

**MINUTES**  
**Waukesha Public Library Board Meeting**  
**Thursday, April 9, 2020 4:45 PM**  
**Virtual Meeting Conducted Via Zoom**

Trustees Present: M. Baxter, C. Deatrick, K. Guilfoy, P. Kasprowicz, M. Helgestad, C. Lombardi, L. Miller, A. Riebel and R. Sura

Trustees Absent: S. Ammerman and M. Ryan

Others Present: Library Director B. Gay, Assistant Director J. Klima, Circulation Supervisor T. Lyons, Information Services Manager A. Welch and Special Projects Coordinator J. Quinlan

**1. Call to order**

Board President Riebel convened the meeting at 4:45 p.m.

**2. Public Comments**

There were no public comments.

**3. Approval of the minutes for March 12, 2020**

**Trustee Miller moved to approve the Library Board minutes for March 12, 2020 as presented. Trustee Lombardi seconded; motion carried with a unanimous roll call vote.**

**4. Correspondence**

Included in the Board correspondence was a promotional piece by Jill Fuller, Marketing & Communications Coordinator for the Bridges Library System on how libraries are offering ways to stay busy while sheltering in place at home. Additional services have been added; as expected, electronic resource usage has increased.

**5. Bills**

**a. Approval of the bills April 2020**

Library Director Gay reported that there was nothing of note to report. Since many of the conferences across the state were canceled, he pointed out that there was a refund recorded on the credit card. The Library also increased purchasing supplies related to building maintenance and the Library continues to purchase and process library materials. Trustee Helgestad inquired if the hotspot and laptop purchases were replacements or additions to the collection and if the hotspots were still circulating. Library Director Gay replied that the Library is eligible to purchase ten units per year through TechSoup. Assistant Director Klima added that the laptop purchases made up the bulk of the expense. The hotspot units that were checked out are still in circulation and do not need to be returned until May 1, though that date will most likely be pushed back. **Trustee Lombardi moved to approve the April 2020 bills for \$71,856.59 and write offs of \$2,244. Trustee Deatrick seconded; motion carried with a unanimous roll call vote.**

**6. Financial Reports**

**a. Approval of the financial report for April 2020**

Library Director Gay reported that the financials will have unanticipated changes with losses in revenue, currently down to \$1,900 in March from \$5,000 in January. The long-term budget consequences have yet to be determined. Expense spending is roughly on track; moving forward this may change. Trustee Deatrick inquired if the Library has had to furlough or layoff any employees or is the Library staying status quo. Library Director Gay responded that currently it is status quo. Gay said that the City has been excellent to work with through this process. Staff are working in two shifts (either at home or in the building) to minimize contact

within the building and respect social distancing. A few of the 10 hour per week shelvees, out of concern for their safety, have opted to take unpaid time. They will have an opportunity to make up the time when the Library reopens. **Trustee Helgestad moved to approve the financial reports for April 2020. Trustee Sura seconded; motion carried with a unanimous roll call vote.**

## **7. Old Business**

### **a. Discussion/action regarding front façade fabric panel color and repair update**

Library Director Gay reported he was working with the City Attorney to review the contract terms with Enberg Anderson. No decisions have been made on the fabric color or design.

### **b. Discussion regarding feasibility study update**

Library Director Gay reported that Library Strategies had reached out to him with the understanding that there would be delays with the feasibility study. He said that he does have a good list of potential committee members. The project will be reassessed at a later date. Trustee Baxter said that once things settle down, philanthropic donors may shift their gifts to areas where there is a more basic need. She said that the Library will really have to look at the timing to determine if a campaign would be successful. Board President Riebel added that hopefully, there would be more clarity as the Library moves forward. Trustee Baxter said that she has some research on forecasting fundraising that she can share with the Library.

## **8. New Business**

- a. There were no new business items to discuss.

## **9. Reports**

### **a. Library Board Committees: Building, Executive, Finance, Human Resources, Planning & Policy, Public Art, Ad hoc Fund Development**

There were no Committee reports.

### **b. Report**

Library Director Gay reported that the statistics at the top of his report reflect that the Library closed mid-month. In-library circulation has declined, while e-circulation has increased and is expected to continue that climb, though there is not as much room for this collection usage to grow. The last weekend that the Library was open, circulation was almost double compared to previous weekends. Anticipating that the Library would be closing, families were checking out 50 or more children's books at a time. New card registration was up because of the ability to register online for a card.

He said that since the last Library Board meeting in March, the situation with COVID-19 escalated rapidly. Working with the Board President and the City, it became clear that the Library would need to close to the public after March 15. By Tuesday, all Bridges libraries were closed, though some offered curb side pick-up services. Waukesha opted not to do this. The Library's technology team worked hard to get equipment ready for library staff to work remotely from home. As mentioned earlier, staff began working in two shifts, either at home on administrative leave, or in the building. This schedule will continue throughout the duration of the closure. He reiterated that the City has been great to work with throughout this. Nine library staff members worked with the City Clerk's office to assist with absentee ballots and voting. A total of fifteen library employees assisted at the voting poll on Tuesday. The staff did a super job and they all deserve a lot of credit for their willingness to step up. The Library also lent Wi-Fi adapters and two hand sanitizing stations to the City. Director Gay stated that he has a daily virtual meeting with the City's Emergency Operations group as well as meeting with the Library's management team.

The Library has been building their online community engagement presence through Facebook, with storytimes, book recommendations, book discussions, yoga and meditation. Staff are also continuing to place material orders and process items as they come in. The Teen Librarian has reached out with Instagram activities for her young adult following. The building is undergoing a massive clean-up. Library patrons are being encouraged to take advantage of online classes, Flipster magazines, digital access to e-books and e-audiobooks with OverDrive and the Libby app and a trial run of Hoopla. Hoopla is a digital lending system similar to OverDrive, but materials are available all the time, though there is a limit of four titles per month. Bridges Library System is paying for this trial service and is charged for each item that is checked out. The feedback on this new service has been very positive.

The Technical Services Department has taken on a massive music CD re-labeling project, switching from a very antiquated and confusing classification system to a simpler and easier to understand label. There are over 10,000 CDs to classify and relabel. Staff have really stepped up with creative ways to work and keep busy.

The Library hired two new employees who started on the first day of the Library's closure; a new Building Maintenance Coordinator, Matt Messerschmidt, and a new Library Associate in Marketing, Sarah Hoppie. Matt has undertaken a lot during his first couple of weeks and Sarah has been working with the Clerk's Office in the interim.

Trustee Helgestad asked if the Library's 3-D printers could be used to make the bands for medical face shields. He said that he has contacts with a Milwaukee maker group and could provide the plans to the Library. It was noted that these are different from the face masks that the Mukwonago Public Library has been making, which are one size fits all and take 7.5 hours to produce.

Board President Riebel said that she appreciated Director Gay's calm and steady leadership as well as his effective communication with the City and staff throughout this challenging time. She added that the online content that the Library is providing to patrons is fabulous.

**c. Bridges Library System**

Trustee Sura reported that the Bridges Library System also met virtually via Zoom, with Karol Kennedy as the new System Director. They had discussions on library closings throughout the system. The work on their strategic plan will begin at a later time and they encouraged everyone to stay safe at home.

**d. Friends of the Library**

Trustee Deatrick reported that the Friends postponed the Mystery Mingle fundraiser to September.

**e. Communication to the Council**

Trustee Miller will convey to the Common Council that the Library is very appreciative of the City's coordinating efforts with the Library and for keeping everyone working.

**10. Adjournment**

Absent any objections, the meeting adjourned at 5:16 p.m.

Prepared by: J. Quinlan

Approved: