



## LIBRARY BOARD OF TRUSTEES

July 9, 2020

**Electronic Special Meeting - 5:00 pm**

**ZOOM MEETING PLATFORM**

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### **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/joinme/tJcpc-GorT8iH9BRPMARHaCOwvVMQGLpRmiy>

If you are asked for a meeting ID, enter **934 4803 4854** 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: 934 4803 4854**

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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](mailto: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, Secretary**

**Kellee Forkenbrock**

**Derek Johnk**

**Carol Kirsch, Vice-President**

**Robin Paetzold**

**Tom Rocklin**

**Hannah Shultz**

**Monique Washington**

**1. Call Meeting to Order.**

**2. Public Discussion.**

**3. Items to be discussed.**

A. Board Annual Report.

Comment: A draft of the annual report will be presented.

B. Fines Accrued January 1 through March 16, 2020: Staff recommendation.

Comment: A recommendation from staff about fines accrued during this period. Board action required.

**4. Director's Report.**

**5. President's Report.**

**6. Adjournment.**

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## LIBRARY BOARD OF TRUSTEES

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### GENERAL RESPONSIBILITIES

The Board of Trustees of the Public Library is a semi-autonomous body of nine persons empowered by state law and city ordinance to act as the governing body of the library. The Board's specific list of legal responsibilities includes:

- determining the goals and objectives of the Library in order to plan and carry out library services
- determining and adopting written policies to govern all aspects of the operation of the Library
- preparing an annual budget and having exclusive control of all monies appropriated by the City Council, earned income, service contracts with Johnson County, University Heights, Hills, Lone Tree, or given to the library through gifts, bequests, grants or awards
- employing a competent staff to administer its policies and carry out its programs

The Board is also an arm of City Government with members appointed by the City Council and its principal operating funds approved by the City Council. The Board therefore seeks at all times to work in harmony with City policies in all areas that do not conflict with its statutory powers.

### ACCOMPLISHMENTS FOR FISCAL YEAR 2020

1. Worked closely with Iowa City and partners to implement programs and services related to outcomes of equity toolkit work.
2. Participated in discussions with other public and youth-serving agencies about City-wide services for tweens and teens; will continue this discussion moving forward.
3. Evaluated and responded to changing purchasing and lending restrictions on eBooks and audiobooks; maintained availability of popular titles by shifting collections budgets and carefully monitoring use patterns.
4. Planned and initiated a Diversity Audit of the YA fiction collection.
5. Facilitated closure of library building in response to COVID-19.
6. Transitioned from building-based, in-person service model to virtual service model, including production and promotion of programming for all ages and a focus on digital media formats.
7. Researched and installed upgraded building-wide intercom system.
8. Created and implemented (including building remote technology solutions) work-from-home practices that allowed uninterrupted phone and chat public service
9. Crafted new strategic plan representing community and staff aspirations and reflecting COVID-19 challenges and impact.

10. Crafted, communicated, and implemented a phased reopening plan; currently in Phase 2 of 6.
11. Reviewed and updated the following policies:
  - 101 Bylaws
  - 601 Collection Development
  - 702 Library Programming Policy
  - 703 Recording and Streaming (formerly Cable TV Channel)
  - 705 Naming and Recognition
  - 801 Circulation/Library Card
  - 812 Hours of Service
  - 815 Internet Use

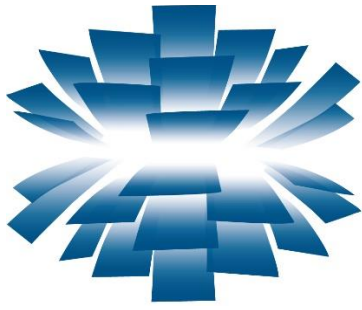
#### GOALS FOR FISCAL YEAR 2021

1. Plan and implement a Board training curriculum in cooperation with the State Library of Iowa and other educational partners.
2. Prioritize public health and safety in designing and delivering library services.
3. Dedicate a minimum of 30% of programming, outreach, and collections budgets to service for and with BIPOC.
4. Establish new ways for the community and library to communicate, including web-based, in-person, and postal mail options.
5. Craft and implement tools to evaluate and assess programming, outreach, and collection initiatives.
6. Review select policies, procedures, and practices with community representatives with a focus on restorative justice.
7. Prioritize access to information and materials related to community priorities such as equity, antiracism, and First Amendment rights.
8. Ensure all ICPL employees, volunteers, and donors are ready to champion the changing work of librarianship; seek and allocate resources to build and maintain readiness and resiliency for staff and volunteers.
9. Complete RFP process and select vendor for second floor reflooring project.
10. Perform a building audit to determine whether spaces are compatible with current and changing needs.

#### **Board Members:**

Wesley Beary, President  
 John Beasley, Secretary  
 Kellee Forkenbrock  
 Derek Johnk  
 Carol Kirsch, Vice-President

Robin Paetzold  
 Tom Rocklin  
 Hannah Shultz  
 Monique Washington



# IOWA CITY PUBLIC LIBRARY

123 S. Linn St. • Iowa City, IA 52240

DIRECTOR Elsworth Carman • PHONE 319-356-5200 • FAX 319-356-5494 • [icpl.org](http://icpl.org)

**To:** Library Board of Trustees  
**From:** Elsworth Carman  
**Date:** July 7, 2020  
**Re:** Fines assessed between January 1st, 2020 and March 16th, 2020

As the economic impacts of COVID-19 in the Iowa City community grow, library staff continue to identify ways we can remove barriers to using the library. We know that many of our patrons are facing new challenges due to the pandemic, and that paying library fines can be a significant hardship for some individuals and families.

Library staff recommend waiving library fines accrued between January 1st, 2020 and March 16th, 2020 (when the library closed) as a way to ensure continued access to library materials for our patrons. There are \$8,380.65 of accrued fines from this time period.

## **Director's Report: Special Meeting, July 2020**

### **Strategic Plan**

We had been working on our next strategic plan since last autumn, but that work largely stopped when we closed in March, as our focus shifted to manage emerging staff needs and develop new service models during the COVID-19 closure. The leadership team reengaged with the planning work by reviewing meeting notes and minutes, revisiting our planning sessions with Maureen Sullivan, and talking about how our needs have changed since we began working on the FY21 and beyond plan. We realized we needed something different after drafting and rejecting an aspirational, traditional strategic plan draft as we realized our document must speak directly to the current environment—a global pandemic, a national call to action around racial and social injustice, and the economic challenges in the wake of COVID-19. We created what we're calling a bridge plan that will steer our work for the next three years using the themes and values from our shared work and current community needs as a framework. While still anchored by ICPL's legacy values, the new plan creates space for a more forward, outward focused approach that is collaborative and supports the changes the community is asking for. This is a bold plan, and it will push us to make change in the community in new ways.

At the regular June board meeting, I agreed to share a draft of the strategic plan with the Board at this special meeting. After additional consideration, I asked Wes if I could bring this to the Board at the regular July meeting instead, a request he supported. There are a few reasons I felt compelled to move the conversation about the strategic plan. Most importantly, I wanted enough time to make sure every staff person currently working had the opportunity to walk through the draft with their Coordinator and team, ask questions, and provide feedback. While the plan is built squarely on the work we did as a full staff last December, illustrating this link is a critical part of rolling the document out to staff. We didn't want to rush this step, and giving ourselves two more weeks to have those discussions seemed appropriate. We also wanted to ensure there was time to make changes, edits, additions, or deletions after staff had an opportunity to provide feedback. Finally, the new strategic plan would traditionally be presented at the regular July meeting. Shifting to the typical timeline will help us get back on track and keep the special meetings focused on COVID-19 related topics, as well (more on that below).

I look forward to sharing our draft plan with you in two weeks, and I am thankful for your support in ensuring all staff feel connected to this important representation of our future work.

### **Annual Report**

We spoke briefly about the Board's annual report for the City of Iowa City at the last meeting, and decided to continue that conversation this week. This report is on the agenda for discussion, and I drafted a version that updates accomplishments from the past year as well as goals for next year. There is limited space for sharing accomplishments and goals, and I am eager to hear the Board's response to the document. The goals for next year are taken from the strategic plan draft that we will share at the regular July meeting. If it feels uncomfortable to approve this document without access to the full plan draft, it could be approved at the regular July meeting or

even the August meeting; the City will not request this information until late August or September.

### **Adjacent Building Structural Failure**

On June 24<sup>th</sup>, DC's Bar (located across the small sub alley on the west side of the library building) experienced structural failure. To be safe, our Facilities team identified the internal spaces most likely to be impacted if the wall fell down and roped these areas off. Multiple collections in the Children's department were in restricted areas, so these were suppressed in the catalog. Engineers and work crews took down the rear wall of DC's and erected supports, and as of July 7<sup>th</sup>, there is no known risk to the library building. All areas are accessible again, and the full collection is available to patrons online. We are pleased the transformer in that alley was undamaged during the structural work.

### **Communicating Reopening Plan**

Our reopening criteria, organized by phases, was shared with the Board via email on 6/25. The plan was then communicated to the public via a blog post on ICPL.org and social media posts. Mara Cole created a clever graphic to illustrate the phases and allow us to visually show patrons where we are in the plan. I especially value that Mara's graphic shows the phases in a way that accommodates moving forward and backward in case we need to pull back on a service after introducing it. The shared plan received positive feedback, and it provides staff an easy place to direct patrons who have questions about what's coming next.

I'll attach the reopening plan and graphic to this report for your review.

### **Regular and Special Meetings**

I am thankful for the Board's active interest and direction related to COVID-19 impacts at the library, and have found the special meetings to be helpful and engaging. As we have settled into a two-meetings-a-month schedule, I have felt some scope creep happening, and we're moved into what feels like two regular board meetings a month. I certainly played a role in this evolution—it can be convenient to put non-COVID-related topics on the special meeting agendas, and I have done so several times—but I will be making a concerted effort to redefine the special meetings as a time to discuss COVID-19 impacts and changes, while reserving other topics for regular meetings. Since Board packets are created and shared early in the week of a Board meeting, staff generally spends the week before this—we call it “board packet week”—preparing materials, reports, statistics, etc., in support of the agenda. Having meetings every two weeks without defined topics means every week is either a Board packet week or a Board meeting week, and this doesn't feel sustainable. Again, I am aware of my own influence on this shift (I had to hold back from adding two non-COVID-related topics to this report!) but wanted to be clear in my intentions moving forward.

Respectfully Submitted,  
Elsworth Carman

6/25/2020

## Context

ICPL's approach to service delivery during the COVID-19 pandemic has reflected a commitment to the safety of library staff, library patrons, and—by extension—our entire community. In early stages, we defined this overall priority of safety, identified the services we want to reestablish first (circulation of materials, computer and internet access, programming for all ages, reference and information services, and readers advisory), and organized these aspirations into phases. As we move forward, we are committed to focusing on the needs of our library and our community, but we will also maintain an awareness of what other libraries are offering regionally and beyond.

At this point, we anticipate reopening to follow the phases described below. Criteria for moving from one phase to the next will include staff readiness (training for new tasks and support for working in a changing environment, etc.), adequate PPE onsite, building readiness, and sufficient planning for the next phase.

**As COVID-19's impact changes over time, we may need to dial service delivery forward or pull it back. These phases are indicative of the information we have available now, but could change as we learn more.**

## Phase One: Focus on Phone, Chat, and Web-based Services

*Limited staff in building; remote book drops closed; building and bookmobile closed to the public; chat, email, and phone reference available; virtual programming only; planning for curbside pickup*

### Criteria:

- Building is ready for staff use
  - Cleaning schedule updated to reflect COVID-19 workplace standards
  - Adequate supply of appropriate cleaning products for all building surfaces
  - Adequate spaces for social distancing while working
  - Clear guidelines for entering the library building created and posted
- Adequate PPE for staff
  - At least two fabric masks for each staff member scheduled to work in the library building
  - One plastic face shield available for each staff member scheduled to work in the library building
  - Single-use gloves available for staff
  - Supply of single-use fabric masks available for anyone without a mask (vendors, etc.)
- Plan developed for “no contact” holds pickup
  - Team-based scheduling to mitigate potential exposure if a staff member becomes symptomatic or tests positive for COVID-19
  - Space and system for quarantining materials after return in place
- Mail and outside deliveries resume
- Staff needs survey conducted

## Phase Two: Curbside Pickup

*Expanded, but still limited, staff in building; no contact holds pickup available; planning for technology access*



## Criteria:

- Building is ready for staff use
- Adequate PPE for staff
- “No contact” holds pickup service operational
- Plan developed for limited technology access
  - Shortened session length
  - Limited assistance
  - No access to other building amenities (except lobby restrooms)
- Plan developed for reducing/ending assistance to Farmers Market staffing

**Phase Three: Technology Access and Remote Book Drops Available**

*Additional staff in building; holds pickup and technology access available; reopen remote book drops; plan for reopening the building to patrons in a limited capacity*

## Criteria

- Building is ready for public use
  - Cleaning schedule updated to reflect COVID-19 public space standards
  - Adequate supply of appropriate cleaning products for all building surfaces
  - Adequate spaces for social distancing while working
  - Clear guidelines for entering the library building created and posted
  - Social distancing indicators appropriately installed at service points and other high traffic areas
  - Plexiglass barriers installed at service points and other face-to-face service areas
  - Stations and other barriers deployed to discourage clustering and lingering in open spaces
  - All furniture removed from public service floors
- Adequate PPE for staff
- Adequate masks for public
  - Pre-washed fabric or single-use masks available for any patron who needs one
- “No contact” holds pickup service operational
- Limited technology access available
- Plan developed for allowing patrons back into the building at limited capacity
  - People management plan designed to handle patrons waiting to enter the building
- Plan developed for bringing back hourly staff

**Phase Four: Limited Access to Library Building**

*Onsite staffing increased, holds pickup, technology access, and limited capacity use of building available; plan for expanding occupancy, Bookmobile use, use of meeting rooms; and onsite library programs*

## Criteria:

- Building is ready for public use
- Adequate PPE for staff
- Adequate masks for public
- “No contact” holds pickup service operational

- Limited technology access available
- Increase number of people allowed in the building; still at limited capacity
- Plan developed for Bookmobile use
- Plan developed for allowing patrons in building in greater numbers
- Plan developed for use of meeting rooms and smaller scale, onsite library programs

### **Phase Five: Bookmobile and Meeting Rooms Back in Service**

*Staff scheduling reflects “full” staffing levels; holds pickup, technology access, and limited capacity use of building available, Bookmobile and meeting rooms are in use; limited onsite library programs offered; plan for full occupancy, onsite programs, outreach programs, and return of library volunteers*

#### **Criteria:**

- Building is ready for public use
  - Some furnishings replaced on public floor
- Adequate PPE for staff
- Adequate masks for public
- “No contact” holds pickup service operational
- Limited technology access available
- Patrons allowed in building at a limited, but increased, number
- Bookmobile deployed into the community
- Limited meeting rooms in use
- Limited onsite library programs offered
- Plan developed for allowing patrons in building up to 100% capacity
- Plan developed for outreach services
- Plan developed for return of library volunteers

### **Phase Six: Full Access**

*Staff scheduling reflects “full” staffing levels; holds pickup, technology access, and 100% capacity use of building available, Bookmobile and meeting rooms are in use; onsite library programs offered; outreach services are reengaged; library volunteers are scheduled for onsite service; the library is fully open*

#### **Criteria:**

- Building is ready for public use
  - Remaining furnishings replaced on public floor
- Adequate PPE for staff
- Adequate masks for public
- Patrons allowed in building up to 100% capacity
- Bookmobile deployed into the community
- Meeting rooms available
- Onsite library programs offered
- Outreach services reengaged
- Library volunteers scheduled for onsite work



# REOPENING PLAN

Each phase includes the services provided in previous phases.  
All materials remain fine-free until January 1, 2021.

PHASE

1

## Focus on Phone, Chat, & Web-based Services

*Chat, email, and phone reference available;  
virtual programming*



PHASE

2

## Re-opened for Curbside Pickup; Remote Book Drops Available

*No-contact curbside holds pickup available;  
remote book drops in the community are open*



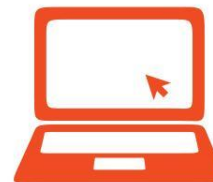
WE ARE HERE

PHASE

3

## Technology Access

*Limited technology access available in lobby  
meeting rooms; rest of the building remains closed*



PHASE

4

## Express Access to Library Building

*Express use of building available*



PHASE

5

## Bookmobile & Meeting Rooms Back in Service

*Bookmobile and meeting rooms will be in use;  
limited onsite library programs offered*



PHASE

6

## Full Access

*Outreach services are reengaged; library  
volunteers are scheduled for onsite service;  
the library is fully open*



COMM  
UNITY  
SOLID  
ARITY

#withlovefromICPL



IOWA CITY  
PUBLIC LIBRARY



President's Report  
July 9, 2020

I hope this finds you all well.

As part of the accreditation process, trustees should be getting an average of three to five hours per year of continuing education. Particularly in this time of social distancing, I want to ensure there are ample, interesting opportunities for learning. So please take some time to consider areas you'd like to learn more about and share them with me so I can coordinate. If you aren't sure where to start, you can browse the state library association's archive of webinars: <http://www.statelibraryofiowa.org/ld/c-d/continuing-ed/conted-ials/archives-webinar>

On the bright side, social distancing makes some parts of open meeting law easier, but we need to take care with how we proceed, particularly over email. We need to provide public advance notice for **any gathering**, by any means, **of a majority of members, at which there is any deliberation or action**. So we must hold one another accountable to push emergent things from emails or meetings to upcoming meetings in order to allow others to be aware and contribute. You can read more at the Iowa Attorney General sunshine advisories page: <https://www.iowaattorneygeneral.gov/about-us/sunshine-advisories/sunshine-advisories-open-meetings-topics-index>

Thanks,  
Wes