



The Rogers Public Library Commission met in a regular session in the Glotzbecker Conference Room at the Rogers Public Library, Tuesday, May 19, 2020.

MEMBERS PRESENT:

Richard Bland, Steve Hardin, Caroline Smith, Giuliana Tartarini-Fields, Judy Tobler, & Brice Wagner.

STAFF:

Judy Casey, Library Director
Hannah Norris Milligan, Assistant Director
Jennifer Moore, COR Records Administrator

FRIENDS REPRESENTATIVE:

None present

FOUNDATION REPRESENTATIVE:

None present

CITY COUNCIL REPRESENTATIVE:

None present

PRESS:

None present

CALL TO ORDER:

The meeting was called to order at 6:30 pm, but they had technical difficulties (Zoom).
Actual begin time closer to 7:45pm.

PUBLIC FORUM:

None present.

SECRETARY'S REPORT

Motion by Richard Bland: The minutes of the last meeting, February 18, 2020, are to be approved as submitted. [Did not meet in March or April.]

Second by Brice Wagner.

Approved unanimously. Minutes adopted.

DISCLAIMER STATEMENT

Read by Judy Casey.

ROGERS PUBLIC LIBRARY FOUNDATION

Judy Casey reported:

- Date for Fall Chef event will be Friday, November 6, 2020.

FRIENDS OF THE ROGERS PUBLIC LIBRARY

Judy Casey reported:

- Meetings have been cancelled. They hope to open the Friendly Bookstore in June with shorter hours.

FINANCIAL REPORT

Judy Casey reported:

- Building & Grounds. You will see changes due to extra purchases for COVID-19 requirements.
- Revenues are down because of being closed to the public since mid-March; however, they are better than expected.
- Natural Gas is still a problem. Judy Casey is working with Finance Director Casey Wilhelm and City Facilities Manager David Hook as there are still other City departments with similar gas issues.

DEPARTMENTAL REPORTS

See packet for details. Nothing discussed.

DIRECTOR'S REPORT

Judy Casey reported:

- Staff are diligently working all over the building. She is very proud of them.
 - Moved about over 17,000 items and over 100 linear feet of shelves.
 - She also owes huge thanks to her husband who came in and assisted with the shelf moving.
 - Over 10,000 audio visual (DVD & Blu-ray) items RFID tagged and disks are in the cases. Patrons will no longer have to come have the empty cases filled at Circulation.
 - Steve Hardin asked if there will be a way to monitor if people remove disks without checking the materials out.
 - Judy Casey explained that we have physically relocated the shelves across from the Circulation desk and directly in front of the Information desk. She continued that staff inventoried the entire (audio visual) collection as they had inventoried the music collection months ago. The music collection has had a 1% loss rate since the move, which could have been our oversights. We feel the loss rate warrants the change.
 - Steve Hardin asked about security cameras in the area.
 - Judy Casey assured there are cameras.
 - Steve Hardin stated that he'd rather lose a few videos for an overall better system, but doesn't want to lose too many.
- Online/Virtual programming on Facebook and other social media sites while we've been closed.
- SRC (Summer Reading Club)
 - Children's and Teens are about ready for SRC, which will all be virtually.
 - Children (patrons) will be able to pick up some packets of crafts and materials once we start our curbside service.

- Children's Director Rebecca Willhite resigned/retired. Assistant Children's Director Dara Stine was promoted to Children's Director. The Assistant Children's Director position will not be filled until we open back up.

OLD BUSINESS

Update on New ILS (Integrated Library System) Migration by Judy Casey

- Completed.
- Staff are still learning, but getting used to it.

Retention Policy approved by Legal Department by Judy Casey

- Retention policy is how long we keep patron records.

NEW BUSINESS

COVID-19 and Update on Resuming Services by Judy Casey

- Patron library cards & materials due dates extended. We've tried to extend due dates even if patrons have small fines so that people can access our online materials and resources.
- Online library card applications now accepted. We have been accepting online library card applications. Once we reopen, the patron will have to come into the library and verify their address and information. We are currently not collecting Non-Resident fees. We are simply trying to give access to basic services.
- RPL is part of the City and CARES. The City is trying to see what's covered under CARES. An example, the City is putting up sneeze guards at all public service desks and supplies. We will turn in all expenses. Hopefully, the City will be able to get some of our money reimbursed.
- The Mayor has indicated that he wants us to take it slow and stage things back in:
 - o Stage 1 – Curbside Service. We will have to have masks and gloves when we do curbside. There's only a brief overview in your packet. We will probably limit items to 5/person or library card, once per week until we determine demand. Hours probably 11:00am – 6:00pm by appointment. Appointments will be in 1-hour blocks for traffic flow. Mayor Hines has approved this pending Board approval.
 - o Stage 2 – Patron Computer & Printing Appointments. With City Legal pending and Mayor Hines' approval, would you (Board) be okay with staff, for a while, setting up appointments with patrons who really need printing and/or computer use who can't access at home rather than opening up the doors?
 - o Stage 3 – Extended Patron Services. Types of services TBD.
 - o Stage 4 – Open to the Public. Limiting computers to have either every other or every 2 computers closed. Cleaning each computer between uses. Staff and patrons will have to wear masks at all times. Staff will have to wear gloves and masks when working in the public. This is something the Mayor has already stated and we wanted to do that too. Judy Casey noted that she's relieved to know that City's requiring the public to wear masks in City facilities when they come in – at least for initial services.
- Materials Returned 72 hour Quarantine period. We will not check-in returned materials until we've met the 72 hours of quarantine.
 - o One Exterior Book Return. We will only open 1 of the 3 outside book returns per day. Plastic bin inserts will allow us to not touch the returned materials and then store them in quarantine. Once a bin insert is removed another, clean, empty insert will immediately replace it.

- One Audio Visual Return. The only exterior audio visual return (i.e., DVDs, Blu-rays, and audio items) will be open. This is a much small bin that also will have an insert for easily removing quarantine items.
 - We will still wipe down all returned materials before reshelving.
- Steve Hardin asked about periodicals and similar materials.
 - Judy Casey explained that right now we are not anticipating checking out periodicals. If we do, we may quarantine those a little bit longer because you cannot wipe them down even though they are paper and the length of time is less. The covers on books and audio visual are a bit more of concern, but we'll have to use something damp on those, a spray.
- Judy Casey noted...
 - One of our holdups has been the inability to obtain disinfectant spray. She has physically shopped locally and purchased when possible. Recently, she was able to obtain Lysol® Multipurpose Cleaner, which is on the EPA list.
 - Would like to begin curbside service on a shorter week – the day after Memorial Day (next Tuesday). Children's has SRC Kick-Off packets ready for distribution and could be handed out at the same time.
 - If we can't get all of the supplies in order, then curbside will be (Monday) June 1.
 - We have a couple of signs coming and paper products, but thinks we have all else.
 - We just received 6-8 cases of gloves.
 - The City allowed staff to make masks, so we all have masks. All staff have 2-3 cloth masks thanks to Circulation's Interlibrary Loan Library Assistant II Jess Whitehead and other staff who assisted.
 - About 1/3 of staff were working from home (WFH), but are starting to come back. A handful of staff that are high risk will not come back immediately, but most are coming back and feel comfortable doing it.
- Giuliana Tartarini-Fields noted that at her work (Walmart Distribution Center) they have been deemed "essential". Basically all that they have been doing is cleaning constantly and wearing masks 24/7. We've tried different mask styles. Some get hot and you have to step out for air. She added it sounds like we have everything planned & under control.
- Judy Casey said it will be a challenge keeping the building clean once we reopen because you cannot follow people everywhere in the stacks.
 - She has requested from David Hook, based on the information he send her, to get a Clorox® T360, a spray machine to cover more area. It has two different types of cleaner – one for soft surfaces and one for hard. Staff will clean computers and such throughout the day, then use the T360 at day's end.
 - This product sprays on and then leave it to dry or wipe after a few minutes if you prefer. City is trying to obtain a machine for us. This system is expensive, but it too should fall under reimbursement. If we cannot obtain one, cleaning will be much more of a challenge.
 - She will recommend shorter open hours because we've lost our part-time janitorial staff person. One person cannot do it all.
- Giuliana Tartarini-Fields asked how many people will be allowed in the building once we reopen. She's concerned because she's heard businesses are having a hard time keeping order.
 - Judy Casey is not sure at this time. She anticipates no more than 50 (i.e., current allotted by Governor Hutchinson). Discussion of building size. Noted that we are considered a "social venue".
- Judy Casey explained how the front entrance will be handled once reopened. We will have staff at the front doors – one for entering and one for exit. Fortunately our lobby is conducive for that. David Hook ordered pole pole dividers like Walmart has. This

will be something that staff will have to station their selves to do. We think most people will be very good, but do anticipate some challenges when we have to tell people to wait.

- The plan is to keep curbside service for a while after opening to hopefully cut down on that demand.
- Computer use has already been requested by patrons because they need to print and/or can't get onto the unemployment website because they don't have a computer or internet at home.
- If we can have curbside service with enough staff for a couple of weeks, and then come up with some scenarios for appointments with computers.
- Anticipate not opening meeting rooms through the summer – TBD.
- Children's department has decided no in-house programs this summer; however, they hope to have their SRC finale in person – last Friday or Saturday of July – outside where they can spread out.
- Judy Tobler asked about security needs to enforce mask wearing.
 - Judy Casey and RPD Chief Minor are working together. Judy requested at least extra drive by times. She hopes patrons will be respectful like they usually are, but noted that we will not hesitate to contact RPD if they are not. Mayor Hines was adamant during the City Department Head meeting last Friday that we will address people who are resistant to protect both staff and the public.
- Public will provide and wear their own masks or they will not be allowed to come into City public buildings.
- Steve Hardin asked if our plan will be submitted to the Health Department for approval.
 - Judy Casey will send our plan for review by City Legal, who has been coordinating with other entities on our behalf, such as the Health Department.
 - She noted there are 3 area libraries who used this basic plan & opened this week.
- Steve Hardin asked about posters/signage regarding the rules including that you will be asked to leave if you don't comply.
 - Judy Casey is still in the process of obtaining the signs. It's been a delay. Also, getting hand sanitizer is very difficult especially the no touch units. We keep running into a company will have a dispenser, but not the solution or vice versa.
- We must obtain hand sanitizer before we open to the public.
- Brice Wagner stated the Board has been presented with a broad recommendation and asked if they can make a motion to accept?
 - Judy Tobler requested that he add on, "based on approval from City Administration/Legal."

Motion by Brice Wagner to move forward with this plan based on approval by City Director and Legal department of the City.

Second by Judy Tobler.

Approved unanimously.

- Judy Casey said that she will send out notices and specific instructions regarding the stages. As we move forward and work with the Mayor and Legal team, she will also send that information.
- Steve Hardin noted that some of his clients are putting language in their disclosures that "We expect everyone to comply with all the COVID-19 requirements; but, if you enter our premises, you are doing so assuming the risk that we cannot ensure that everyone will comply."
- Giuliana Tartarini-Fields asked about publicity to educate patrons on what they'll need to do if they want to come.

- Judy Casey stated that likely it will be in stages and will be listed primarily on Facebook, RPL and the City's websites, and a general press release. Followed up with more bombarding the first week of June.
- Judy Casey discussed staff concerns with the Board regarding the "unknowns". She and staff are working together trying to think ahead to prepare for various scenarios. She's been closely working with Assistant Director Hannah Milligan and Circulation Manager Dessie Wewers.
- Judy Casey received a patron call from a woman who was very grateful for curbside service because their family will not be coming inside for a while even after we open. She noted they were "out of books".
- In the news, Fayetteville Public Library (AR) opened their doors this week with limited services and hours.
- Judy Casey expressed it was hard to close the outdoor book returns and not have curb service for the past 2 months, but she's glad we're being safe. She thinks it will make staff more comfortable and the public feel safer.
- We will continue to order additional eBooks and eAudiobooks as possible. Budget will have to be moved from physical materials to electronic.
- Giuliana Tartarini-Fields asked about precautions for front-line customer service staff.
 - Judy Casey replied that all public service desks have been measured for sneeze guards to be installed (Circulation, Reference, Young Adult, and Children's desks). We will not open the doors until those are installed. No ETA yet.
- Steve Hardin asked about thermometer accessibility to spot check people.
 - Judy Casey said that she's still checking and thinks we can obtain before we reopen to the public. She's receiving recommendations from the Emergency Services team on whether we need to (can) check temperatures or not.
 - Giuliana Tartarini-Fields asked if for staff or patrons.
 - Judy Casey said for patrons and maybe staff too.
 - Steve Hardin feels we should also check staff when they come into work.
 - The Board discussed this topic in detail.

ADJOURNMENT

Motion by Brice Wagner to adjourn the meeting at approximately 7:45p.m.

Second by Richard Bland.

Agreed unanimously.

Prepared by Sami Espenschied

5-22-2020

Date

Brice A. Wagner

Approved

7-22-20

Date