/guardian, students with Student AIM cards may also apply for a Resident or Open Access card.

801.12 Resident Cards: Resident cards are issued to residents and property owners of Iowa City and contract areas.

801.13 Open Access: Open Access cards are issued to residents of areas with libraries participating in the State Library of Iowa's Open Access program, in accordance with the statewide Open Access agreement. Some services are limited.

801.14 Temporary Cards: Temporary cards are issued to persons who will be living in our service area from one to eight weeks, and to those living in temporary housing. Some services are limited.

801.15 Institutional Cards: Institutional cards are issued to institutions and businesses located in Iowa City, contract areas, and Johnson County communities with libraries participating in the Open Access program.

801.16 Special Cards: (See Section 801.25 and 801.26 for fines and replacement fee information.)

- a. Borrowers who qualify for Resident Cards may apply for At Home service and will be assigned an At Home card.
- b. Special cards are available for institutions with ICPL outreach collections.
- c. Special cards are assigned to libraries participating in interlibrary loan.
- d. Special cards are assigned to inmates at the Johnson County Jail who request services from the Library. Services may be limited to comply with an agreement for service with the Johnson County Sheriff's Office.

801.17 Self-Registered Cards: Patrons who register online shall verify, in person and within two weeks of registering, identity and proof of address to obtain a library card with regular privileges (see 801.12-14). Self-registered cards allow for limited access to online resources but may not be used to borrow materials until a regular card is obtained.

801.18 Computer Use Only Cards: Issued to patrons who are unable to confirm a local address. Services are limited to internet computers and in-house use of equipment valued at less than \$100.

801.19 Student AIM Cards: Issued to all students grades K-12 enrolled in the Iowa City Community School District and other participating school districts. Services may be limited based on the Memorandum of Agreement with the participating school districts and public libraries.

- a. Student AIM Cards may only be used by the student the card was issued to.
- b. Students may receive a Student AIM Card in addition to another type of library card.
- c. Students may not use Student AIM Cards to place Interlibrary Loan requests.
- d. Student AIM Cards may not be used to check out equipment valued over \$250.

801.2 Fines and Replacement Fees

801.21 Fines are temporarily suspended until January 1, 2021.

801.22 Lost or Damaged Materials

- a. The full replacement or repair cost for a lost or damaged item is charged to the borrower to whom the item was checked out at the time that it was lost or damaged.
- b. Borrowers are responsible for materials which were checked out on lost or stolen cards prior to notification to the library of the card's loss. A borrower's liability for such materials is limited to \$50.00.
- c. The replacement cost of the item includes the Library's purchase price plus a processing fee. The Library uses vendors that offer processing and other related services to acquire materials, including replacements.
- d. Replacement or repair costs up to \$100 may be waived in full or part on a case-by-case basis by permanent staff. Higher amounts may be waived in full or part by the Community & Access Services Coordinator or Customer Services Assistant, on a case-by-case basis.
- e. Replacement or repair costs will not be charged for students using Student AIM Cards.

801.23 Suspension of Circulation and Remote Access Privileges

- a. Individual cards: Circulation and some remote access privileges are suspended for cardholders owing the library \$10.00 or more in fines or for materials not returned and billed.
- b. Institutional cards: Circulation and some remote access privileges are suspended for cardholders owing the library \$20.00 or more in fines or for materials not returned and billed.
- c. Interlibrary loan institutions: Service may be denied to those libraries which habitually are late in returning materials or fail to pay bills of \$25.00 or more for long overdue or lost materials.
- d. Expired cards: Circulation and other access privileges are suspended when a library card expires. An expired card may be renewed when a patron's address is verified.
- e. Special At Home cards: Access privileges are suspended for materials not returned that have been billed.
- f. Student AIM Cards: Access privileges are suspended based on the guidelines in the Memorandum of Agreement with the participating school districts and public libraries.

801.24 Holds (Reserves)

- a. Registered borrowers with no delinquency status may place up to ~~ten~~ twelve free holds.
- b. Institutional cards may have up to fifteen free holds.
- c. Beyond the ~~ten~~ twelve free hold limit, registered borrowers may place additional holds for a charge of \$.50 per item, payable in advance.

801.25 Charges for Interlibrary Loan:

- a. When it is necessary to borrow library materials through Interlibrary Loan from libraries which charge a fee for such services, these charges will be absorbed by the library, with the approval of the Adult Services Coordinator. Postage will be paid by Iowa City Public Library.
- b. Out-of-state libraries will be charged \$15.00 for the loan of audiovisual material.

801.26 Fines and Replacement Fees for Special Cards:

- a. No fines are charged for late returns of materials from outreach collections, At Home patrons, Interlibrary Loan libraries, or jail patrons.
- b. At Home patrons, Interlibrary Loan libraries, and the outreach sites are responsible for paying the replacement fee for cost of lost materials.

801.27 Card Replacement: Patrons may receive one free replacement card per year. The replacement charge for additional lost cards is \$1.00.

801.28 Fresh Start 18: When a patron reaches their 18th birthday, the library may waive accumulated fines and replacement fees on a case-by-case basis.

801.3 Retrieval of Overdue Materials

801.31 Notification: Notices are sent at regular intervals to cardholders with overdue library materials. The last notice is a bill for the replacement cost of the item.

801.32 Long Overdue Materials: Library accounts for which a bill has been sent may be submitted to a collection agency and/or to a local law enforcement agency for further action. An additional processing charge of \$10.00 will be added to each account sent to collections. (See also Code of Iowa, Chapter 714.5, Theft of Library materials and equipment.)

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Revised: 12/15/16

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Revised: 6/27/19

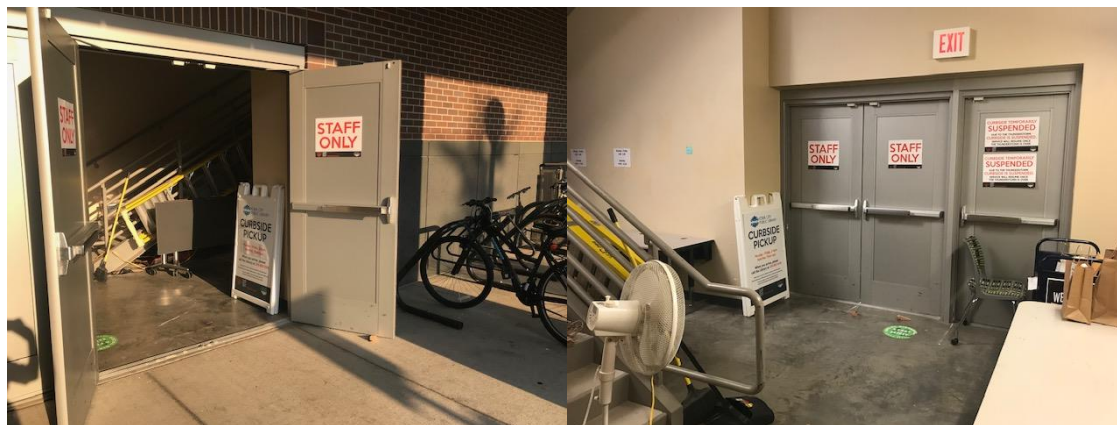
Temporarily Revised: 6/25/20

Revised: 9/10/20

Phase 2: Library Reopening Plan

Contactless Curbside During Cold Weather

Soon, cold temperatures and inclement weather will make our current contactless curbside model more difficult, if not impossible. We currently offer curbside services in an emergency exit near the bicycle racks on the Linn Street side of the building. This space has no heat curtain, requires use of the sidewalk, and involves doors not designed for continual use. For staff safety and comfort, we need to move to a new location relatively soon. Our plan for a cold weather, contactless curbside phase is to offer the same service in a similar form in the lobby.



Potential Start Date: October 1, 2020, if parameters for moving to Phase 3 cannot be met

Hours of operation: Monday-Saturday 10am – 6pm

Staffing: Our current curbside staffing model of separate teams of 5-6 people will continue through Phase 2. Each team will have two curbside shifts per week, one in the morning and the other in the afternoon. To keep up with patron requests for on-shelf items, additional hourly staff may be reactivated to retrieve materials for patron holds.

How Contactless Curbside in the Lobby Works: As with our current curbside service, appointments will be required to receive materials. Patrons will place holds in the catalog and staff will pull available items from the shelves. Patrons may also contact the library to have holds placed for them. Patrons will receive a notification that their items are ready, giving them the option to make an appointment for curbside or request delivery through mail (if eligible).

Patrons will be directed to use the Linn Street entrance, where a set of tables will be set up as they enter the lobby. The tables will have materials that are already checked out and packed up in bags to ensure privacy. The patron's name will be clearly printed on the bag. Patrons may pick up their materials and immediately leave the lobby area. Library staff will be more than six feet away from patrons, and will primarily be there to ensure the service is running smoothly.



We will continue to offer printing pickup, crafts-to-go, bus tickets, and other pertinent community information and services, such as voter registration and census forms.

Fines will not accrue on materials checked out during this time until the end of 2020.

Safety Protocols: To ensure the safety of patrons and staff, patrons will enter and exit the building from the Linn Street entrance. Face masks and maintaining social distance of 6 feet will be required while in the lobby area. There will be signage explaining the face mask ordinance, as well as information on COVID-19 exposure and symptoms. Staff will have access to masks, plexiglass desk shields, hand sanitizer, and surface cleaner. Masks will be provided to members of the public who do not have a mask. As with curbside, appointments will be required. The number of appointments per half hour will be limited to 15.

Phase 3: Library Reopening Plan

Lobby Grab & Go / Bookmobile Holds Delivery

To plan for the next phase of circulation services, we recommend moving to phase 3 of the Library Reopening Plan and adding a Lobby Grab & Go service to replace curbside service, as well as offer bookmobile stops to deliver holds and book bundles. In the plan for Lobby Grab & Go, patrons could pick up their holds without appointments by entering the library's lobby, approach library staff at the gated entrance, and receive their items. The Bookmobile, will provide an opportunity for patrons who are unable to come downtown to pick up holds. This plan allows us to serve more patrons, continue operations in colder weather, and expand hours of service. This model will enable us to scale up our services and plan for subsequent reopening phases with our current health and safety protocols, staffing, and budget.

Phase 3 Changes in Circulation Services

- Library Grab & Go starts
- Curbside is suspended
- Mailing holds continues to service area residents
- Bookmobile holds and book bundle delivery

Lobby Grab & Go

Potential Start Date: October 1, 2020, if public health conditions allow

Hours of operation: Monday-Saturday 10am – 6pm

Staffing: The Lobby Grab & Go service will be staffed by current Help Desk and Children's Services staff.

Safety Protocols: To ensure patron and staff safety, patrons will enter and exit the building through the Linn Street entrance. A welcome desk will help patrons follow our safety protocols. Face masks and maintaining a 6-foot social distance will be required in the lobby area. Signs will explain the face mask ordinance, as well as information on COVID-19 exposure and symptoms. Staff will have access to masks, plexiglass desk shields, hand sanitizer, and surface cleaner. Masks will be provided to members of the public who do not have a mask. The number of people in the lobby will be limited to ensure social distancing. The grab & go service is intended for patrons to move through the lobby quickly, reducing the time it takes for patrons to wait to enter the building.

How Lobby Service Works:

Patrons have access to our lobby for express transactions. Like curbside service, patrons will place holds in the catalog and staff will pull available items from the collection. Patrons will receive notification their items are available, and offer the option to pick up through Lobby Grab & Go or by delivery through the mail (if eligible). Unlike curbside, patrons will not have to make an appointment to use the lobby service.



Once patrons enter the lobby, they will encounter welcome desk staff, and then proceed to the gated entrance. Library staff will be located at desks behind plexiglass barriers. Staff will take the patron's information, retrieve items from the hold shelf, checkout items, and place them on a table for patrons to pick up. This will be contactless for both staff and patrons, just like curbside service.

Materials will not accrue fines until the end of 2020.

We will continue to offer printing pickup, crafts-to-go, bus tickets, and other pertinent community information, such as voter registration and census forms.

Bookmobile Service

The Bookmobile was designed for the library to reach vulnerable populations and those with barriers to access. Sending the Bookmobile to neighborhoods and schools will provide necessary tools for students and adults. Offering another option for community members to pick up holds or select a book bundle was apparent when the Bookmobile was deployed as a tech lab after the derecho.

Potential Start Date: October 1, 2020, if public health conditions allow

Hours of operation: Monday-Friday 10am –12pm; 3-5pm

Changes to Bookmobile Services:

- **Holds pick up**
- **Book Bundle selection**

Staffing: Two current and licensed Bookmobile drivers will work each shift. They will visit one location in the morning, and one in the afternoon, making ten (10) stops during the week. Staff will rotate between the morning and afternoon shifts. This will limit the amount of time staff spend with each other in the vehicle and with the public.

Safety Protocols: Patrons will not be allowed on the Bookmobile. To ensure the safety of patrons and staff, patrons will wait outside the Bookmobile for their hold to be placed on a

table. If it is raining, staff will use the back door of the Bookmobile for patrons to pick up their items from the back-step area. Face masks and maintaining a 6-foot social distance will be required when in line or near the Bookmobile. Signs will explain the face mask ordinance and information on COVID-19 exposure and symptoms. Staff will have access to masks, plexiglass desk shields, hand sanitizer, and surface cleaner. Masks will be provided to members of the public who do not have one. The Bookmobile is equipped with two workstations that are more than 10 feet apart and there are two doors to reduce the need for close contact between staff. There is ample circulating air on the Bookmobile with two doors, windows, and a fan system.

How Bookmobile Service Works:

Two staff members will load holds and book bundles for each day's stops. Materials (holds and book bundles) will be placed on a table or cart at each designated stop. Holds, like our curbside model, will already be checked out to a patron's card. Just like our walk-up curbside service, if a patron wishes to take home a book bundle, they may indicate this to the outside staff member and it will be checked out to the patrons' account. The Bookmobile will remain at each location for two hours. The Bookmobile will not have a regular, browsable collection. The public may not come on the bookmobile at any time