

Bettendorf Public Library
Information Center
Board of Trustees Meeting
Thursday, November 9, 2023
5:00 P.M.
Lillienthal Room, Bettendorf Public Library



Bettendorf

PUBLIC LIBRARY

Agenda Item	Responsibility	Action	Result
1. Roll Call	Covella		<p>Present: Kathy Brandtner (Zoom), Val Horvat, Darrin Lindquist, Doug Lindstrom, David Pratt, John Rabine, Archana Wagle</p> <p>Absent: None</p> <p>Others present: Jillian Aschliman, Hayleigh Covella, Paul Odell</p> <p>Lindstrom called the meeting to order at 5:01 p.m.</p>
2. Consent Agenda <input type="checkbox"/> Approve Meeting Agenda: November 2023 <input type="checkbox"/> Approve Meeting Minutes: October 2023 <input type="checkbox"/> Approve Payment of Library Invoices: October 2023	Lindstrom	Approve	Motion to approve consent agenda by Lindquist, second by Horvat. Motion carried.
3. Public Forum -Limit of 3 minutes per person	Lindstrom		None.
4. Correspondence	Aschliman		Aschliman passed around correspondence.
5. Director's Report	Aschliman	Updates in written report	Aschliman reported that as of November 1, the library has completed the requirements to become a certified autism center. Aschliman is working with the city to create a joint press release with the Family Museum to go out to the public the week of November 13. The Library EDI Committee is working on creating sensory bags for patrons to use at the library, and sensory kits

		<p>for circulation. Employees will continue their education on sensory needs to help better serve that population.</p> <p>Recently, there have been a lot of cybersecurity initiatives coming from the city. That is good because the library works with a lot of online vendors.</p> <p>Aschliman is working with IT and Communico to create new self-check kiosks and software for the public computers. These updates will create a more user-friendly experience and will allow patrons to do more. They are hoping to implement them by early winter when the current contract expires.</p> <p>New furniture was installed yesterday. The new seating area is already a popular spot. Staff is still setting things up, but it is already more inviting.</p> <p>Aschliman and Gibbs are working on the automatic handler replacement. They requested three competing quotes and hope to have a decision by the December Library Board meeting, pending those quotes coming in. They are still waiting for two of them.</p> <p>The library has an updated logo and is slowly transitioning to using the new logo. The old logo is in many places, so it may take a while to replace it everywhere.</p> <p>Union negotiations start on Monday, November 13. They also have November 29 set aside if they need it. The city administration team met this morning to review the union proposal and discuss what they would like to propose back.</p> <p>The library hosted city training for all city employees. Training focused on emergency response, mental health stigma, city updates, and benefits. The library management team also participated in a separate city</p>
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Division Reports	Division Heads	<p>versions and formats, it rolls all those options up so you don't have to search through all of that. It is supposed to make it easier to find materials, but they've found that the holds protocol does not operate in the same way they are used to. If someone wants an item that isn't on the shelf, it is placing a hold on BPL's item, even though it might be available elsewhere. It has the patron waiting for the item only at Bettendorf, which goes against the whole point of Rivershare. There are a lot of basic functionality issues and broken things. The Overdrive integration is not functioning as it should.</p> <p>Pratt asked if there is any anticipation of demand for the autism offerings. It has come to his attention that the autism rate is high. Aschliman explained that now that they've gone through training, they're having more discussions of ways to serve that population. Sensory bags are just the beginning. In the past, they have tried to do sensory-based programming, but it wasn't successful. She is hoping that by partnering with the Family Museum, they can revisit those programs down the road. They have also talked about looking at the facilities and identifying how to make them more sensory friendly.</p> <p>Odell reported that the Toddler Reading Program ended October 31. They had increased participation again this year. Participation was up 8.5% over last year, and 9% over the year before. Almost 50% finished.</p> <p>Youth Services did some kids activity tables for the QC Symphony Orchestra. They had 50-60 kids go through and do the activity. They are also having tables the first Sunday of the month at Augustana through April. That is going well and is a good chance to promote the library's programming.</p> <p>Youth Services has been planning for upcoming events. Discovery Fair is coming up in August. They are working</p>
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Friends Report	Odell	<p>on plans and contracts for that. They are planning to have a shark and reptiles there. Winter Carnival is in February. They have plans to partner with the WAPSI Center to talk about winter animals.</p> <p>The Winter Reading Program is coming up. "Chill Out and Read" is the theme.</p> <p>Aschliman reported for Lyle. They have expanded some hours in the Creation Studio as they gear up for the holidays. They anticipate there might be more interest in using those tools to create holiday gifts.</p> <p>Global Gathering was a great success. About 726 patrons attended 26 programs over two months to learn more about Ireland.</p> <p>Because of the success of the cooking program from the 2021 Global Gathering, they have added a new online resource: A to Z World Food and A to Z Food America.</p> <p>Aschliman reported for Gibbs. Two new circulation clerks have been hired and are doing an excellent job. Amanda Blanche is attending a library marketing conference in Indianapolis. This is their first time sending someone to that conference, so they are excited to see what she learns.</p> <p>The library collected 81 donated food items in October.</p> <p>Odell reported that the Friends Book Sale went well. They had total sales of \$4,583.37. They probably will not have another sale until next October, depending on store inventory. They are doing really well in the bookstore, which is why they are not doing as many book sales. Last month, they had \$2,700 in sales. They did especially well on early voting day. They are considering longer opening hours for Election Day next year. They approved a wish list of \$6,953.00.</p>
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Foundation Update	DeBuhr/Pratt		<p>Pratt reported that Sharon Sarver has left her position. At the last Foundation Board meeting, she assured them that Birdies for Charity was wrapped up and that she had completed as much as she could to ease the transition for the new coordinator. She will be missed.</p> <p>Aschliman added that Jen is wonderful. She has been in the office quite a bit getting set up. They have a meeting set for next week to start discussing some of the bigger projects that she and Sharon were looking at, as well as getting up to speed with rebranding for the Foundation.</p> <p>Lindstrom asked how they found Jen. Aschliman said she was recommended for the position. The Foundation is discussing revamping the process for how to recruit for a Foundation Coordinator.</p>
6. Policies/Contracts	Aschliman	None	None.
7. Governance	Aschliman	Change in services: Notary, meeting rooms	<p>Meeting Rooms:</p> <p>Aschliman explained that since coming back from COVID, more of the library's meeting spaces have been used for programs and events as opposed to meetings. Many of those programs and events require a lot of setup and multi-room use, which has started to eat away at staff time. It can take up to two to three hours of staff time to prepare a meeting room. Additionally, the maintenance person has to get setups done before she leaves at 3:30, so that room sits empty all day once it is set up. If there's a program on the weekend, she has to set up on Friday and the room is set up like that all weekend, so no one else can use it. They have also noticed that it has become increasingly difficult for the public to understand the difference between the library hosting a program in its space versus providing a space for people to meet in. This week alone, they had two</p>

		<p>different instances where a group promoted their event and used the library's logo and information, which makes the event look library sponsored. Additionally, with these events they cannot anticipate how many people will be there and adjust staffing accordingly.</p> <p>Aschliman has been exploring what to do to help keep staff time to a minimum. The purpose of the meeting rooms is to provide access to space. The setup component is unique to BPL. There is only one other library in the area does room setups for a fee. Everywhere else, the group sets up and tears down themselves.</p> <p>There are a couple of different options Aschliman is considering. The current practice is full service with multiple configurations at building code occupancy. Room setup and teardown is \$20/hour. One option offers reduced staff involvement, single rooms at 30 person capacity, no more than two rooms reserved per group/individual, and a recommended rate of \$50/room for setup. It has been \$20/hour since the 1990s. The other option has minimal staff involvement, single rooms only – no combinations, only one group per day, with no setup offered.</p> <p>Lindstrom asked how staff feels about being used for event setup and teardown for nonlibrary events. Aschliman said it's a pretty big burden. The more complicated a reservation gets, the smaller the pool of staff that can manage it becomes. Then Aschliman has the management team doing a lot of back and forth with the person who wants the room. This is a longstanding service, and Aschliman does not want to hurt the community. If they are talking about access to the facility, when they have multiroom setups that close the rooms for 2-3 days, they can't do events like tonight's, where all three rooms are being used by three different groups.</p>
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		<p>Pratt said he doesn't think the library is recouping its costs with setup and teardown at \$20/hour. At \$50/room, they might. Horvat suggested \$50/room/day.</p> <p>Lindstrom noted that if too much usage is a problem, an hourly rate would probably cut down on that. At a daily rate, they might set up in the morning. They also have to consider nonlibrary events that a staff member may not want to be involved with.</p> <p>Pratt asked if a nonprofit wants all three rooms, is it still \$5. Aschliman said yes.</p> <p>Lindstrom noted that an event and a meeting are two different things. Aschliman explained that unfortunately they can't really distinguish by what is happening. They can only distinguish between for-profit and nonprofit groups. They have a law firm that uses a room for the whole day for \$40. They have insurance salespeople come and do informational meetings, but it's obviously to promote their business, even though they can't actually conduct business at the library. They get into some strange grey areas.</p> <p>Lindstrom asked if the primary issue is over usage or setup. Aschliman said it's the increase in setup requests and the increase in events that the library is being tied to. Lindstrom asked if they sign something when they reserve a room. Aschliman said they do, and when she notices the library's logo being used, she calls them and explains they are violating policy and asks them to take it down. Once it's out there, though, they can't scrub it.</p> <p>Pratt suggested that they need a more complex fee schedule, as well. Brandtner agreed with Pratt. This is a problem they've had for a long time. Pratt suggested a charge for setup, for teardown, an hourly rate, and a nonprofit versus for profit rate.</p>
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		<p>they would like to work on it more, they can revisit it in January.</p> <p>Rabine asked if the city has any kind of maintenance team that can help with setups and teardowns. Aschliman said they do help from time to time, but the maintenance team is small. They're pulled from either Public Works or the Family Museum. For the FY26 Capital Improvement Schedule, Aschliman has requested new furniture for those rooms, which may help them get out of the whole setup business altogether.</p> <p>Pratt asked if any group from anywhere can book a room, or if they have to be Bettendorf residents. Aschliman said they can be from anywhere. Pratt asked if they should be focusing on serving the Bettendorf community. Aschliman said that's tricky. For example, there's a radio group that meets at the library. The people who run it are from Davenport, but many of their members live in Bettendorf.</p> <p>Notary Services:</p> <p>Aschliman noted that the change to notary services is her decision, but it's going to be a big change and she wants the Board to understand her decision.</p> <p>The library has offered notary services for a long time. It was the last thing they brought back post-COVID. Notary services were re-introduced in December 2022. Since then, the library has had 475 appointments without any publicity or marketing. It has all been word of mouth. Those appointments last 30-90 minutes. They have tried to ask patrons to communicate what they are bringing in ahead of time, but they might say "passport," then come in with five. Only the librarians, Karly, and Paul are notaries. Yesterday, the library had two individuals out of the office and someone doing</p>
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		<p>programming. A patron came in early for their notary appointment, and the only notary available was on break. Notary services disrupt the library's workflows, and the library's bigger mission is to provide access to information. Notary services do not really fall into that mission; it's just a nice service the library offers. Aschliman said she would be hesitant if they were the only notaries in town, but there are a number of organizations that offer notary services within a couple of miles of the library.</p> <p>Aschliman's biggest concern is liability. Notary publics can be summoned to court years after they have signed something. They can be open to litigation, even if they have left their position. They are still beholden to what they signed. By making staff notaries, the library is forcing staff to open themselves up to personal liability. That scares them, and Aschliman doesn't feel comfortable asking them to do that. Notary services will continue at least through mid-December. She plans to end them on December 21 because that's when staff starts going on vacation for the holidays. They will quietly sunset the service and provide lists of other places that offer notaries.</p> <p>Rabine said he has mixed emotions about this change. If almost 500 people came to the library because of this service, and we are simultaneously sending staff to a marketing conference, why would we shut that door? He made a couple of calls, and most of the notaries have a bond that reduces their risk substantially. The price of the bond is miniscule. Rabine wonders, in the spirit of collaboration, if there is a way to more finely structure the service, perhaps including a list of things the library will and will not notarize. It seems to him that it's a good thing and is bringing in lots of people, and now they're closing the door on that. He's wondering if there isn't a compromise.</p>
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		<p>Aschliman explained that she really struggled with this. She has had a lot of conversations with the management team and the librarians over the past year about this. After hearing their concerns, especially about personal risk, they don't feel comfortable doing this, especially knowing that this could come back to them after they're no longer working at BPL. She has to listen to staff as their manager. Ultimately, that is the reason she made this decision.</p> <p>Horvat suggested charging for it, since nobody else does it for free. Pratt noted that years ago, he had to have something notarized and recollects a \$5 charge at a credit union and \$10 at the bank. That was about 15 years ago.</p> <p>Aschliman noted that she talked to Davenport Public Library because they do it for free. They do not have nearly the volume of requests. She doesn't know why BPL has been chosen.</p> <p>Lindstrom noted that UPS varies by location -- \$2-15. Pratt noted that each stamp is probably a charge.</p> <p>Lindquist thinks it comes down to staff morale. If they're going to keep staff happy and this is something that makes them uncomfortable, it would be better to discontinue. There are other notaries out there.</p> <p>Lindstrom said the library can provide information on where to get things notarized. Horvat noted that that would fall more in line with the mission of information services.</p> <p>Aschliman said she is going to slowly sunset the service so it isn't a surprise. She thanked the Board for understanding. It was a very difficult decision. Staff has been discussing it for over a year.</p>
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			Rabine noted that he feels better that they collectively discussed the change and its pros and cons. Brandtner agreed.
8. Trustee Subcommittee Reports <ul style="list-style-type: none"> • Community/City Relations • Employee appreciation 	Lindstrom Brandtner/Wagle		No report.
Next Meeting – December 14, 2023, at 5:00 p.m. Adjourn	Lindstrom		Motion to adjourn by Lindquist, second by Rabine. Meeting adjourned at 6:00 p.m.