

IOWA CITY PUBLIC LIBRARY

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

LIBRARY BOARD OF TRUSTEES

November 5, 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/meeting/register/tJwrf-qtqzwiGNzROc1DvowzuCGZ3VuQ9N8q>

If you are asked for a meeting ID, enter Meeting ID: **986 8355 7828**

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: 986 8355 7828**

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. Policy #801: Circulation and Library Card Policy.

Comment: This is a special policy review to modify section 801.21, Fine and Replacement Fees of the Circulation and Library Card Policy. Board action required

B. Inservice Day.

Comment: Staff wish to move Staff Inservice Day from Friday, December 11, 2020 to Friday, February 26, 2021. Board action required.

C. Mail Services.

Comment: An update on mailing library materials will be provided.

D. Reopening Guidelines.

Comment: A document describing phases in the reopening plan and associated guidelines will be provided.

3. Director's Report.

4. President's Report.

5. Adjournment.

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801: Circulation and Library Card Policy—Extend Modification

Prepared for the November 5, 2020 Meeting of the Iowa City Public Library Board of Trustees

Proposal: To continue the suspension of 801.21a, the Late Return clause, of the Circulation and Library Card Policy until June 30, 2021.

Issues: Since Sunday, March 15th, 2020, the Library has been closed for public use in response to the COVID-19 public health emergency. During that time, the library extended due dates of all library materials until October 5th and suspended fine collection. As we oscillate between service model responses to the pandemic, we want to ensure our circulation policies meet the needs of our community.

Patrons may have difficulty accessing our book drops. They may have difficulty contacting us as our phone and chat services are far more limited at this time. They may not be able to renew items at home if they do not have access to the Internet. In response to this public health emergency, we propose to extend the suspension of point 801.21a, the Late Return clause, of the Circulation and Library Card Policy until June 30, 2021.

This suspension would only affect fines collected due to a late return. These fines are called overdue fines, which are charged when items are returned after the item due date. The Iowa City Public Library does not collect these fines on Children's or Young Adult materials. For the rest of the collection, we currently charge 25 cents per day, per item that is returned late with the exception of Express DVDs (\$1 per day) and circulating equipment (\$1 to \$5 per day depending on the value of the item).

This suspension does not impact replacement fees, which is a one-time fee charged when materials are not returned or if they are returned with damage. The replacement fee is the cost of the item plus a processing charge.

Staff Recommendations: Temporarily strikeout current language in 801.21a and replace it with "Late return fines are temporarily suspended until June 30, 2021." After June 30, 2021, this policy will revert to the original language unless further action from the Library Board to change this policy takes place.

Action: Review and adopt as amended.

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~~ June 30, 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 twelve free holds.
- b. Institutional cards may have up to fifteen free holds.
- c. Beyond the 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.)

Adopted: 12/20/84

Revised: 2/28/85

Revised: 5/23/85

Revised: 7/25/85

Revised: 8/22/85

Revised: 11/21/85

Revised: 3/27/86

Revised: 9/25/86

Revised: 2/27/87

Revised: 4/28/88

Revised: 7/27/89

Revised: 7/1/90

Revised: 2/21/91

Revised: 4/25/91

Revised: 7/11/91

Revised: 7/25/91

Revised: 4/28/92

Revised: 10/27/94

Revised: 3/30/95

Revised: 4/27/95

Revised: 2/22/96

Revised: 5/27/99

Revised: 5/23/02

Revised: 6/26/03

Revised: 4/22/04

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Revised: 2/25/10

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Revised: 8/23/12

Revised: 8/28/14

Revised: 12/15/16

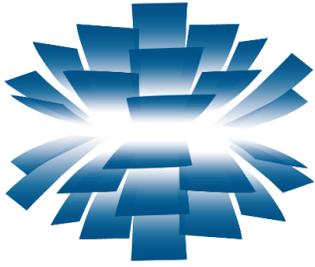
Revised: 4/25/19

Revised: 6/27/19

Temporarily Revised: 6/25/20

Revised: 9/10/20

Temporarily Revised: 11/5/20



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DIRECTOR Elsworth Carman • PHONE 319-356-5200 • FAX 319-356-5494 • icpl.org

DATE: November 5, 2020
TO: Library Board of Trustees
FROM: Elsworth Carman, Director
RE: Revised FY21 Downtown Building Calendar (Inservice Day)

Every year, the Library holds a Staff Inservice Day to provide training, conduct planning, and work together to brainstorm new ideas and address common issues and situations staff experienced during the year. We celebrate significant staff anniversaries and offer ways for staff to interact with each other that isn't tied to our day-to-day operations. Typically, Inservice Day is the second Friday each December in lieu of the December regular All Staff meeting. The building is closed to the public and all staff are required to attend.

This year, Inservice Day was scheduled for Friday, December 11th. I had been hoping COVID numbers and public health guidelines would allow for some in-person work on Inservice Day, but it doesn't look like there will be significant improvement in COVID case numbers by December. We wish to move Inservice Day to Friday, February 26th, 2021. This will provide more time to potentially include safe, in-person components to the day and give us more time to design and prepare a successful and meaningful Inservice Day under current COVID restraints.

This change to the FY21 Downtown Building Calendar will give us time to determine the best way to administer Inservice Day, whether through a fully remote or hybrid model. We plan to focus the day on one of our strategic initiatives: "Seek alternatives to calling the police for violations of the Library Use Policy that can be addressed through mediation and restorative justice." We hope to include presentations and training that speak to this goal and then use what we've learned together to modify our Library Use Policy accordingly. It is likely this will also identify further training needs.

A vote from the Board is required to change the FY21 Downtown Building Calendar. A draft version of the updated calendar is included with this memo.



FY21 Downtown Building Calendar

July 1, 2020 through June 30, 2021

2020

Day	Date	Description	Hours	Staffing
Friday	July 3	Independence Day Observed	Open 10-6	Holiday Staffing
Saturday	July 4	Independence Day	Closed	Remote Drop Only
Monday	September 7	Labor Day	Closed	Remote Drop only
Wednesday	November 11	Veterans Day	Open 10-6	Holiday Staffing
Wednesday	November 25	Thanksgiving Eve	Open 10-5	Regular Staffing
Thursday	November 26	Thanksgiving	Closed	Remote Drop only
Friday	November 27	City Holiday	Open 10-6	Holiday Staffing
Friday	December 11	Inservice Day	Closed	All Staff Attend
Thursday	December 24	Designated Holiday	Open 10-4	Holiday Staffing
Friday	December 25	Christmas Day	Closed	Remote Drop only
Thursday	December 31	New Year's Eve	Open 10-5	Regular Staffing

2021

Friday	January 1	New Year's Day	Closed	Remote Drop only
Monday	January 18	MLK Day	Open 10-6	Holiday Staffing
Monday	February 15	Presidents' Day	Open 10-6	Holiday Staffing
Monday	May 31	Memorial Day	Closed	Remote Drop only

The Bookmobile calendar is posted at least three times a year and roughly coincides with the school year: summer, fall semester, and spring semester.

→ Replace with:

Friday February 26 Inservice Day Closed All Staff Attend

Mailing Holds: Overview of Use and Expense

Starting June 2, 2020, we began offering mail delivery of holds to any patron with an ICPL card. This delivery option minimizes patron and staff interaction and does not require patrons to go into the community to collect their materials. Community response was positive. Mailing holds has continued as an option, but was limited to patrons living in Iowa City or a contracting community (Hills, University Heights, Lone Tree, and rural Johnson County) on September 1, 2020, since Interlibrary Loan was reestablished at that point and library-to-library lending could be used by non-residents.

Mailing holds is a significant expense for the library, and we are evaluating whether or not this service should be continued. Part of this evaluation is a basic use and expense overview, which we are sharing with the Board of Trustees in hopes of hearing the group's thoughts on the sustainability of this option. The information below is intended to provide context for a conversation at the next meeting. At this point, staff recommend maintaining mailing services.

Holds Delivery: Mail and Pick-Up, June 2, 2020-October 2, 2020

<i>Month</i>	<i>Mail</i>	<i>Pick-Up</i>	<i>Total</i>
June	1,239 (46%)	1,430 (53%)	2,669
July	1,596 (33%)	3,250 (67%)	4,846
August	1,597 (32%)	3,350 (68%)	4,947
September	1,511 (30%)	3,537 (70%)	5,048
October	1,030 (through 10/28)	37 (through 10/5)	1,067
Total	6,973 (38%)	11,604 (62%)	18,577

Mailing Costs for Holds: June 2, 2020-October 28, 2020

<i>Vendor</i>	<i>Expense Type</i>	<i>Cost</i>
US Post Office	Postage	\$40,480
Mailboxes of Iowa City	Mailers	\$4,058
Copy Systems	Mail Machine Labels	\$187
	Mail Machine Ink	\$534
Total		\$45,259

Mailing Costs for all Other Categories of Mail: July 1-October 28, 2020

<i>Category</i>	<i>Postage</i>	<i>Items</i>
Reserve Letters	\$338	439
Problem AV	\$2	7
At Home	\$2,299	646
ILL	\$520	173
Total	\$3,159	1,265

Mailing Costs for all Items: July 1, 2019-June 30, 2020

<i>Vendor</i>	<i>Expense Type</i>	<i>Cost</i>
US Post Office	Postage	\$32,909
Mailboxes of Iowa City	Mailers	\$268
Copy Systems	Mail Machine Labels	\$139
	Mail Machine Ink	\$534
Total Costs FY20		\$33,850
Total Items FY20		17,480

Average Annual Postage Cost from FY2000-FY2019: \$29,510

ICPL COVID-19 Reopening Guidelines

This plan is a living document and is subject to change as new information becomes available.

The Iowa City Public Library takes the health of our patrons and staff seriously and takes great care in providing our services in the safest way possible. We will use the following external measurement to help us determine which library services we are able to make available:

- COVID-19 positivity rates as reported by the State of Iowa. The positivity rate reflects the average percentage of positive cases in Johnson County during the past 14 days.

This measure will be considered in conjunction with the following internal readiness indicators:

- Building readiness.
- Cleaning schedule established, adequate supply of appropriate cleaning supplies, appropriate spaces developed for staff and public use (including social distancing space), and clear guidelines for entering the building or service location created and posted.
- Staffing at a level conducive to managing onsite and mobile service delivery.
- Adequate PPE for staff. Appropriate volume of face masks, shields, gloves, and other protective equipment available for all staff.
- Plans in place to implement next phase(s), including staff schedules.
- Sufficient staff training. All staff fully trained and prepared to transition between phases.

Overall phase and readiness to move forward or backward evaluated regularly in consultation with Johnson County Public Health.

PHASE	SERVICES	TRANSMISSION RATE
PHASE 1	<ul style="list-style-type: none"> • Library building closed • Phone, chat, web-based services available 	Community stay-at-home order issued
PHASE 2	<ul style="list-style-type: none"> • Contactless curbside holds pickup • Mailing holds • Remote book drops available 	% Positivity Rate: > 10%
PHASE 3	<ul style="list-style-type: none"> • Lobby Grab & Go • Bookmobile holds pickup • Technology access 	% Positivity Rate: 5% to 10%
PHASE 4	<ul style="list-style-type: none"> • Express access to library building and Bookmobile 	% Positivity Rate: < 5%
PHASE 5	<ul style="list-style-type: none"> • Full Access to library services 	No community transmission or Positivity rate < 2% and Vaccination

Library Services Snapshot



June 17
- Oct. 5



746
Service Hours



12,125
Visits



6,165
Checkout
Mailings



56,984
Checkouts



567
In-Person
Questions



76
Virtual
Events

Community Feedback

A Day at ICPL

176
Visits

89
Mailings

826
Checkouts

8
Questions

"We are ready
for Virtual Storytime!"

"Thank you for all you
are doing to keep us
reading!"

Library Services Snapshot



152
Service
Hours

**Oct. 6 -
Oct. 29**

Grab & Go



6,355
Visits
(302 Daily)



946
Checkout
Mailings
(45 Daily)



15,427
Checkouts
(734 Daily)



117
In-Person
Questions
(6 Daily)



**DOT Kiosk
Access**

3,560
Early Voters



VOTE



18 Events



137
Computer Uses



**Bookmobile
20 Stops**