

Billings Public Library Board Meeting

May 14, 2020

12:00 p.m.

Board and City staff present:

Cheryle Fisher, Chairperson
Lloyd Mickelson
Jennifer Quinn

Peggy McSewyn, Vice Chair
Stella Fong
Gavin Woltjer, Library Director

David Darby
Andrea Horrell
Hannah Stewart, Assistant
Director

Kathy Robins, Information
Systems Coordinator

Jamie Ogger, Library and Facility
Coordinator

Not Present:

Sue Bach

Roger Young

Guests:

PJ Smith, Yellowstone
Genealogy Forum

Leslie Modrow, Library
Foundation

Clare Young, Friends of the
Library

Public Comment

None

Chair's Comments

- Chairperson Fisher thanked Library management and staff for the new programs and access to materials they have put into place to serve patron during this unusual time.

Consent Agenda

Motion to approve the March minutes. Motion approved.

Fong/Quinn

BPL Update

Kathy Robins:

- 50 laptops loaned to City staff – 23 to library staff and 27 to non-library City employees, 3 wireless hotspots to library staff who do not have home internet, and 5 scanners to library staff for digitization projects while working at home.
- Progress on long-term digitization projects, including library board meeting minutes, scanning Billings' high school yearbooks, 5 early Billings city directories, transcribing a pioneer diary, and 105 new images uploaded to the Montana Memory Project.
- Due dates for all patrons were extended, holds were frozen, notices for holds and overdues were suspended, and the holds feature was stopped.
- Goals that were met during the closure included access provided to library services via the website and social media, and increased traffic to online resources.

- Over 175 masks were 3D printed and donated to medical personnel.
- Added or updated approximately 40 webpages.
- Big increase in public engagement through social media, such as Facebook (increase of 68% over the last two months), Twitter, and Instagram.
- GoToMeeting and Zoom are being utilized for online book clubs and programs.
- Devised a new way for patrons to get an online library card to take full advantage of the library's online offerings.
- Data cleanup of the catalog and patron databases.

Hannah Stewart:

- The first floor of the library has been serving as a day care facility for first responders since the Shelter in Place order went in effect. St Vincent, Deaconess, and Riverstone Health brought in Newman Restoration to sanitize the first floor of the library to serve the needs of the newly established day care center. The daily average sees 48-52 kids a day. The last day for the day care is May 29.
- Curbside pickup service is running smoothly and successfully and is averaging 470 new holds per day.
- The entire collection is being sanitized – items as they are being returned, and great progress is being made on the second floor materials and shelves as sanitizing continues daily.
- Librarians have been working hard to create and provide virtual programs, such as Books and Babies. Virtual programming has been well received and attended by patrons.

Jamie Ogger:

BPL Maintenance staff has updated its cleaning protocols to combat COVID-19 in a number of ways, including but not limited to:

- Complete cleaning and sanitization of the second floor is almost complete, including carpets and furniture.
- Once the day care is closed, maintenance and staff will clean and sanitize the entire first floor, including the collection and shelves.
- All conference/meeting rooms will be thoroughly cleaned and sanitized, including the pantry adjacent to the Community Room. Use of the rooms will be discontinued indefinitely and considered as the COVID status develops.
- New, more frequent cleaning procedures will be developed and implemented as the library sees more staff returning to the building and then re-opening to the public. Disinfecting cleaners will be made available to staff at all times and at key locations throughout the building. PPE will be installed where necessary, as well as floor markings to assist patrons with social distancing and to create one-way aisles throughout the collection. Furniture will be strategically placed and monitored consistently to discourage patrons from moving it.
- New protocols will be imposed at the Stompin' Grounds for staff and public safety.

The future of Outreach will most likely have a new look. Staff is currently working on action plans to restart service for both the Bookmobile and Senior Outreach through the community, specifically for

customers that do not have access to library materials without outreach services. St John's specifically will utilize the curbside service to obtain materials for a number of their residents. The Senior Outreach Librarian is contacting the other facilities to determine whether they can utilize the curbside services as well, until Outreach is running again. The bookmobile librarian is brainstorming ideas as well, including the possibility of a mobile curbside service for her patrons to place holds and for the bookmobile to set up and distribute "no-contact" holds for patrons that do not have access to the curbside service at the library building.

Gavin Woltjer:

Thank you to the library management team and staff for everything that has been accomplished during this time. The hospital day care partnership began with a seven hour meeting the Sunday evening when the Shelter in Place started and schools closed. Serving as the City's PIO initially took Woltjer away from the library, but he is back serving the library as its director again. The library's transition back after serving as a day care facility will have a number of challenges, including considering staff safety: Plexiglas barriers and floor markings, how to de-densify staff, and cleaning protocols. The next step includes capacity of the building – libraries are not classified in the Governor's plan; therefore, half of the library's capacity is 450 people. That is not feasible for social distancing, so a realistic number will have to be determined and then also how to regulate that number.

The Block Party and Fall Brunch are cancelled. All programs will be online until tentatively September 1 being the earliest that public programming may be allowed in the library.

What will property taxes look like? There is a possibility the library budget will be affected by up to 1 mil, or approximately \$200,000.

This could be an opportunity for new learning realms – digital access, remote learning, providing meaningful programs/content online. This may change how the library partners with schools.

Chairperson Fisher commended the library staff for their ability to adapt. Quinn inquired whether the board will be meeting online until further notice. Woltjer confirmed.

Adjourned at 12:50