

June 1, 2021

Springfield Library Board Meeting

Minutes

Attending: Angela, Clyde, Mayor VanGordon, Carolyn, Ralene, Heather, Linda, Kristine

Staff: Emily David

Absent: Mary Beth

1. **Call to Order** – Clyde 5:38 PM
2. **Changes to the Agenda** – Emily asks: Linda from city attorney sent by laws – did we approve updated by laws? Emily will send out for everyone to look at and will send with next agenda.
3. **Business from Audience** – None (discussion of hybrid zoom/in person model to include more business from the audience brought up by Clyde)
4. **Approval of Minutes** – Linda asked to capitalize Spanish in the May minutes, then Ralene moved to approve the minutes and Heather seconded.
5. **Communications** – Library Director's report  
Emily mentioned that browsing appointments today were fantastic. Staff and patrons were very happy to be there. Phones busy after Register Guard article. Ralene asked when appointments are. 10-12, 4-6 three days each week. Heather asked about summer reading program – She spoke with Kristen and Mindy to offer support about outreach with the summer reading program. She asked if someone could translate the calendar into Spanish and different community partners have asked for some in Spanish as well. She also asked about summer reading program information translated too. Heather asked if we (board) can figure out how to support translation for these two things. Heather spoke with Kristen about the grant for outreach being used for video tutorials. How can we support that happening? And Heather also asked about any pop-up events happening this summer. She asked Emily how we can help make space for Kristen to get these all done.

Emily replied the city is working on the translation plan to have information translated and disseminated. It is a city-wide issue, and not limited to the library. Emily wanted to wait and see if the city will identify the translation service for the library to use. The city manager's office does recognize the need and is working on a solution. Emily would like to get more translations done outside and add to budget and get the translation service to do this all together. But she agrees that the summer documents and calendar are critical to get out to the community. Emily will talk with Kristen.

Heather then offered Antonio to help since time is so short and summer reading will begin soon. She mentioned this to Kristen. Heather added that we have had so many fewer people checking out Spanish language materials – and website is all English. She asks about using summer to really focus on the translation piece.

Regarding the outreach grant, Emily mentioned Kristen is not supposed to do all the videos, but Downtown Languages is meant to assist in the project. Emily will follow up with that. Emily mentions that as the state and the city begin to open, it is very critical for us.

Heather asked about pop-up opportunities and if we can volunteer. Can we as a board talk with library staff to let them know we are happy to volunteer?

Emily mentioned the board canvassing neighborhood before pop-up events to let people know about the event. We also mentioned that we would like to back to school events as well.

Angela brought up collaborating with Williamlane on summer events for pop-ups. Also, St. Alice would like to collaborate to have a library card drive and paper copies of survey, especially in Spanish.

Emily mentioned staff can come up with a list of volunteer opportunities with the admonition that staff is a bit over-taxed, so we don't want to add too many other events this summer. This has been a minimal year because of the pandemic. She emphasized again that canvassing and marketing in neighborhoods will be very, very helpful. She will get a list of volunteer opportunities for the summer for us on the board.

Carolyn had question about SIRSI – we share with other libraries – which ones and what are the statistics for the analytics? Emily answered: Lane Council of Librarians – all Lane County libraries except Eugene. SPL pays some of the salary of the staff person as do the rest, so we share the database. Blue Cloud Analytics pull stats from the database directly. Emily explained it coincides with state library stats that are collected, and we can access those at any time. Clyde asked if they used Crystal reports previously. Emily did not know. Getting user reports was much more difficult to get before this.

Emily also said we are also getting a test server to be able to run reports and test the parameters to make sure it is functioning correctly before applied to the database to make sure data is accurate. Blue Cloud is a new product and takes a lot of the work out of it.

Clyde asked how long contracts were before this one. Emily says 7 years and it has been 7 years previously as well. They put other services into the contract that will not be charged unless activated during those 7 years. Emily mentioned specific ones like web services SDK as well as others. Another service is for single log ins, and you do not need to log in each time. Data control and API training are two others included. Clyde explained API trainings. Basically, it aims to integrate our SIRIS services with the website. Again, these are in the contract but not billed unless activated. These are not activated because SPL may not have time to do all of this, but we may. Emily reiterates that 7 years is the general contract timeline.

Clyde also asked what OCF stands for – Oregon Community Foundation. Heather mentioned lots of grant money for summer programs for children. Emily reinforced that comment. Angela asked what organizations can apply for OCF grants? Emily will send info to Angela.

**REPORT from Emily sent to board members on 5/31/2021:**

## Director's Report June 2021

### Browsing appointments:

- Start June 1, 2021
- Up to 12 people each 45 minute period. This is a change from the original plan. Patrons will come in at the same time as computers and are allowed 45 minutes to browse, pick-up holds and check out

### Community Survey: as of 5/28

- 342 responses in English
- 0 in Spanish

### Grants

Lots of money has been made available due to the American Rescue Plan Act. This money is distributed through the State Library.

- We are writing a grant for the 24/7 Library - this is the lockers and potentially a kiosk

OCF also has several grant opportunities for summer enrichment programs.

- We submitted an Early Childhood Summer Support Grant for \$15,500 to provide pop-up library events for young children and their families.
- We are writing a separate grant directed at k-12 Summer Support to get a library van that could be used for pop-up events and other outreach. It would be stocked with activity supplies, tables tents, books, technology and more.

### SIRSI Dynix

- We are finalizing the 7 year contract for our Integrated Library System (ILS). This is the system that we share with the other libraries. We will be adding a few new features including :
  - Blue Cloud Mobile - a new mobile app
  - Blue Cloud Analytics that will pull statistics directly from our database
  - A test server – this will allow us to try different reports and profile changes before applying them to the data base
  - We will have a flat rate for the contract instead of a percentage increase each year (this is a change)

### Summer Reading begins June 11

- We will have an official SR program this year (unlike last year 2020)
- We will use Bean Stack again this year for all ages to log their reading and earn their badges for different activities
- SR books will be given away in the children window corner instead of the plaza

- Programming is minimal but we have an opening and closing act that will be virtual with the potential of being live depending on the risk level at that point.

## 6. Old Business

- a. Community Survey – progress and next steps. Clyde asks if anyone can volunteer to format the paper copy of the survey? English and Spanish would have paper forms. Discussion ensued regarding program to format, and Carolyn agrees to do so using MS Word. Emily added that library staff can go through it too after Carolyn is done. They can also help with logos too.

Clyde asked about Spanish language online survey as it still has no responses. Has it been on Facebook? Emily said it went out on social media and is on the website. Heather asked about having Downtown Languages do survey in the classes that Kristen is helping with. Heather and Angela mentioned working with community partners to disseminate the survey with a focus on the Spanish speaking community

Kristine mentioned with the QR code fliers and suggested SPL use those at curbside pick-up and have people do it right there.

Target number – 600 completed surveys. Emily said she gets about 1 a day but still no Spanish that she is aware of. Latest number was 342.

Kristine offered to send board members fliers directly. We have 80 flyers total and Kristine will send board members about 10 each. Emily will send her our addresses directly.

Heather asked if we could put them in CSA boxes at the Food for Lane County Youth Farm. Clyde will also inquire there.

- b. OLA session chair – Clyde opened discussion on the conference sessions. Carolyn watched several and shared that she wanted to watch is still not available – one on recruitment. She was thinking about the vacancy on the board. She looked the one on universal design. Very introductory and good for beginners. She saw one presenter who made the case on the need for universal design, but the slides were hard to understand. She watched Legislatively Speaking 2021 which was good on issues before the state legislature and the top 5 issues they are working on. The Ready to Read most directly applied to Springfield. And Carolyn also looked at the toolkit sent around after the May meeting. She really appreciated the article about what it means to be a library for all, and it does not mean that libraries cannot take a stance. If someone in the library is making others uncomfortable because of hate speech, librarians do not need to ignore it.

Emily mentioned that the library staff had just discussed this topic. She mentioned the distinction between reading in a book and talking out loud and using hate speech in the library. She mentioned the need to protect people from what they cannot choose to participate in. The conversation started with Dr. Seuss books that were dated.

Clyde watched the keynote on Equity, Diversity, and Inclusion. He mentioned more actively reaching out to communities that are more historically disenfranchised. He mentioned trying to consider what will do the most good for the communities and address the historical inequities. In communicating with the communities, we need to focus on building a level of trust and embedding and investing someone long term in those communities – either one of us or a staff person to build a relationship and to become an advocate. Angela asked were there any particular communities? Clyde said they did the land acknowledgement at the beginning of each session and named the Indigenous tribes that were here in Oregon. He thought of them and the rural areas of our state too.

Emily mentioned that she got to the overview for the newest city councilor, Damian Pitts. He wants to see more cultural opportunities in the city and perhaps even bring in more university students that he works with. He may be a great ally in addressing this issue.

Heather mentioned that having conversations with Mindy and Kristen on staff – there are so many pieces to community building for our library and greater community. Kristen helped put the EDI toolkit together too. Maybe she could give a focused talk at another staff meeting? She has a lot of actual experience doing outreach within our community and could give us good insight. She is in a position to give us good pointers for what can be done.

Emily liked this idea and suggested having Mindy come talk with us as well. She explained a change in the approach of our library and libraries more generally by approaching this important issue by first asking people what they need before we tell them what we are doing for them. Clyde and Heather really liked the idea of Mindy and Kristen coming to talk with us.

Clyde also watched the hotspots video on how other libraries have been using them. He found a few tidbits very interesting. Josephine county has done away with late fees unless a hotspot or book goes missing. It is \$16 every time someone checks out a hotspot but they build that into budget. A big takeaway was how can you have the narrative about the real improvement to people's lives that make this a great program to promote.

Clyde asked: How many hotspots do we have and cost? Emily replied that SPL has only 11 because we are part of program that limits that. We will have up to 33 starting soon. The cost is \$1375 for 11. The name of the program is the Mobile Beacon Hotspots. We funded it through the Get on Board program.

All of ours are circulating. We have a couple of students that are ESL students at LCC and they can check theirs out to finish their classes. So, their stories are concrete examples of the real impact on real people's lives in our community.

c. Minute takers through 2021:

July – Carolyn

August-Clyde

September-Linda v

October- Ralene

November—Heather

December—Kristine

d. Emily asked: Do we meet in July because meeting date is right after the holiday?  
Heather wants to do so and focus on outreach conversations with Mindy and Kristen.

Emily suggested that since she will not be here in August because she will be getting married that the August meeting would be better for a special session with Mindy and Kristen so that they can be the staff personnel present when she is absent.

We will put planning this session on community outreach on next month's agenda to gather our questions and ideas. It is decided that August will be that month.

e. Bio Info for theSPL Board. Emily showed us that the bios are on the webpage and she did not know that was going to happen and now that it has, we may need to edit it. We all thought that this would be only for the staff. But Emily explained that she likes having the board bios there because it demonstrates to our patrons and to our city that we have a community who is engaged with the library board. Access to the board helps make things more friendly and open. Angela asked if we need to make them all third person or first person. We decided to make it all first person About Me section. Emily requested that each of us edit and put new information on so that we can post on the website.

Clyde expressed concern that we come across as maybe a little unapproachable and intimidating. He wants us to be approachable.

Carolyn said format should be changed. We should have names and photos and maybe something about why we wanted to be part of the board. She did not think professional background is important or engaging. Emily would like us to keep professional affiliation because it does show diversity of experience and that the board members each bring that diversity to the table at the board meetings.

Mayor VanGordon admonished“do not sweat it too much.” He said that just having the information up there will help us feel like a more welcoming community. We do not need to overthink this too much but should feel comfortable with our own bios.

Emily will have the bios taken down so we can make our changes. She will streamline the language so we can edit them.

- f. Ralene mentioned the library stats and what struck her. Heather mentioned that too. Emily said that the percentage of library card holders in Springfield is low for Oregon.
- g. Emily introduced reopening library – and talked about changing hours. She said that SPL will likely be open until 7:00 PM more days a week instead of 8:00 PM as was the pre-pandemic closing time. She would like our input and to have this on the agenda for next meeting. The library staff has been surveyed on this and in general, closing one hour earlier will give a better work/life balance to the staff. SPL will need to go to the city council for approval on changes to opening hours.
- h. Emily also would like to have a longer discussion about fines with us for next meeting. We have not charged fines because of pandemic, and this topic will also go to council in the fall. The last time this came up was when we went to council about automatic renewal. Emily would like board to be present to talk with council.

Mayor VanGordon was enthusiastic on reopening plan and potential library hours change. He explained that fines are a little trickier and a plan to eliminate them entirely may not be successful without some work. City Council was not ready for that last time. He explained that it is not a money thing, but rather the sense of ownership and sense of stewardship in the community. It would take work to convince council on this. We may be more successful seeking to extend the reprieve from fines for 6 months rather than eliminate it entirely at this time.

Emily agreed that using the pandemic relief policy of eliminating fines is a good way to reopen the conversation with city council.

Linda commented that there are many financial challenges because of pandemic with stimulus checks ending and more financial hardship. She does not see what we would need to add this to an already struggling community. Heather strongly agreed

Emily said many libraries are going fine free and she will get us a lot of information and data so we can be equipped with that knowledge and advocate for this as well.

7. **Adjournment:**Linda moves to adjourn and Angela seconds. Meeting adjourned at 7:10 PM