Transcript of Board Meeting May 11, 2020

Attending	Names of attendees:
	Geoffrey Kirkpatrick, Library Director
	Catherine Stollar-Peters, Assistant Library Director
	Mary Redmond, President
	Lisa Scoons, UHLS Liaison
	Caroline Brancatella, Secretary
	Brian Sweeney, Vice President
	Mark Kissinger, Vice President
	Kristen Roberts, Public Information Specialist
	Harmeet Narang, Trustee
	Michelle Walsh, Trustee
	Tanya Choppy, Accounts Clerk

M. Redmond: (12:32)	So we will call the meeting to order for the Bethlehem Public Library, we are live on YouTube. I think what we'll do tonight is start out, since we have public participation, a little bit differently, we'll go around and introduce the library director and the board members. I'm Mary Redmond, the current President of the board.
G. Kirkpatrick:	I'm Geoff Kirkpatrick, the Library Director.
C. Brancatella:	Hi, I'm Caroline Brancatella, Secretary.
M. Walsh:	Michelle Walsh, Trustee.
H. Narang:	Harmeet Narang, Trustee.
B. Sweeney:	Brian Sweeney, one of the two Vice Presidents of the board.
L. Scoons:	Lisa Scoons, I'm a current Trustee and UHLS Liaison.
M. Redmond:	Okay and we are thinking that one more trustee may join us while we are in session, Mark Kissinger, who is the second Vice President of the board. So with that I think we'll go ahead, like I said there may be public participation that we won't necessarily know about unless they throw in a question, so we will move right on to the approval of the previous meeting minutes on pages 2 through 7 of your board packet. Thanks for getting out those out to us Kristen.

B. Sweeney: If everyone's okay I I'd be happy to move to approve the minutes as incorporated into the board packet.

C. Brancatella: Second.

M. Redmond: All in favor, aye. Opposed, none. Okay the minutes are accepted. On the financial report on pages 8 through 16 and the treasurer's report, Geoff I think is going to present that to us.

G. Kirkpatrick: So basically most of the library's money is at TD Bank, with a small balance at Key Bank, that that that account is just there that we will be taking our cash deposits at some point in the future; right now we don't have cash deposits so we're not using that account, it's just basically a placeholder. Our interest rates did slide a little bit as you would expect in the current financial market and and then we had the final cash receipt for April of the the property tax money for 96,145—96,145 dollars that came in as the sort of final payment as the state made the county whole and the county made the school district whole and we were made whole for the for the final payment of property taxes.

M. Redmond: Are there any questions or discussion before we have a motion?

G. Kirkpatrick: And I have a language for a suggested motion. It would be a motion to approve the financial statement dated the 30th of April 2020. Manual disbursements of 63,662 and 72 cents. Trust and agency disbursements in salary for April of 193,413 dollars and 58 cents. Cash disbursements and accounts payable for May of 70,321 and 92 cents, and capital project fund hand-drawn checks for February of zero dollars.

M. Redmond: Thank you.

H. Narang: One quick question [crosstalk] before we make a motion. Geoff, on page ten—

G. Kirkpatrick: Yep.

H. Narang: The year-to-date variance for this year versus next year, it's about 136,000. Any idea if that's on track with where we thought we'd be at this at this point in the year?

G. Kirkpatrick: When we're talking about property taxes, we were we were expecting to be higher. Is that is that—

T. Choppy: Yes we received 136,000 dollars more in the month of April 2020 compared to the month of April 2019. So yes, that that makes sense, you should—our tax levy was a little higher when they voted last May so we

received more money. It it actually should have been even a little more higher had the library been open and we received some, you know, fines, lost books, and etcetera. But those numbers for the month of April did not change for April 2020. So it's the same as it was for the month of March 2020. We haven't been open to collect any fines or anything.

H. Narang: (17:27)
Gotcha, okay. For expenses the the variance year every year's about the same. Is that also where we thought we'd be at this point in the year?

T. Choppy:
Yes it it roughly runs a little more than 300,000 dollars. Our a month in a lot of ours this for April was the electronic expenses as opposed to actual physical books. [?] a ton more in Overdrive [?] look at on page 11 the ebooks, we have 32,000 dollars just in the month of March that we spent on ebooks through Overdrive, essentially. So. But [crosstalk] it it it's roughly in line.

H. Narang:
Okay. Thanks.

M. Redmond:
So if we're ready I need a motion.

H. Narang:
Sure, I'll make a motion to accept the treasurer's report with the the verbiage that Geoff stated.

B. Sweeney:
Second.

M. Redmond:
All in favor? Opposed? None. Okay thank you. Moving on to the personnel report on page 17.

G. Kirkpatrick:
So the only new portion of this, the only new portion of this, of the report is that the district library Treasurer resigned his position and so that is now an open position; you'll see that listed under actions requested, and this would be the place where we can discuss that.

M. Redmond:
Do we need to discuss it here or can we go into executive session at the end?

G. Kirkpatrick:
I don't think we can go into executive session for…to discuss…the position in general would be when you go to discuss the the individual candidate.

M. Redmond:
Okay. Can we hold off on this discussion until we see if Mark joins us? I'd like to loop back because I think he had some comments on this or had some ideas so I don't I would prefer not to do the discussion twice if we if he joins us, okay? If that doesn't bother anybody I'd appreciate it.

M. Walsh:
It's okay.

M. Redmond: Nothing nothing earth-shattering, it's just I I would like to include everybody. Okay so we will loop back to the whole personnel report, is that okay Geoff?

G. Kirkpatrick: Great.

M. Redmond: Okay. We'll move on to the director's report on pages 18 through 30.

(20:21)

G. Kirkpatrick: Okay, so basically the same as last month, I put in a lot of the activities that that each department and work units are doing; I wanted to be able to paint the picture of all the work that's going on right now for you as a trustee. So I I hope you appreciate that; at the same time if you go after the narrative report, you will see a new statistical report that—because our traditional statistical report, this was the first month where we were closed for the entire month of April, so the traditional measures of circulation and all these traditional measures on my statistical report just look just terrible. So it's, you know, it's it's the percent changes are -100% on all of these things, right, because there is was essentially no physical circulation during the month of April. So I included in your packets some of the virtual statistics and just the [?] we're trying to track; we have new things that we're trying to track and I wanted to be able to report that out to you, again, to try to tell the story to you all about the services that we are able to provide the community and the use of [?] and some of the some of the things we've been able to find from that. So I'll run very quickly through this. We can clearly see from our social media platforms on page 25, you can see that Facebook continues to be our biggest form of engagement with our with our customers. Now that said, in next month's report, Facebook has once again decided to change how it measures engagement. And so we may be seeing some changes in that just in that [?] comparing month to month, maybe difficult for us but no matter how you measure this, Facebook is clearly our our biggest form of engagement, with Twitter next and then YouTube coming up. And the YouTube, the engagement on YouTube is clearly us doing meetings like this on YouTube and broadcasting those out, as well as the programs that are being done by the Public Services, the story time programs and other programs that we're putting out on YouTube to try to engage with people. So you're seeing a rapid ramp up in YouTube. We've had the YouTube account for years; we've used it for a number of different purposes, but now it's sort of putting in [?] to be able to to to help us reach out to our patrons. On that same page on page 25 you'll see econtent usage; month over month

is a monthly comparison; as we ramped up from February to March and April you see OverDrive continues to be by far our biggest most widely used platform with more than 8,000 uses of circulations last month, and, you know Flipster, which is our magazine database, has been relatively flat so it's I think it has an audience, the audience likes to use it, but it's not necessarily gaining in this time right now. Kanopy clearly continues to make some good gains. The overall use is obviously lower than Overdrive but again, the content that is available—there's fewer things that are available in Kanopy then are on Overdrive and we've had Overdrive a lot longer. And then Hoopla is this last little addition which will be ramping up for next month too so those those are the statistics we'll be watching for next month because Hoopla is our new platform, our new digital platform that provides ebooks and e-audiobooks and comic books and music and video, so it's, you know, it's a cross-platform—cross format platform for people to be able to [?] and clearly our patrons are liking that service which is good. We have some database statistics in there; the increases on page 27 from March to April just the number of virtual programs we've done is we really got our feet under us as we were, you know, closed in, closed, you know, we closed halfway through March, we had to figure out exactly what we were doing, and then the the virtual reference, you know, so whether it's email or phone calls, we're trying to track those to make sure that we're we're representing those appropriately and making sure that we can we can track those things properly so we can know what the use is. Now that use, even as the library begins to reopen here at some point, we don't expect that all of this virtual engagement is just gonna drop off the edge of the cliff because the library won't be open in the same way it will be, you know, and traditionally we'll continue to have to keep all of these digital platforms. That's why a lot of the skills that the staff are gaining to be able to put their programs online and to engage with the community digitally will continue to be very important as we move forward, because these kind of things will not be dropping off. Think about programming for instance, you know, the the idea that we would have a hundred people in a room to watch an author is just not likely to be part of our to our our future any time soon. So those are good; I did like on page 28, just very quickly, sort of counterintuitively I like things that make my brain think differently about something [?] website usage, so the website stats on the day we closed dropped off a cliff and we'd think, 'Oh, more people would be using the website because that's how they would engage with us,' but of course, every computer, every staff machine, and every public machine automatically opens to the library's homepage when

we're there, right? So think of all those computers all day long opening up and opening our homepage, boom. And so now what you're seeing is included in that larger number, the actual number of people from the outside who are engaging with the website on a day to day basis.

B. Sweeney: Geoff?

G. Kirkpatrick: And then—yeah?

B. Sweeney: I'm curious about virtual reference—

G. Kirkpatrick: Yes.

B. Sweeney: So when I'm looking at that bar that shows 140 virtual reference calls—

G. Kirkpatrick: Yes.

B. Sweeney: I'm wondering, do you have some sense of what the what kinds of calls we're getting? Are like 120 of them, 'when are you gonna reopen?'

G. Kirkpatrick: No.

B. Sweeney: You know, and 20 are are sort of more more substantive questions or what?

G. Kirkpatrick: No, I can actually answer this, I have a very good answer to this. So the

(26:01)   kinds of questions though like, 'When are we gonna open?' those tend to come to me and I don't actually count those as reference questions. Maybe I should. But in any case, I tend to receive those where people are saying, you know, 'when are we gonna open' or, 'I have a great idea, we should have curbside pickup' and I'm like, 'yes, you're right, as soon as we are allowed to we will be doing that,' so, those are, those are kind of—we don't count those as reference transactions. What it is mostly and has been a lot of is phone reference for how to for people who have not traditionally used Overdrive or Hoopla before, how do they download the app onto whatever their device is, once they have it downloaded, 'oh, I, you know, I ordered a brand new Kindle; how do I get this ebook on my Kindle? I heard the library has ebooks,' and then yeah, we have to have our librarians have to be very familiar because as you can imagine, doing over the phone tech reference is hard when you're trying to talk through, and it's only because they're so familiar with the products that they have so far 100% success rate of getting people to the point where they're able when they call us to get them to the point where they can they can download, and and, you know, access their ebooks and their e-audiobooks. So that's that's that tends to be the the substantive questions

that we're having, along with the sprinkling of other of other kinds of questions but that's, you know, there's the other major part would be sort of account questions, right? So 'what's going on with my account; I I was not able to access Hoopla,' and it could be a problem with the way the account was set up or something like that.

B. Sweeney: Great, thank you.

G. Kirkpatrick: And of the e formats I will say that e-audiobooks have remained relatively flat and again, that's because a lot of people that read that listen to audiobooks do so in their cars during the commute, right? So if there's not a commute, that use of that format is not going up as much as I would have expected; it's, you know, the ebooks and and the comic books and those sort of, you know, reading material that that we're seeing the great increases in. So that's that's an interesting statistic for me. I did want to just—we have to talk about the the email campaign we—Kristen brought forward and launched a new email newsletter and we have rarely had such a clear indication of use. We marketed Hoopla previously in a couple different ways to try to get the word out, but I had a report of the number of users that we had before Kristen's email campaign went out and then a report immediately after her email campaign went out and the number almost doubled to—

M. Redmond: Wow.

G. Kirkpatrick: We're almost at thousand people who have opened up Hoopla, so.

M. Walsh: Wow.

G. Kirkpatrick: We know that that that email reaches a wide a wide audience. The unsubscribe rate has been surpassingly slow, like less than a, you know, about a third of a percent of people who receive it. We weren't sure if people wanted an unsolicited email from us, but you know, I think it's certainly—there are click-throughs; the click-through percentage is pretty good, almost 10 percent and the opened, it's more than half the people who received it opened it. So that's that's a real way for us to engage with people right now. We're trying to keep it to one a week, keep it short. Three important items maybe one about a service, one about what's going on at the library, and then information about you know, the trustee voting or the or the budget or something like that. Just try to keep it simple and keep it to the information they need. So that's—I just was I'm very very pleased with the with that email campaign. So other than that I can just tell you that, you know, the librarians and the rest of the staff are working

very hard to make sure that we can provide as much service as we can to the public under our current under our current scheme, how we can how we're allowed to have services, and then a lot of work has gone, in every work unit, into planning how we reopen the library in a safe way and make sure that we can, you know, bring back physical services in some way, shape, or form, because I know the public is really asking—and again, super-nice; everybody understands exactly what's going on; they have been very pleasant to me but of course people are just really interested in in knowing when the library's gonna come back, and it and it is, you know, unfortunately I can't give them a hard date yet, but we are, you know, just keep reassuring them that we we'll plan to come back as quickly as we can.

H. Narang:

(30:18)

Geoff, any idea how many email addresses we're hitting with each one of those weekly [?]?

G. Kirkpatrick: Yep, it's more than ten thousand; Kristen could probably give you an exact answer, but it's over ten thousand emails.

K. Roberts: Yeah—

G. Kirkpatrick: [?]

K. Roberts: —it's just just over ten thousand.

G. Kirkpatrick: We chose to email it to Bethlehem card holders who are have birthdays that are over 18.

L. Scoons: Those open statistics are amazing, like you don't see those kinds of open statistics; they're really good.

G. Kirkpatrick: I think that's that's exactly an artifact of it being, you know, a very targeted audience and, you know.

M. Redmond: When you say it the mailing goes out to Bethlehem card holders—

G. Kirkpatrick: Yep.

M. Redmond: —everyone who has a a card, everyone who's had a card and used it in X period of time; what what is the criteria?

G. Kirkpatrick: So it's, it—sorry, Kristen, go ahead.

K. Roberts: That's okay; Catherine's Catherine's the one that collected the names but it's everyone who has a card that is currently active, Bethlehem library card, 18 and older in good standing.

M. Redmond:	Okay, but what does currently active mean? I guess that's my question.
C. Stollar-Peters	They [crosstalk] there's an expiration date between [?] cards have a three-year lifeline. They expire and then we update their address and make sure their phone number is okay. So active means not expired.
M. Redmond:	Okay. Okay. Okay, so there may be people that haven't even used it in a while and you get a getting a very low, you know, kickback rate, that's great. Good. Okay, any more discussion or questions for Geoff?
H. Narang:	One other question on the social media feedback. The Facebook metric—
G. Kirkpatrick:	Yes.
H. Narang:	—is the is the y-axis there just number of hits or number of posts?
C. Stollar-Peters:	It's engagement. It's a Facebook-determined number.
H. Narang:	Is there an easy way to explain it? And if there isn't, it's okay.
G. Kirkpatrick:	Kristen is demurring to answer that question.
C. Stollar-Peters:	I think it it shows up in someone's feed. We think that's what Facebook engagement is.
K. Roberts:	I think, yeah, if it's through a share, it it it somebody saw it, and and that's the same as the as the YouTube engagements that you see there, not necessarily everyone who watched the video which is a lot lower; it's just everybody who saw 'oh hey, the library has made a YouTube video' and it's been shared. So it's like just visual space that we have gained not necessarily [?]—and interaction.
H. Narang:	Gotcha, okay. Eyeballs rather than interaction.
K. Roberts:	Right.
M. Redmond:	All set with the director's report?
G. Kirkpatrick:	I am.
M. Redmond:	Okay, thanks Geoff, that was great. We do—again, we appreciate all you guys are doing; it's been a an extremely creative time for you guys to do this so that's been great. I see that Mark has joined us, good to see you Mark. We went through the treasurer's report and then we went into the personnel report and I'm gonna flip back to us because we were talking about the newly vacant Treasurer position, so we were gonna discuss that while you when you got on, okay?

M. Kissinger: Okay. [?] Thank you.

M. Redmond: [?] Geoff I'm gonna go back to you.

G. Kirkpatrick: Okay. So this personnel report which is right after the financial report, we have listed this position and we use the same same sort of information we used to post it. We haven't posted anything; the same information as last time. So the question is, how would the board like to proceed with filling this position?

M. Redmond: I I wanted I do want to point out that the other library positions, you are waiting to fill them, okay, so everything else is on hold, so not that that will drive our decision, but I want to make sure everybody is aware of that factor. We've had this position at the library for just shy or filled at the library for just shy of a year and a half, and I think, I mean—Geo[ff]—I I don't wanna I don't wanna push this because I was one of the ones that pushed hiring the position so, do we want to fill this position at this time? That's my first question, and part it would be Geoff and Tanya. You know, you've had some of the closest interaction. Are we interested in filling it right now; do we want to wait?

M. Kissinger: Yeah, in my—in I I want to amplify that question, is is the is it a need that we have to fill like in the next two months, or what's the exposure if we don't fill it, and I I understand that when this position was created there was like a, it was a a requirement of the controller's office, so like if we're out of compliance like where are we running afoul of that? That's the other question I had.

G. Kirkpatrick: Right, I think that I think it's in its its one of those things where it's important to have that other set of eyeballs. The the board's appointed eyeballs on the on the financial on the financial report; it it's not gonna affect our ability to do this now. We have the matrix of financial duties all set up, we have our cascading duties for who's who, but obviously it's designed to work properly with with that position. Just from a practical practical standpoint, you know, I was talking with Mary briefly that we could possibly, we could post, we could solicit from the previous applicants, you know, we had some good applicants previously, and then we could try to do interviews over over Zoom; we have this new platform. So it's I don't think it's a super pressing need but I think it's something that needs to be addressed in the [?].

M. Kissinger: In my sense [crosstalk] is that we should post, but maybe put the deadline out a little bit, you know, try, you know, like post to show that we're

actively looking for someone but maybe put it out like a couple weeks or whatever, you know, it it's not like an immediate—something we need tomorrow, but you know, I I think it's always good to post 'cause you don't know who didn't apply before and if the candidates that we had before our [?] they'll they'll apply, so.

G. Kirkpatrick: Okay, well I'll talk to Tracey and we will…

M. Kissinger: That's just—I mean, that's my—I'd like to hear from other board members of course, though.

M. Redmond:

(36:55)

Before we even go there, Tanya do you have any anything to add about refilling the position? Are you are you, I mean, my sense is working with you and Geoff, it has been a a good fit in that it has helped distribute some of the financial responsibilities to a a third person, primarily to a second financial person and take a lot of it off Geoff, and and provide more support to Geoff and the board, but Tanya what do you think?

T. Choppy: I mean, he certainly, the that position certainly assisted with budgeting and whatever but as far as what I do? I did it for seven years before so it it didn't—it's not gonna overwhelm me if I have to do it without that position again. I—like I said I I did it for seven years before the position was filled, so I mean, I can certainly do it for another year or so if it takes that long to fill it. It's not anything that I feel, particularly because we're not in the library and it is a position that would really need to be hands-on and in the library to learn all of our procedures and and everything. We could certainly interview but I don't think it would be anybody could start anytime soon—

M. Redmond: Good point.

T. Choppy: —let's just put it that way. And I and I wouldn't be completely overwhelmed if it's something that I had to do myself again.

M. Redmond: I I think you raised a very good point about you know, waiting to bring the person on until—I would also add to Tanya's comment, I mean, aside from the fact that you've done all of this for a long time and you did handle it, I want to reiterate that that's exactly why, one of the reasons we hired a treasurer was to have a second person. I I feel very strongly it is not a good situation to have one person who has all the financial responsibility and you know, has to worry about whether payroll is going to be paid when they go on vacation, because we ran into that [?] there was a

	problem and you were on vacation; it was a perfect example of why we need a a backup financial, a second financial person, okay.
T. Choppy:	And I I agree I I just—things being what they are and and where we are right now it's not imperative. There's nowhere to go on vacation at this point anyway!
M. Redmond:	I know, you do whatever we need you to do; I get it and we appreciate it. Believe me, we appreciate it.
T. Choppy:	So I I it's something that I don't think we need to rush into [?] because we do need to be in the building in order to really properly train that person.
M. Redmond:	Okay.
G. Kirkpatrick:	But I think the the the point is important and one of the things that this this whole current situation has pointed out is redundancy is super important right? And and critical to to the organization so I think having having those backups is important.
M. Redmond: (40:06)	So Geoff maybe the next step would be working with Tracey; we would put together a posting, we'd have to, you know, with I think Tanya raises some good ideas about it. We'd put some language in there; I think that maybe we could have some discussions between the committee members and who did the interviews if these there is anybody from the last round that we want to reach out to and say 'hey we're posting again, would you still be interested?' I don't think there's anything wrong with that but I agree with Mark too, there's it's good to put it out there and let other people know and see what kind of a of a pool we can get.
G. Kirkpatrick:	Yeah. So I think I'll talk with Tracey, I'll work with her and we'll [pull] that posting, she has it and we'll [pull] that posting and and run it by run it by all of you and send it out.
M. Redmond:	Does that suit everybody else on the board, does that seem reasonable because this really is a board position [?] reports to the board is for our support so I just want to make sure everybody is in agreement with the need. Questions or comments? Okay, all right, we'll we'll move forward you know, as we can. Okay? Thank you. I don't think we need a, we don't, oh we have to pass the personnel report. We have to vote on, we have to—

G. Kirkpatrick: Because this individual would be voted dur—on—I I will not be hiring this individual, this person's going to be voted directly by the board. You your vote will happen as the candidate is selected, so.

M. Redmond: Okay so we don't have any action to do for the personnel report right now.

G. Kirkpatrick: Nope. Nope.

M. Redmond: Okay, were there [crosstalk] any other questions, Mark did you have any questions [?]

M. Kissinger: Yes, I did have, I didn't look at the personnel report that closely but I did have a a personnel idea that I can bring up now or a new business, whatever you want to do, but the, so in thinking about you know, this the when the I guess the unpause period or when when we'd start to come back awake, there's a there's gonna be a lot of really smart young people who won't be able to be hired or will be competing for other opportunities limited opportunities in the workplace, a lot of college kids coming home without summer jobs—

G. Kirkpatrick: Yep.

M. Kissinger: —those type things 'cause that's starting to erode over time, so I was wondering if the library could if you guys could think about a program where we put like, you know, four or five smart young kids on board, you know, in in either paid or unpaid, to work on the technology aspect of the library and also try to, you know, give some youth youth infusion from personal public view for like a couple months, and just offer it as an opportunity, 'cause you it's a it's it's gonna be I think you're gonna have a lot better candidate pool than you would have in a non-covid on on waking period, so. I just thought that as an idea.

G. Kirkpatrick: Okay. Thank you. Yeah we'll we'll take a peek at that, we, you know, we have to—well yeah, anyway, that's, civil service always throws a wrinkle in all that stuff but—

M. Kissinger: Right.

G. Kirkpatrick: —we will we'll we'll we'll keep that in the back of our heads and see what we can do.

M. Kissinger: Yeah and there may be a way to do it like, I guess—

G. Kirkpatrick: [?]

M. Kissinger:	—'cause [?] around civil service but it may doing in partnership with them and a and a limited opportunity, there may be some opportunities to do it, you know, outside collective bargaining or something. I just think you have this talent pool and that you're not gonna have, you know, in years ahead that we might want to be able to take advantage of, that's all.
G. Kirkpatrick:	Okay, thank you.
M. Kissinger:	Okay.
M. Redmond:	Geoff, how would civil service come into play for a—I would assume a part-time summer position, paid or unpaid, how does—
G. Kirkpatrick:	Oh—
M. Redmond:	[?] civil service impact that?
G. Kirkpatrick:	So for anything that's technology related that that's gonna be a classified position, that's not—so some positions are like the pages or something in maintenance department those are labor class, and so they're they're classified labor so there's not a test for those. For any of these other positions I I doubt you could classify anything technology as labor class so the the option might be a temporary hire, right? So that that then is [?] has a a bound on it there's a fixed period of time, so that may be that may be a a way that we could move forward with that.
M. Kissinger:	Yeah and it might not be, I mean, I was thinking technology just 'cause of the, you know, the interest level there but there might be something else that we could also take a look at. There might, you know, there might might be some other opportunities that you can look at that the, you know, you can bring people in for, you know, two—couple months and you know, that you won't you won't have in the future, so. That's all.
G. Kirkpatrick:	Okay.
M. Kissinger:	Yeah.
G. Kirkpatrick:	Thank you.
M. Kissinger:	Okay. Thank you.
M. Redmond:	Thanks Mark. Okay anything else on the personnel report? Okay we don't need to vote on that. We've completed the director's report, we will move on to the UHLS report. Lisa?
L. Scoons:	We're scheduled to meet this coming Wednesday remotely. Not a lot going on in terms of the larger board but the subcommittee that I sit on,

(45:09)	the Services Committee, is pretty busy with the annual awards reviewed for—we are going to be giving those out despite the fact that we canceled the annual meeting and also we're gonna have start some conversations regarding the the grant applications and guidelines for those, so. A lot of things coming up for this summer. But that's it.
M. Redmond:	Okay, thank you. So are you doing everything remotely with them; is that how you guys—
L. Scoons:	Yes.
M. Redmond:	—are meeting?
L. Scoons:	Yep.
M. Redmond:	Okay, thank you. All right, moving on to new business. Geoff, your subscription you want to talk about?
G. Kirkpatrick:	On page 31 you'll see there I've included a subscription proposal for Lynda.com which is a training website, and right now we're focused on—we know that workforce development and job retraining is gonna be one of the critical roles that the library has during this unpause as Mark says, and Lynda.com is the the database to provide that sort of that sort of service. We've had we've tried a number of different software and skills training databases and we have had them and don't have them now because we weren't satisfied with them and we just thought right now, trying to bulk up our electronic services, that Lynda.com [?] would be a good time for us to add that in. The subscription would start in this fiscal year, right? So we would pay for it out of this fiscal year but then the benefit would be for during most of the rest of the of next fiscal year and and you know, in the spring we will, A., know where we are and know how much of a need it is to continue with, we'll have use statistics, and then we could make a decision on whether whether to continue [?] for another year or multiple years in the future. We've always shied away from it a little bit because the price tag is a is a little bit higher but I think at this point, my perspective, it's important that we offer out good solid authoritative training on software skills and all of these sort of workforce development skills that we need to be to be using. In addition we can use it for the DAP training which we know is also important, as a way for us to to provide more training to the staff. They can be working on software skills at the same time. [?]
M. Redmond:	Geoff, who—

G. Kirkpatrick: Oh sorry, go ahead.

M. Redmond: Who is the population that we would envision serving? Would it just be Bethlehem Public Library, would it be, you know, and and what if we get overwhelmed if it goes out to too broad a group? Have we considered—

G. Kirkpatrick: This—

M. Redmond: —that?

G. Kirkpatrick: This is a [?] there's an authentication process, so this this product, unlike some of our other products which are purchased through the Upper Hudson Library System and are available to everybody in Albany Rensselaer County, this does not—this is not a per use product. It's a it's a subscription so once you subscribe to it and then you you pay a fixed price and then you have that for the year for unlimited views and it is [?] you have to have a Bethlehem Public Library card to be eligible to use the software.

M. Redmond: Okay.

G. Kirkpatrick: So it authenticates off your library account.

M. Redmond: Do we know if any of the other UHLS member libraries have used this service?

G. Kirkpatrick: So, New York Public has it and we've been using it; we've been trialing it through there and then we have had the the competitors for this product which we have found to be the Public Service's Department has found to be not as good. We have [?] ourselves in the past or other libraries had them and we were able to to get a subscription or a a username for those and preview them, and putting all of that together I think the the Public Service department staff was very clear that this was the product they were interested in offering to the public. So it's over my authorization limit at seven thousand dollars for the subscription for the year, so I'm seeking your permission to purchase that.

M. Kissinger: So what what exactly is it again? It's a workforce development training type [?]?

G. Kirkpatrick: It's a it's a it's a it's a a very comprehensive series of training videos for all sorts of software training, job skills training, interview skills. It's it's owned by LinkedIn, Lynda.com, it's just it's kind of the Cadillac name for [crosstalk] training videos.

L. Scoons:	Great.
M. Kissinger:	And the what's the target audience? Is like any anyone looking for a a job or just anyone…[?]
G. Kirkpatrick:	I mean, certainly I think that's going to be part of it but anybody who's looking to enhance their skills, you know, I'm focusing on the software portions of it; there's lots of other parts of this database—
M. Kissinger:	Okay.
G. Kirkpatrick:	—but for software skills we've had, you know, people who were pretty familiar with different softwares looking at the different levels of the software skills and they found it to be very useful for them, so.
M. Kissinger: (50:12)	Yeah and is there like a a how to use it thing you know, like a a—
M. Redmond:	Tutorial?
M. Kissinger:	Tutorial, so that—
L. Scoons:	Yeah—
M. Kissinger:	[?]
L. Scoons:	—there is.
M. Kissinger:	—Like a, you know—
G. Kirkpatrick:	Yep.
M. Kissinger:	Okay. That that's good.
G. Kirkpatrick:	A video about the video? Yes.
M. Kissinger:	Exactly, yeah. Yeah I'm supportive; that's that sounds great, yeah.
L. Scoons:	[?] Was that a motion in—
M. Kissinger:	Yeah, I'll move to make a make a motion to approve the the the software thing thing that Geoff talked about.
L. Scoons:	Lynda.com.
M. Kissinger:	Lynda.com, there you go.
M. Walsh:	Second.
M. Redmond:	All in favor? Aye. Opposed? None.

G. Kirkpatrick:	Thank you.
M. Redmond:	Thank you. Okay we will move on to the budget for 2021 and the election process update. Geoff?
G. Kirkpatrick:	Right so most of this actually you already know already so I just was just a just a way to bring us up to speed. The the there was an executive order that came out that changed the nature of the way that the trustee election worked and that budget was going to go out—bless you—the school district will send out a mailer that will include our budget and our trustee election and people will vote and return that to the school district, so that it is a a fully different process than it has ever happened before, so the deadline to register as to the the signature requirement was eliminated for the first time as far as I'm aware, and then the deadline was was tonight at five o'clock to return that information to the school district to appear on the ballot.
M. Walsh:	So Geoff when you say a mailer just it it will include a ballot?
G. Kirkpatrick:	Yes it's—so you'll be you'll be voting via via mail.
M. Walsh:	So it will include then for every person in the household over 18 who's a registered voter? I I just wonder if they—
G. Kirkpatrick:	They oughta.
M. Walsh:	—[?] actually gonna mail four versions of something to one household, or…yeah, it'll be interesting—
G. Kirkpatrick:	Oh, I'm assuming—
M. Walsh:	—to see how it [?] out.
G. Kirkpatrick:	Yes, my assump—absolutely, they put there there's information about the voter rolls now I know I'm 100% sure that they will be mailing multiple mailers to to certain houses, yes.
M. Walsh:	Okay. Alright.
M. Redmond:	So you you are under the impression it's a paper ballot. I kind of thought we were gonna go online someplace and do it, no?
M. Kissinger:	Yeah, I think it's a paper—
M. Redmond:	Okay.
M. Kissinger:	—thing, yeah.

M. Redmond: Okay.

M. Kissinger: And then also I heard that you can write in people on the absentee ballot and but there'll be people listed as kind of registered to vote for [?] but you can also write in others.

M. Redmond: Okay.

M. Kissinger: Yeah. Should be interesting.

L. Scoons: Yeah.

M. Redmond: [?] And we and we do have one incumbent running again. We have two seats and one incumbent, Lisa Scoons, who is going to be running for the board and I fully support Lisa; she's done a great job for us, so. Okay, any other questions about the election process, and do we want to talk at all about the 2021 budget? [?]

B. Sweeney: Well, just a question about elections: I just noticed as we were talking I got an email notification and the Board of Education nominee list has gone out so I just wonder if Geoff maybe has received an email as we've been meeting here about about that, by chance—

G. Kirkpatrick: I still don't—

B. Sweeney: —about the library candidate.

L. Scoons   [?]

G. Kirkpatrick: I don't have it in my email yet. I'm sure Kristen's checking too; she hasn't received anything.

B. Sweeney: Thank you.

L. Scoons: Yeah.

G. Kirkpatrick: We'll put that information out as widely as we can as soon as we have it.

M. Kissinger: Brian where do they come from? Where did the email come from, the school district?

B. Sweeney: From the district, yes.

M. Kissinger: Okay, yeah.

M. Redmond: Okay anything on the budget? I thought the rewrite looked very good, thank you. I guess that was mostly Kristen, so thank you, you did a great job as usual.

G. Kirkpatrick: So is that so that's on page 32. Is that the—any any updates or suggested changes to the budget [?]

M. Redmond: No, I thought it looked great, do [crosstalk]—we don't need to vote on that.

M. Kissinger: Yeah.

M. Walsh: No, looks good.

G. Kirkpatrick: Yep.

M. Redmond: Okay—

M. Kissinger: [?] that will be [?] one question: so at this election that will be they'll be the citizens will also be voting on the budget? At the—

G. Kirkpatrick: I'm sorry Mark, I—it broke up a little bit; just one more time.

M. Kissinger: So it at this absentee ballot election for trustees we're also gonna be vote—having the people of the district will also be voting on the budget?

G. Kirkpatrick: Yes.

M. Kissinger: Even though that's not required, but we're gonna do it anyway?

G. Kirkpatrick: Correct, so we had a budget that was approved back in February that was
(55:08) sent to the that was sent to the district [?] that's all before all of

 this happened but that budget will be included on that along with the trustee election, correct.

M. Kissinger: Okay. All right [?]

M. Redmond: Our budget is always—our budget is always on the ballot.

M. Kissinger: Right—

G. Kirkpatrick: Yes.

M. Kissinger: But I understand—but Geoff was telling me that it doesn't have to be every year, it's just we that's a tradition that we have in in our town, in our library, so.

G. Kirkpatrick: Yep.

M. Redmond: Oh—

G. Kirkpatrick: We put a if if if we don't go out for a vote the levy would be the same as for the previous year. So some libraries, some school district libraries

around New York State will only go out once every three years or five years. We we—but then on that fifth year they might see a larger increase. So working with our public they like see that every year that we go out for the needed increase we put that in front of them each year, just like the school district.

M. Redmond   ---Okay. Okay. learn something new every day---

(56:00)

G. Kirkpatrick: --yep--

M. Redmond: ---Okay, so anything else on that topic before we move on to--- I guess--- did we already cover primary voting? I think we kind of did--- Oh no, we didn't, that's a separate topic. That's separate---

G. Kirkpatrick: ---right---

M. Redmond: --- but I don't want to jump to that if anybody has any other questions before we move---

L. Scoons: --- I just wanted to ask about whether we were still doing "Meet the Candidates," and candidate bios and all of those things...

G. Kirkpatrick: ---yes---

K. Roberts: ---So yes, I'm expecting to get the list from Brittany first thing in the morning ---or maybe later tonight---and then I'll start emailing all of the the people who have put the information in with the new deadline for the candidate bio. If we do a mailing, it's not going to be the full bio so I might have like an abbreviated version and then we have a "Meet the Candidate" night scheduled via Zoom for the 27th at 6:00pm.

                    And then our calendar and we'll start publicizing that again beginning tomorrow as soon as we know who's on the ballot---

M. Walsh: --and that was May 27th, Kristen? ---

K. Roberts: ---Yes. That's a Wednesday, right?

M. Walsh: ---alright---

K. Roberts: ---yup---

G. Kirkpatrick: ---It was our intention to try to put out a mailer; a quick mailer, again our deadline, everything is just so tight this year. We'll have to see what we can put together; we have a budget letter. Really, we're gonna put this all up online but we would also like to put that in people's hands. I think it's

important to to send something in the mail. So, we'll pull that together with candidates--- the shortened bios--- a copy of the budget, and the budget letter. Sort of what would go in the Footnotes but only that---

M. Redmond: ---and you're talking about sending it out in paper copy, not an electronic version? I agree---

G. Kirkpatrick: ---Correct. It definitely will be put out electronically; it will be widely available electronically but we think it's important to put that out in paper as well---

M. Redmond: ---yeah, agreed. Okay, so I think now we're ready to move on to primary voting---

G. Kirkpatrick: ---Right, so just as a basic question, I received contact from the Albany County and there's a facilities use contract that they put together each year, MOA, that talks about the elections and they are interested in knowing if we are still available as a primary, for the June primary, to host the June primary in our building.

So, I put together an email to all of you saying where we to choose to do that, the conditions under which I think that would be done safely as possible. I did talk to some of the other libraries that are also polling places and some of those libraries are choosing not to be polling places this year--

M. Kissinger: ---Yeah, so that was a question I had. Is like, do we have the ability to say no---

G. Kirkpatrick: ---I think we do---

M. Kissinger: ---I mean town halls are gonna be a polling spot, right? I would think---

G. Kirkpatrick: ---They they also are traditionally. I don't know what their decision process is on making that available---

M. Kissinger: ---yeah yeah, I would be I would be worried about saying Yes to that at this point without further information about you know, conditions in the town frankly.

G. Kirkpatrick: ---right---

B. Sweeney: ---so I—pardon my naïveté about this but so, my understanding is that the primary in the state has been moved to mail—mail-in ballots, but the idea

	is that you have until that day to submit them and there has to be a public place to bring them personally. Is that the idea or---?
G. Kirkpatrick:	---No, I think that there's still an option to vote physically--- and again, I'm showing my ignorance here a little bit; but they're definitely asking if we have the ability to host the primary---
B. Sweeney:	---a traditional primary, I see. I didn't realize that at all. Thanks for that clarification---
M. Kissinger:	---There's a, I understand there's a federal court case outstanding that may force traditional primary as well as the mail-in option so---
B. Sweeney:	---I see, thank you Mark---
M. Kissinger:	---yeah---
G. Kirkpatrick:	---Because additional-- in addition to the Presidential primary of course, there are a number of local primaries that are happening all over the place too so those are included on the same ballot---
B. Sweeney:	---so the only—so I agree that I see some real things that would give me pause, for sure, and the one thing on the other side of the scale that occurs to me is a I-I know I get a little bit unhappy when I find out my polling place has changed. And of course, there's also, right, the issue of you know voters who aren't very--- I don't want to say low information voters--- but voters who maybe aren't as up on following politics finding out the day of the election that their polling place has changed and they can't find it and don't vote.
	So that would be a possible side effect of our deciding not to—you know—perform this role. That that gives me some concern. I don't know that it outweighs other concerns I have.
G. Kirkpatrick: (1:01:17)	Unfortunately, I think the decision timeline on this is very short; by the time we come back to our next board meeting, it would be probably—very too late and I don't mean to add pressure to you; but it's it's you know, I think just very very briefly outlined if we were to host the primary, I I can't see being open as a library that day and we're trying to throw that football into the future to guess by the you know the mid end of June what the world's gonna look like and how open the library would be at that point, but I can't see being open as a library at all. And the way I would would advocate to do that would be just---

M. Kissinger: ---yeah, I would move to to decline the opportunity actually, make a motion to decline---

M. Walsh: ---And is that Mark because the library won't be at the point of being able to open or are you worried about contamination or what's the reason? ---

M. Kissinger: ---Both. I think both. I think you know I would worry about spread and contamination. I also would worry about the--- we should open the library for the library's sake and you know not for to host a primary that could be—they people go across the street and vote frankly---

M. Walsh: ---right. Okay---

B. Sweeney: ---Another another factor is that there there's not going to be as many in person voters no matter what, right. So, there isn't going to be the need for the library. It's not that we're going to be creating some kind of really serious, terrible need by declining, I would think---

G. Kirkpatrick: ---I think there are gonna be you know, just speaking in my non-expert way about this, I think there's going to be a number of issues with the election including the ability to find poll workers I think is gonna be a challenge--- and you know there's gonna be some challenges for this one---

M. Redmond: ---Maybe I'm kind of naïve about this. I have a question back to the board and it's not--- I really am kind of neutral about this which way we go but I tend to ask myself sometimes: what do we think the voters would want us to do in this situation; how do we think the voters would expect the public library---supported by taxpayer dollars---what would they want?----

M. Kissinger: ---yeah, I mean that's a good question. Think about it, I think first they would want us to be a library if we can--- and I would not want to shut the library down for an election activity, which I think you'd have to do. So, if we can open, if we can be opened then, I think we should be open then and not have to shut it down for a primary that not many people are gonna show for----

M. Redmond: ---So, do we think then around that period of time we might be open? Do we think there's a fair chance we could be open? --

M. Kissinger: ---What's the timing exactly? ---

M. Redmond: ---I think it's June 23, isn't it? ---

M. Kissinger: ---Yeah, I think you have a shot, I think I don't--- you know, depends on a lot of factors obviously but---

M. Redmond: ---Right. Right. I guess I was thinking a library wouldn't be open at that time so I was looking at it like differently; like maybe, we should provide a forum for the taxpayers. But but on the other hand, I do think our first priority is library business so---

M. Kissinger: ---yeah---

M. Redmond: ---There is a possibility we could be open in some way shape or form, even if even if it's limited to curbside pickup. That is still an open capacity or open categorization----

C. Brancatella: ---Is there any chance that this can be viewed as political, as a political decision? I mean the primary is a political football in itself. People have differing opinions on it; it's a cont—I don't know if you describe it as a contentious primary, but I think the circumstances surrounding it are highly political and you know, we're there because a court said we had to be. That's why it's happening. So, I don't know if that plays in to the decision at all, if the library wants to jump into that fray or not. Especially if it's not open---

B. Sweeney: (1:05:24) ---Do you mean Caroline that by not agreeing to host the primary it would seem that we were siding with the DNC and supporting not not holding a primary at all? ---

C. Brancatella: ---Well I think, I—no not in not deciding it because I don't necessarily think it will be a big public thing if if we decide not to, but in hosting it. You know, there's the strong possibility of of protesters; there's the strong possibility that this just doesn't go well. You know there were some unpleasant scenes in the news as of late at local elections and you know, I guess it is some somewhat of a question of whether we want that to be the first view of the library after it's been close for three months---

M. Kissinger: ---Yeah, so that's why I think we should just pass. Too much unknown. You know not gonna be a big deal, not many people. I think you're right, Geoff, you gotta close the library to do it so---

G. Kirkpatrick: ---There's no—there's no way I can, just from a practical standpoint, we're going to be using--- I can only imagine by that point it were we to be providing some sense of curbside pickup and to provide the amount of social distancing we would need to have, I'm guessing at that point we will be using all of the meeting rooms for different tasks that are not normally

what the community room and board room are used for. And that's where the election takes place so---

M. Kissinger: ---right---

G. Kirkpatrick: ---It would have to be in the hallway; that would be the only place, the only space that I just open that I can lock off from the main part of the library. And I don't know if they want--- I mean so, I wouldn't even know if the County election would want to be holding their election in the hallway so--- but but, there's no way we could be open as a library and have that going on as well---

H. Narang: ---Do we know what other locations they're looking at? ---

G. Kirkpatrick: ---I think all the other locations that they normally have as primary locations. I think they're they're--- they're sending this this contract out goes right now, just as I received it, and you know it's never been a question before: of course, we're a polling place that just sort of even if they move the date, that sort of takes precedence.

This is the first year---yeah, I don't know--- I do know that there are some other libraries in our region that have said No so---

M. Redmond: ---Does that imply that some have said Yes? ---

G. Kirkpatrick: ---I didn't hear anybody say Yes but I didn't want to be definitive because I haven't done a formal poll---

M. Redmond: ---okay. Okay, that's a fair answer---

G. Kirkpatrick: ---The replies that I had were to the negative---

M. Redmond: ---Well I can imagine that there would be some optics that if we were unable to open the library to Bethlehem citizens, except for curbside pickup, and then we turn around and have a primary; I don't think that would be particularly well received---

M. Kissinger: ---right---

G. Kirkpatrick: ---I think it's very likely that if we're providing services by this time--- which, I really sincerely hope that we are--- it will be curbside pickup and not access, not allowing the public access to the building---

M. Redmond: ---I I think that is a big--- that's a big factor right there. That at that point in time, we as a library serving the community, are not ready, equipped, and willing to open up for general public use---

M. Kissinger: ---yep---

H. Narang: ---Yeah just thinking through the mechanics of it and the way our building is shaped, it seems extremely difficult-if not impossible- to have any kind of really safe mechanism right to set up a polling place and maintain social distancing.

If we had a giant gymnasium or something right, you've got a lot more options. We would essentially be doing it in a hallway---

G. Kirkpatrick: --yep---

H. Narang: ---right. And it just--- yeah, it doesn't seem like it would work---

M. Redmond: ---It's not like that front entrance is really conducive to people doing a loop in one door and out the other. That's that just doesn't work, okay, and I don't think we're we're particularly well suited to help in a handicap situation you know; certainly, that would not be conducive to the using the hallway so---

Geoff, do we need to vote on this? ---

G. Kirkpatrick: --- I think- I think so, yeah---
(1:09:39)

M. Kissinger: ---Yeah, I made a motion to decline the opportunity---

L. Scoons: --- I'll second---

M. Redmond: ---All in favor? Opposed? None, okay---

G. Kirkpatrick: ---thank you---

M. Redmond: --- Okay, thanks guys. Okay um any other new business? ---

G. Kirkpatrick: ---Just one. It just came in today.

So the the use I've been talking about Hoopla; this the new eBook and eAudiobook platform that we have available. When Upper Hudson voted to open it to create this account, they were guessing with the best information that we had available about how long all of our contribution would last. Upper Hudson made a contribution into that out of their coffers to sort of sweeten the pot and get everyone on board but our collective patrons have been using it faster.

Right now, the money that we all chipped in to have this service would expire; that money would all be used up by the end of June. So, in order to make our six-month commitment, they're asking for a proportionate share of use based on actual use statistics. Now that we have some and our public is, as they always are, incredibly enthusiastic about using the service; and so our contribution to that would be another $5,700 that would be billed to us by Upper Hudson and that would that is the projection that would see us through the end of that six-month contract.

And again, I'm anticipating that e-content use would continue apace even after after we are able to return in some sort of service. So, this is my strong recommendation that we chip in to this collective collective service to the tune of $5700 and I think it's being well received of our patrons and it has they've been extremely popular--again the no waiting lines; there's no reserve time for the content so I think that has been very popular with our patrons, so---

M. Redmond:	---And that is for what period, Geoff? Fifty-seven hundred covers what period of time? ---
G. Kirkpatrick:	---Covers us—so the product began in March, so that would see us through the middle of September---
M. Redmond:	---September---
G. Kirkpatrick:	---yep---
M. Redmond:	---Okay. And if we didn't do it, it would it would---
G. Kirkpatrick:	---If we didn't do it then the month—then eventually then our library would be would be, our patrons will be knocked out of the service and would continue for those libraries that chose to continue to buy into the service at that point---
M. Redmond:	---And we would be knocked out as of when? ---
G. Kirkpatrick:	---As soon as the money runs out, which we're projecting to be sort of the end of June---
M. Redmond:	---End of June, okay. So so, essentially $5,700 is for July, August, September-
G. Kirkpatrick:	---You got it---

M. Redmond: ---Okay. Okay, discussion or do we have a motion or—what do we want to do? ---

G. Kirkpatrick: ---I'd like a motion from somebody; it's over my—it's just $700 over my authorization limit but you know, I don't know we can discuss in the future if we decide to continue the service; which again it's being so popular with your patrons, I think I will be advocating for that in the future. So it becomes an ongoing purchase, and a little bit of a different type of purchase, but I think for now, it's new enough, I want to come back here and have the discussion with you--- So yes---

M. Kissinger: ---Well I'll make a motion to to continue for through til September the---

G. Kirkpatrick: ---right---

M. Redmond: ---Can I just ask one question before we vote on this. Is $5,700 a fixed number or is it an estimate cuz I---

G. Kirkpatrick: ---It's an estimate based on use. Right, so there---

M. Redmond: ---Okay, so we really want to be voting, I think, to cover the $5,700 or the actual cost to extend it through September---

G. Kirkpatrick: ---I think if we—it would say that use continues--- let's—let's say we haven't reached saturation saturation point on this and use continues up and increases as an increasing rate, right, so let's say our public discovers this and they love it, I think—I think I would come back to you if Upper Hudson, if that account was running out of money again, I would come back to you and seek another authorization for that.

So, it's really just-- we're being we would be billed by the Upper Hudson Library System for $5,700 and that's that's the piece I need a vote on---

M. Redmond: ---okay---

B. Sweeney: ---Geoff, I just have a question. I mean I support this and we'll vote for it, but just for my knowledge, are we seeing that kind of savings elsewhere in sort of acquisitions of physical materials right now anyway? I know you said you're purchasing ahead but is that balancing out? ---

G. Kirkpatrick: ---It's not balancing out. So, you-- absolutely this would be for this current fiscal year, cause we're running out of fiscal year. It absolutely would be a net shift; this is not this is not endangering our budget at all. The-- we're just- we had a pause in purchasing. Anything, anytime you turn that

purchasing off ---and they weren't sending us anything so we couldn't get it even if we wanted to--- and you know even though now we're turning that back on, we're beginning to receive some materials, we're way off pace of where we were. In addition, think about the money that we have had in the program line; you know for performers and this sort of thing so there are these pockets of money which which would easily exceed the contribution for this---

M. Redmond: ---Okay, so I think we have a motion, right? ---

(1:14:59)

B. Sweeney: ---I'll second---

M. Redmond: ---Okay. All in favor? ---

L. Scoons: ---aye---

M. Redmond: ---Opposed? None. Okay---

G. Kirkpatrick: ---thank you---

M. Redmond: ---Thank you---

H. Narang: ---Yeah Geoff, between now and September, as we get some more data on the Hoopla usage---

G. Kirkpatrick: ---yes---

H. Narang: ---can we can we just plan a short discussion of how it's being used by our patrons, etc., I mean you could see this extending it to next year right; we're gonna be talking about 20 to 30 K of expense on an annual basis---

G. Kirkpatrick: ---right---

H. Narang: ---right, I'm just making sure that we're reaching as many people as we want to be reaching with us----

G. Kirkpatrick: ---Right, and that's some—a little bit of that--- we have we have more detailed statistics and we're excited, any time you get more data we like it. So, we have some of that in the in the statistics we gave you; you can see the relative comparison to OverDrive use vs. Hoopla use, right. And as that, certainly by September, we will know about where that is and then we'll be looking at cost per circulation; you know there is some content that is available on one platform that isn't available on the other platform, but there is some content that is available on both platforms and we'll be looking at the best way to provide that.

I think we had shied away from the cost per use models in the past for the exact reason that we can't know exactly--- you know it's opposite of Lynda.com that charges us one price and then we're responsible to make people use it. This is you pay per you pay per the use of the public; it's it's a different model. We shied away from those in the past but I think clearly nationwide, libraries have decided that having a mix of these products so that you can best meet people's needs is the way to go. And then we have that with Kanopy and Hoopla and OverDrive and even were we back operating completely normally, I would still be advocating for keeping all three of those---

H. Narang: ---okay---

M. Redmond: ---Geoff, have we had an or feedback from patrons as far as these services, where there is a monthly limit to how much they can use? ---

G. Kirkpatrick: ---So, I haven't heard that--- I've heard some anecdotal pieces from the people who are using it, that they are being careful and strategic about their five uses per month. I think Kanopy, less so, I think it's been a little less restrictive because of the limits but I will tell you, so we have a limit of five uses per month. There are libraries that I know of from around the country who have taken exactly you know--- we added this service; that was our response to the library closing. We added this service. To a lot of the libraries that already had it, they took off those restrictions and said, 'oh instead of five a month, it's fifteen a month now,' so they're really opening up those services.

I think everybody---we were heavily invested into OverDrive, which is just a fully different way to administer eBooks and the eAudiobooks; we've been putting a lot of money into that, purchasing those copy "purchasing"- leasing those copies and having them available but then it's got request lists, right, and that so that really appeals to some people and then this other method appeals to some other people so it's-- basically, everybody around the country is just seeing liberalizing your policies and making things more available, whether it's offering it to for the first time like we did or opening up those, that's the that's the trend that's happening right now nationally----

M. Redmond: ---okay. Well I'm glad to hear people aren't dissatisfied at a at a monthly limit that's good---

G. Kirkpatrick: ---yeah---

M. Redmond: ---and that's per card, too so---

G. Kirkpatrick: ---I think they were happy that we made it available, you know; and I think eventually, we may get that sort of feedback. Let's say we're a year into this and people love it; they may come back and say, 'hey, you know what, this five is really bumping up against those limits and and you know you library, you need to figure out a way to pay for this because I'd really like it to be seven or ten or whatever number it is.'

Right now, we are working hard to keep the-- all of the parameters exactly the same for every library across Albany and Rensselaer County. We're trying to make this a very egalitarian way to have this. So far, all of the libraries are chipping in; we're not having any fights about that you know even though you've had this additional cost to to keep the service, I think it's just in response to how popular it is from among the public.

So, going forward, at some point in the future that may start to break. There may be some libraries that have higher limits and some libraries that have lower limits but for now, we're trying to keep it as simple as possible for everybody to understand---

M. Redmond: (1:19:12) ---okay. All right, um okay, so unless there's any other discussion, we're gonna move on to old business and we will talk some, Geoff, about the phased reopening plan---

G. Kirkpatrick: ---we will. So, we've been working hard even since our last meeting, which wasn't all that long ago, on our phased reopening plan. Upper Hudson continues the pace with their recommendations and the plan that we had in place is—we continue to update that. And then nothing that we had in our plan was incompatible with what Upper Hudson was recommending as well.

One of the things that we hadn't originally factored in, but I think has emerged from our discussions, is that you'll be hearing me talk about redundancy. I think our plan is to come back--- when we come back---

with reduced hours, a reduced schedule, and a—the proposal is to have three different teams, staff people, that will work on a rotation so there'll be a work from home--- two teams will be working from home at any given week and then one team will be in place. That will ensure they'll work for a week and that will ensure, if the time comes, when someone is sick and those folks have to quarantine--- the quarantine period is fourteen days. Two other teams would give us enough time to cycle through that and get back without having to close the library.

So that would give us some weekend times to make sure that we have cleaning to be done. You know and again, when you're waiting for guidance on surface transmission, that is still all yet to be announced, and we'll be watching libraries as they reopen across the country: what's working and not working for them too cuz you know right now the Capital Region is lagging behind even some other regions in New York State. So, this is our initial dip our toe back into the water plan to have curbside pickup.

I know it's the most common question that I'm getting from the public is, 'hey, how come we can't have curbside pickup?' and I'm like, 'well right now, we can't under the Executive Order but that is planned for and it is in the goal of Upper Hudson to turn back on the courier system and have all the libraries in Albany and Rensselaer County reopen in a similar way at the same time.'

So, that's you know we have---being a district library--- we have a lot more control over that than some other libraries. They answer to a you know a city manager or a town supervisor or something so but we are trying to provide that that unified that unified reopening plan so that no one library---if a library opens early, you can imagine if a small library had to open early, they might get pounded on by everybody who was interested in library services.

We really want to bring this all back online at the same time so our first intention would be to open the book drop. To get this unmet ability for people to return their items, we want to make sure we can do that and

then quarantine those items, sanitize those items as to the current-the then current, guidelines when we can finally get to this point.

And then the first service that we would offer would be curbside pickup. The first soft opening piece of that would be to to take items that are currently on hold, that are sitting on that hold shelf and have been for you know a month and a half or two months, and get those people to come in and use them as our test subjects for our practice of the curbside pickup and then slowly build on the success of that. Get the get the reserves system working again, that's whether Upper Hudson turns on their courier again--- how that works--- what happens if at another library someone gets sick, how does that affect the courier system?

There's just a lot of moving parts to this right now and they move along most of the time, seamlessly and unheeded, and turning the system back on, it's going to be a little bit different and take some time so---

B. Sweeney: ---Geoff, how are you going to—how's the library--- first of all, it sounds like a great plan and the three teams with one week each, just brilliant. The one question I have is how how will you avoid getting slammed with returns at all once? Are you gonna stagger due dates or how are you gonna do that?--

G. Kirkpatrick: ---So, they've already—Upper Hudson has already staggered due dates for that exact reason. But I have a feeling that once we turn the book drops open, once we make them open, people aren't gonna care about their due dates, right, there's a stack of books that have been sitting on the dining room table now for two months and people want them out of their house.

So, you know, I think, there's really no way that we're going to avoid a tsunami of that; we're just gonna have to do it carefully and that's one of the things is---for instance, we anticipate using the community room as the quarantine sequester room for these returned items, right, so we have to have some elbow room and space in order to take all of these returned items that can't be put back on the shelf. Like normally, we can just get them checked in and put them back in on the shelf. We have a staff that are fantastic at that; we are not gonna be able to do that---

We're gonna have to inherently have a lag time in that and being intentionally slow about these things is a little bit hard for us so so that's you know those are the rooms that were—that we normally have available to the public. For instance, the board room we're going to be using as the shipping and receiving room, so packages that—books that are coming in from outside, that's where they're being put right now so they're they're being put in there.

We're talking about how we're how we're able to bring that in and of course, the fewer staff people that we have in, the easier it is for us to social distance both in space and time--- and that's our intention to be at different shifts and different you know, allow that spacing.

So, I think there will be a tsunami of returns. We will be doing our best to handle it as best we can so---

B. Sweeney: (1:24:43)	---So is there a way to use messaging to kind of urge to sort of to delay returns or to have a kind of clear statement of what the library prefers, knowing that not everyone is going to listen but---
G. Kirkpatrick:	---I think we can absolutely say that and we will be extending due dates for the foreseeable future, right, we're not gonna force that back---there's no fines---there's no forcing back where people are gonna be in that weird situation but I think we keep making those due dates forwards and we say to people, 'hey you know, you know the books drops are open. If if you're okay keeping them, please feel free to do that for now and we'll begin to get those things back in.'

And I mean of course, right now, if we were to do curbside book drop, the best part of that is everything in the library hasn't been touched by a soul in well over whatever the sequester period would need to be, right, all of the things that are in there have been sequestered. Almost inherently.

But as we begin to mix back in items that are maybe under a short term of a sequester, people's tolerance for that even though we say our best guidelines that we have available from the CDC or the Health Department,

you know whatever the best guidelines we have on how long we have to sequester and what ways we can be cleaning the material, individual people's tolerance for that is gonna be, we have to navigate that somehow. So that's a that's a whole--- the politics of that is a whole a whole other issue---

M. Kissinger: ---I had a question about the actual book drop---

G. Kirkpatrick: ---yep---

M. Kissinger: ---You need to-I was thinking maybe something in the parking lot or something to handle all of this inflow and could you like separate like—I'm a like a larger book drop for this period and sequester it by day or something or just you know, I don't know if you have the--- do you have the physical capability to take all this stuff as once---

G. Kirkpatrick: ---Well we can't take it all at once but we have a physical capability to take quite a bit and that's why we're looking at those different parts of the building. For instance, the community room just lends itself really well and we would absolutely be sequestering it by day to say books that came in on this day, we're gonna be in this corner and then this corner, and this corner. The question I've got is always there's never enough carts anyway so the books are gonna have to come in, be moved into the room, axe put on the floor, put on a table---something--- and then have to be recarted later as they go to be checked in so---

M. Kissinger: ---Well would they come in through the regular distribution, is there a way to like--- they come in through the tube the drop and the container. Do you think that's enough to handle it? I mean you might get too much to like that---

G. Kirkpatrick: ---The outside book drop will absolutely --it can't handle; it almost can't handle it now. There's isn't a bigger one for me to get and that is the biggest---

M. Kissinger: ---you could build like a shed or something whatever or you build some sort a big big square box or something, you know---

G. Kirkpatrick: ---put em through the slot---

M. Kissinger: ---build like a temporary book drop that you know you can take down when you have to---

G. Kirkpatrick: ---it's a good idea---

H. Narang: ---those giant industrial laundry carts---

M. Kissinger: ---right---

G. Kirkpatrick: ---right---

H. Narang: ---on wheels, right, you just fill up your pallet worth of books and wheel the whole thing into the building and then don't touch it for a week---

G. Kirkpatrick: ---yeah, that's-you got it---

L. Scoons: ---you might be able to borrow some from the colleges; they're they're not using them right now---

G. Kirkpatrick: ---okay---

M. Redmond: ---Geoff? ---

G. Kirkpatrick: ---yes? ---

M. Redmond: ---Better World Books, it that book drop currently actively being used? ---

G. Kirkpatrick: ---It's shut down. We put tape over the top of it for that exact reason---

M. Redmond: ---I would like to see it continue to be shut down because I'm afraid people are gonna get annoyed they can't fit them in our book drop and they're gonna drop them in there, and 'oh, I returned it there, I put it in the wrong bin'---

G. Kirkpatrick: ---yep, you got it. That was why we taped it off right on the first day. That was-you know, people were definitely wanted to return; we've tried to put out signs at the library and our messaging everywhere to say don't return but that—there has to be something physical when people get there to make it very clear that we're not accepting returns---

M. Redmond: ---okay---

G. Kirkpatrick: ---we have had just as an aside, we have had a few people who were moving out of the area permanently and so we've we've had that to have them clandestinely drop their books off ahead of time, a special time for those books and drop them outside the back door and drag them inside so-but generally speaking, you know mostly we've said to people, 'can you leave it with a neighbor?' and they've said Yes so that's been working so far-

M. Redmond: ---okay---

G. Kirkpatrick: ---but I like the laundry cart idea so---

M. Redmond: ---Good luck. Good luck on that one, Geoff. That's gonna be—taking that all that stuff back that's gonna be tough; cuz I agree with you, everybody is gonna want to get rid of it---

G. Kirkpatrick:
(1:29:19)   ---So much of our entire operation counts on juggling, you know having them in the air right-- A third of the collection at any time needs to be out and about just so that we're not swamped; right so even the slight variations that happen between July and December, which are our busiest and slowest months, you make shelves stuffed or empty depending on how busy they are. You can imagine if everything comes back at once, just how not being able to keep the balls in the air, that's-yeah, it's gonna be a challenge---

B. Sweeney: ---One of the things, if I can just be indulgent for a moment, one of things I feel like I really have learned as a member of this board is the complexities of Circulation. You know, I never thought before how much a library wants stuff out, right, and and for the last two months really the whole community has really been, every house has been an annex of the library and it's just an interesting way to think about the way in which the library is the community and the community is the library---

G. Kirkpatrick: ---yeah, it's absolutely important and critical and fundamental. There's no way we could have that collection we have--- it's- one of the reasons, let's take the changes to the video policy in the past where we made we lengthened those loan periods and we allowed ourselves to have more things out in the community at any time and allowed us to have a bigger collection. Right, that's exactly- we could have a greater variance: the more we can get the people's hands, the more we can have---

H. Narang: ---Geoff, outside of the typical collection material, any thoughts about we would extend that to the Library of Things, or laptops, I mean--- people who don't have Internet access at home or literally connect their wireless devices, right, are probably the big losers so far in the inability to access---

G. Kirkpatrick: ---No, I mean the digital divide is-- this is the world we have not been able to fill, right, I'm you know and we're patting ourselves on the back saying look, 'we have Wi-Fi out in the community, look how it's good WiFi, we have it available in these different places around the community,' but for those people that don't have a device, they are not being served.

And then we have questions about that exact thing, how do we- how can we circulate something like a laptop; how can we sequester and clean

that, we're waiting for guidelines on on what it takes to get those sanitized appropriately and and and all of those Library of Things things--- You got it, how can- you know books are probably--- it's a noble thing and each book is a lot of large alike every other book but that's not true of the all of the Library of Things things are all very different and we're gonna have to be looking at how we circulate those too.

I mean right now, the few people that have the Wi-Fi hotspots— unprecedented access, right, they've been able to have it now for for a couple of months because their you know their due dates have been extended too. You know anybody with a museum pass, had they been able to go to a museum, would have been enjoying months of museum attendance.

But it's you know, that's the part that really breaks my heart right now is I know how many people cannot access the public PCs and then when you have the things I'm thinking about is—curbside book drop first service, right, so that's great for people who want to pick up books, movies. Let's say we even include Library of Things: the Wi-Fi hotspots, and and the Chromebooks but can we get those out to people who need them, great--

How do provide a public PC for people that is going to be used for a couple hours and then they stand up from that and then someone else comes and sit down and uses that: what are – what's people's comfort level for that going to be going forward.

How can we ensure that you know we're-- disposable keyboards and mice it's it's you know, we're trying to-you know you use it once and throw it in a bin and we sanitize it over the night and we come back the next day, and you have a fresh keyboard. And that's a lot of keyboards and mice but that may be what we have to do in order to provide that service. Because I know that there's a lot of people in our community that just don't have access right now and it's killing us so---

M. Kissinger: ---I need to sign off for a call, sorry---

G. Kirkpatrick: ---thanks Mark---

M. Redmond: ---thanks Mark, good to see you---

M. Kissinger: ---good to see ya, yeah, definitely---

M. Redmond: ---okay. Okay, so I think that we are-so we did the reopening plan, did does that include the two subcategories: UHLS and libraries in New York State?--

G. Kirkpatrick: ---We talked about the UHLS plan a little bit about the courier and all of that and then the libraries in New York State reopening phases. We are still unsure where in- now we stopped talking about our phases right now and start talking about the Governor's phases; he's got four phases of this reopening.

We still don't have firm guidance yet on which phase libraries fall into: are we education and entertainment, in which case we fall into phase 4 and what our—all of our advocacy groups, the Library Association and the library systems are sort of saying about public libraries; what we're trying to advocate for is that something like curbside pickup is much more like a retail function and therefore can fall in an earlier phase in a safe way than our roles as a community center: programs or meetings- public meetings for people, things that where we would be gathering large groups of people into the library.

So it may be, what we're sort of saying, is that what we do isn't all one thing and it may be that we we certainly have them in our phased plan ourselves; but even under the under the state's plan where the libraries slot in is still not a sured thing but where our state groups are advocating for us and and trying to seek guidance with that right now.

And I will pass that on to you as soon as I as soon as I have that because then we'll be a little bit clearer; you can start to begin to guess the day, right, I don't think the Capital Region is gonna be May 15th but then what would be the next round-- well that's phase one starts on the end of May and then we can begin to guess from there where we might fall into their plan---

M. Redmond: ---okay--- Alright moving on to Long-Range Plan steering committee---
(1:35:22)

H. Narang: ---Sure, so the steering committee met on the first, just a bunch of us without Paul, to really talk through the drafts that he had put together and share some things we liked, things we didn't like. A couple of items just just to highlight here: the Children's area--- a couple of the drafts that he had had the Children's area essentially separate from the library proper. That that felt like a suboptimal design because we used the Children's area--- the children's section—really to pull parents in with the children, right, and sort of you know, increase the foot traffic into the library so we're gonna share that feedback with Paul.

Some discussion about the teen space, where we keep the teen space near the children's area; how do we manage daytime programs, keeping daytime programs you know in the library proper and out in the lawn sort of integrated with the rest of the space as we look at expanding either towards the Borthwick property or towards the lawn.

So, a lot of good discussion, I think, about what we liked and didn't like about his sketches. So, my plan right now is just put my notes into an email: I'll send it out to the board and give everyone a chance to add anything that I may have missed and then we'll, I think, plan to review it with Paul at our next available opportunity---

M. Redmond: ---okay, that's great. Thank you. Thank you to the whole committee. Okay, Geoff, HVAC update---

G. Kirkpatrick: ---So where a check is forthcoming from the final bit of the return funds from DASNY so that is coming as soon as that comes in, I'll let you all know. It may well be there the next time I go into the library to sort the mail, oh no, it won't be: it's coming on the May 15th check run so as soon as it's mailed after that, it will be on its way to us.

I have also followed up with our friends at Division of Library Development to make sure that we have done everything we need to do in order to get that final 10% of our construction grant back from them. So we have two pots of money that are imminent; I think the DASNY money will be here first and then the money from Division of Library Development will come in as it can.

But they're they're all working remotely right now too but I have been in contact with them via email and I think we're all set. I'm gonna go back, check one more thing, they had some questions for me. They also don't have access to their files so I'm gonna check one more thing that I have, make sure I did what I need to do and they said it wouldn't hold up our check anyway, as soon as that would run, it would come to us---

M. Redmond: ---thanks. Geoff, I don't think that I have seen the final project status report from DASNY showing all of the detail. I'm imagining that they are waiting until they cut that final check and then they will send us a final report.

I'd like the finance committee to look at all the documents and put together, you know, the complete final spreadsheet-- including the cost of design –showing what we got in grant money so we have it memorialized for the for the future exactly what our costs were, how we funded it, and how we got money back. Okay---

G. Kirkpatrick: ---you bet---

M. Redmond: ---it doesn't have to be done in the next two weeks, but I just want to have, go ahead---

G. Kirkpatrick: ---yep, no no I'm just saying if I don't receive that when I get the check I will reach out and and to those that-- to those folks and just make sure I get that final report so we can begin that review---

M. Redmond: ---okay, thank you---

G. Kirkpatrick: --- And also, I just want to let you know as far as HVAC is concerned, I have talked to Kevin who will talk to TRAIN as our vendor for as we begin to come back, my goal is to get maximum outside air flow at the cost of temperature and humidity control, which normally you would not want to do, but right now what you're looking for is to as much outside air as you can possibly get into the building and that's that will be something--- they're gonna come back to us with a proposal of what they might be able to do to to increase outside air as much as possible.

	Now you remember in the winter, we've been trying to decrease that as to the allowable level because people were cold but I think right now, safety is gonna trump that so---
M. Redmond:	---okay, I think we just need to have some signs and placards up around the library to let people know. But I think everybody would agree, it's in the interest of everybody's health, so I think you're gonna get people that will be willing to bring an extra sweater---
G. Kirkpatrick:	---yep, we want as much air exchange as possible---
M. Redmond:	---okay, any other old business? Yeah. Any other old business, new business, anything for people they want--- oh, I have one question. Where are we with union negotiations?---
G. Kirkpatrick:	---We are in pre pre union negotiations so we met briefly with the two trustees that are on the committee; I met with them briefly to talk about a strategy and then we'll be moving—I did then have a conversation with our attorney and we will get it done as quickly as we can---
M. Redmond:	---okay. All right. Anything else people want to discuss or I need a motion to adjourn. Nobody wants to end the meeting?---
M. Walsh:	---motion to adjourn. Can you hear me?
L. Scoons:	---I'll second---
B. Sweeney:	---we were just getting started---
M. Redmond:	---All in favor? Opposed. Okay. I think we're all set. Thank you. Good to see everybody---
G. Kirkpatrick:	---I'm going to stop the livestream now---