

Broome County Public Library
Board of Trustees

Regular Session Meeting Minutes – 02.08.24 Meeting opens, 5:32pm

Members Present: Jeffri Boisvert, Vikki Collazo, Charmian Foster, Sarah Glose, JoAnne Hanrahan, Jill Kissick-Castro, Kate Miller-Corcoran, Katie Bowers

Not Present: Al Buyck

Also Present: Josias Bartram, Imara deMontfort, Laura Haynes, Sherry Kowalski, Kathleen Shores, Rebecca Stone

PREVIOUS MONTH'S MINUTES: Two amendments: remove Joanne and Jennifer Embree from Present list, as they were not present. Motion to accept: Charm, Second: Vikki. Passes unanimously.

OATHS – Jillian Sandy, Chad Miller. Will be done in April.

APPOINTMENTS

La-Quiene Williams – Custodial Worker - should be starting after President's Day.

Motion to accept: Joanne, Second: Jill. Passes unanimously.

NEW BUSINESS

Department Overview: Circulation

- The largest department with 11 workers. 1 FT principal library clerk, 2 FT senior clerks, 3 FT library clerks, 4 PT library clerks. Known as the "Circ Department".
- Core of the library for most patrons - who most patrons think of when you think of a librarian.
- Requires less education and is lower paid. Can lead to a class fissure between departments that require Master's degrees.
- Check items in and out, check for lost and damaged items, repairs books. Manages inter-library loans.
- The first employees that patrons see! That means the department is always busy.
- Handles registrations, renewals, online temporary cards (issued for 3 months at a time - year-long extensions available for homebound patrons).
- Kathleen and other Circ staff are responsible for implementing a *lot* of the policies that the leadership creates.
- Circ generally can't do most of their work from home, meaning they have to be at the library - this can lead to burnout sometimes faster than other departments. BCPL has a policy that the library cannot be open without at least 2 people to run circ - this is supposed to be supportive, but can also lead to circ staff feeling pressure to be present, even if sick.

Library Charges

- BCPL got rid of overdue charges officially in 2022.
- We have not seen a dip in library revenue - it's been covered by other sources.
- It has reduced conflicts that circ staff have to deal with.
- It is considered best practice in the field.
- Reviewing the remaining charges we have:
 - Lost Card - \$1.50
 - Collection Fees - \$10

- Returned Check Fee - \$20
- Photocopies - \$0.25/copy
- Microfilm Prints - \$0.25/copy
- Computer Prints
 - Black and white - \$0.15/sheet
 - Color - \$0.50/sheet
- Interlibrary Loan Fee - \$5.00
- Josias, on behalf of staff, proposes we no longer send items to collections. Eliminates confusion for both staff and patrons, and will save us money by eliminating the collection fee.
 - Proposing adding additional return alert letters. Patrons will be “billed” until the item is returned. Once they reach a bill of \$5, they will be blocked from borrowing items.
 - Staff would like to advocate to 4CLS to raise that dollar amount to account for inflation.
- Josias, on behalf of staff, proposes only enforcing the lost card fee with people who repeatedly lose/forget/damage their cards.
 - Check the account to see if they have had multiple cards.
- Josias, on behalf of staff, proposes waiving the interlibrary loan fee and monitoring the program to see how usage increases, impact of shipping costs, and if there are any new policies/guardrails that need to be created.
 - There will still be overdue fees for this system, as the library is charged overdue fees if the patron does not return.
 - South Central Regional Cooperative - partnership between university and public libraries. We are connected to this through TC3.
 - An option is possibly available for cheaper shipping, which the library will look into.
- Motion to accept library charges policy changes: Jeffri, Second: Jill. Passes unanimously.

Non-resident library cards

- Old policy: charging \$50 to anyone who lives outside of the county. This includes people who live nearby in PA, Tioga County, etc.
- Vestal proposed getting rid of this fee completely, Endicott pushed to keep it. \$20 was the proposed middle ground, and is what BCPL charges.
 - Vestal and JC have gotten rid of the charge entirely. Endicott has stayed at \$50.
 - **Proposal:** *BCPL to remove the non-resident charge completely.*
 - Discussion about public perception out of state residents not paying NY taxes, but benefiting from our library.
 - The money we receive from PA residents is negligible already - this will not be a revenue area we need to make up.
 - We are creating barriers to membership - which shoots us in the foot. Having more patrons is inline with our values and opens us to more grants and funding opportunities.
 - We will monitor this situation as the policy changes - and we can adjust the policy if needed.
- There are multiple policies floating around, which state children can get their own library card (not linked to parent/guardian) at either 13 or 14 years of age.
 - **Proposal:** *New policy will state children can get their own library card (not linked to parent/guardian) at 13 years of age.*
- Motion to accept non-resident library card policy changes: Jeffri, Second: Jill. Passes unanimously.

Hoopla contract

- Renewal of our yearly contract. Want to increase spending to \$30,000 (up from \$27,000 last year).

- Hoopla has audiobooks, ebooks, comic books, movies, music, TV shows etc. Charge to the library per use. Limit of 5 check outs per month. Not shared with the 4CLS because of the pay per use model.
- Overdrive (Libby) has just audiobooks, ebooks, comic books.
- Important to have both: Hoopla has more content, Libby has more new titles.
- Motion to accept Hoopla: Joanne, Second: Charm. Passes unanimously.

OLD BUSINESS

2024-2028 Strategic Plan

- Was sent to the board for review. Lots of comments about how great the board/staff working on this did. It was written much more collaboratively than in years past.
- Motion to accept the Strategic Plan: Jill, Second: Vikki. Passes unanimously.

Code of Conduct

- This was really collectively written by the staff. There are lots of changes between the new and old policies.
- Imara will need to sign off on it.
- Board appreciates the tone change, clarity, and increase in explanations of *why* the rules are in place.
- Includes the new board email address: Library.Trustees@broomecountyny.gov
- Will be posted on big posters in the entrance, at the circ desk, at the reference desk, etc.
- How is this accessible to patrons with low literacy?
 - Recommendation to create a trifold brochure that includes pictures that represent key points.
 - It will also be translated into multiple languages.
- Motion to accept the Code of Conduct: Jill, Second: Jeffri. Passes unanimously.

Nominating Committee: 2024 committee assignments

- Committees should report the following to Nominating Committee (Charm specifically) by April 22nd
 - Elect their chairpeople
 - Decide how they will work toward their strategic plan goals and their timeline
 - Decide on their meeting schedule

Board documents and email

- Documents
 - We have all be added to the library board documents page: <https://www.thebcpl.org/board-documents>. Please log on and change your password.
 - The password-protected board documents page will hold policies that are most relevant to the board, committee assignments, the bylaws
 - Public documents (the board packet, the minutes) will be on the public-facing website: <https://www.thebcpl.org/board-trustees>
- Board Email Address
 - The new board email address: Library.Trustees@broomecountyny.gov
 - Forwards to Executive Committee (Kate, Jeffri, Katie), and Nominating Chair (Charm)
 - Appeals from banned patrons can go to this email address, as well as nominations for board members.

REPORTS

2023 financials

- Cost of benefits got adjusted way down - library was overcharged. Surplus will go into fund balance.
- We were over budget for revenue. Good year!

January financials

- Light on spending because books were ordered, but vendor sent them late.
- Working to more accurately estimate payroll.

Director's Report

- Focused on prepping for Josias' sabbatical - mainly making sure that Sherry and Judd have all the support they need. Board should step up where possible.
- Staffing Crisis: Really, really rough month and a half for staffing due to illness. Staff have been sick very frequently, and this impacts communication, ability to open the library, host programming, etc.
 - Great proof about the need for more staff!
 - Josias has emphasized that staff should not work while ill.
- Annual Report is due before Josias' leave. Josias is moving to work on it now.

Staff Reports

- Circ report is missing due to staffing crisis.
- Numbers look good - January was a very busy month!
- New door counters are coming, just as the legend foretold.
- Youth Services - Shout out to Grandma Sherann! Shout out to the therapy dogs!

Committee Reports

- DEI
 - Looking at professional learning opportunities for the board and staff
 - Discussion about these professional learning opportunities from a patron service perspective
 - Board would like to see a POV of what staff deal with in a day, staff would like to see how board policy decisions are made ("Let's do a Freaky Friday")

7:05pm Motion to Adjourn: Joanne, Second Jill. Passes unanimously.

ATTACHMENTS

January minutes

2024-2028 Strategic Plan

Contracts – Hoopla

Policies

- pm 3300-0 Patron Code of Conduct – draft
- Library Charges
- Non-resident cards