

**Daniel Boone Regional Library
Minutes, Meeting of July 16, 2020**

Call to Order, Roll Call and Determination of Quorum

August Nielsen, President, called the meeting to order by Zoom video conference at 6:00 p.m.

Daniel Boone Regional Library (DBRL) Board members in attendance were: Bradd Anderson, Dorothy Carner, Mary Fennel, Phil Harrison, Tonya Hays-Martin, Andrea Kimura, Kate Markie, August Nielsen, Taylor Pendleton, Pat Powell, Khaki Westerfield and Debra Winter. Susan Daly and Jean Howard were absent.

Also in attendance were DBRL Executive Director Margaret Conroy and staff members Elinor Barrett, Amanda Burke, Kirk Henley, Melanie Henry, Sara Henry, Sarah Howard, Mandy McConnell, Nathan Pauley, Abbey Rimel, Jim Smith and Mitzi St. John.

Public Comment

There were no members of the public in attendance.

Minutes

Nielsen asked for corrections or changes to the minutes of June 11, 2020. Hearing none, he declared the minutes approved as written.

Monthly Reports

Director's Report: Conroy reported that the DBRL Finance Committee will meet on August 4 to review the preliminary budget in detail. District board meetings have been scheduled for the end of August to set the 2020 tax rates.

Since the tax levy passed, management has been working on staffing plans for the two Callaway County branches including hiring an additional librarian.

Conroy said that DBRL has received funding through the Missouri State Library from the CARES Act to purchase additional Wi-Fi hot spots and self-check machines. The grant does not require matching funds.

Conroy reported that staff began using the timekeeping software on June 13 and it is going well, overall. Several managers have reported satisfaction with the ease of using the software versus paper timesheets.

In response to a question from Markie, Conroy stated that many staff members are happy to be back at work and spending time with co-workers and some have more anxiety, especially those who work on the front lines. The slow return of patrons has aided staff in getting used to working with the public during a pandemic. The library has a good supply of sanitizer and masks. Fennel noted that she has used the curbside pickup service multiple times and finds it well-organized.

Financial Report: Smith reviewed the June 2020 financial statement and stated that he expects DBRL to collect about 97% of budgeted tax revenue in 2020. With the decrease in expenditures, the budget should balance by end of year. Smith reported that he has spoken with the Boone County Collector and was informed that several businesses have protested their taxes this year, but the tax commission has not been able to meet yet.

Service Report: Conroy stated that most of the totals shown in the report are out of staff members' control, so she has emphasized focusing on quality over quantity. The digital collection is very popular and a major reason why there is just a 30% decrease from last June.

Daniel Boone Regional Library Minutes, Meeting of July 16, 2020

Old Business

COVID-19: Conroy reported that staff are doing as well as can be expected while knowing that the situation is very changeable. Conroy stated that all DBRL branches are operating under the directives of the Columbia mask ordinance. There has been some pushback from patrons at both the Columbia Public Library (CPL) and the Callaway County Public Library, but 90-95% of patrons region-wide have been compliant. DBRL has a good supply of masks thanks to donations from the Columbia Boone County Health Department and from Veterans United to supplement what the library has purchased.

Due to the pandemic, four staff members have resigned. There has also been some natural attrition. Although DBRL is under a hiring freeze, positions will be posted if current staffing levels cannot be adjusted to cover vacancies.

Conroy reported that libraries will not know until October if they will receive the second State Aid payment of 2020.

Conroy stated that there are no plans to return to full open hours at this time. She is waiting to see the impact of the decisions made by local schools this fall prior to making any changes. Social distancing has not been an issue due to lower than normal occupancy.

Pendleton entered the meeting.

In response to a question from Kimura, Conroy said that study and meeting rooms will not be available to reserve through the end of the year. Meeting rooms at all branches are being used to quarantine materials, which may still be occurring into 2021. The Quiet Reading Room at CPL is being used by staff members for meetings. Other rooms are being used for patron accommodations, as needed.

In response to a question from Winter, Conroy stated that staff are accommodating patrons who cannot wear masks due to medical reasons in the same way that patrons with disabilities are accommodated, such as providing alternate means of receiving services and materials or providing isolated workspace.

In response to a question from Westerfield, Conroy stated that materials are quarantined for 72 hours and managers have worked out a great system of collecting, organizing and checking in the materials. She added that more scientific study results are expected that may affect our quarantining procedures.

In response to questions from Nielsen, Henry stated that more recently, staff members have received COVID-19 test results faster than in the initial months of the pandemic. She is comfortable with DBRL's internal processes for handling staff members who may have been in contact with the virus, and managers have been communicating well about their staff members' needs and concerns.

New Business

CPL Security: Conroy reported that managers have received emails from three staff members and one former Trustee expressing concern about armed and uniformed police officers at CPL being a barrier to access for some patrons. Correspondents also asked about hiring a social worker in place of the police.

**Daniel Boone Regional Library
Minutes, Meeting of July 16, 2020**

Conroy stated that she responded by emailing all staff about the security needs at CPL. Several staff members replied and expressed their support for the current security protocol.

Conroy explained that security is in uniform during their shifts because they are on call for the Columbia Police Department (CPD). Conroy reviewed the reasons that full-time security officers are scheduled at CPL. She noted that there have been no complaints about police behavior at CPL and no official reports from patrons who feel they cannot visit the library due to the police presence. Conroy has observed that the local police are good at connecting people to services and know many of the community members who chronically need help. Hays-Martin noted that CPD has a community mental health liaison who is a licensed clinical social worker. Conroy added that all CPD officers go through extensive crisis intervention training. Conroy also noted that CPD officers like working at the library and it is an opportunity for community members and officers to meet each other in a non-confrontational environment and build relationships.

Anderson stated that DBRL management can be sensitive to the topics raised while not dismantling what is working for CPL. Powell expressed her appreciation that security is available at CPL and suggested that their presence may be deterring the types of crimes that had previously occurred more frequently at that branch. Nielsen thanked Conroy for the information and transparency with the board and staff.

The trustees discussed potential reasons why some staff might be uncomfortable and Conroy will consider ways to address staff concerns going forward.

Other Business

There was no other business.

Staff Comments/Announcements

There were no staff comments or announcements.

Board Comments/Announcements

Westerfield reported that the CBCLD Nominating Committee met on June 17 and developed a slate of officers that will be voted upon at the next district meeting. The slate is: President – Susan Daly; Vice President – Andrea Kimura; Secretary/Warrant Officer – Bradd Anderson.

Powell congratulated Westerfield on her recent birthday and Hays-Martin on her retirement. Hays-Martin noted that she is going to work at the North Callaway High School library and hopes to grow library supporters in that part of the DBRL service area.

Markie relayed her appreciation for Facebook notices of DBRL programming and noted the upcoming ukulele workshop.

Adjournment

Hearing no further business, Nielsen adjourned the meeting at 6:39 p.m.

Minutes recorded by Amanda Burke, DBRL staff.

Board Secretary