



Fletcher Free Library  
LIBRARY BOARD of COMMISSIONERS  
Meeting Minutes  
Wednesday, May 20, 2020

**Present:** Gale Batsimm, Megan Butterfield, Jonathan Chapple-Sokol, Mary Danko, Chol Dhoor, Ariel Felcan, Emer Pond Feeney, Hemant Ghising, Patrick Halladay, Cate MacLachlan, Amy Mellencamp, Jessica Nordhaus, Mona Tolba.

**Approval of Minutes:** From January 2020: Patrick Halladay/Cate MacLachlan

**Approval of Agenda:** Megan Butterfield/Patrick Halladay

**Public Forum:** No one in attendance. This meeting was offered as a Zoom Webinar due to the COVID-19 pandemic.

**Friends' Report:** Jonathan Chapple-Sokol said that the Friends are waiting for the library to become a public place again. They may be starting up their eBay sales again soon, potentially using Outside Pickup Service to access their books. They are thinking about their annual fall sale in September and trying to be creative about new ways to raise money for the library.

**Director's Report:** Mary presented a PowerPoint presentation highlighting the changes the library has experienced in the past two months during the COVID-19 crisis. She expressed that the closing has been very sad. The staff did an amazing job pivoting services, though, and the City was on top of the pandemic from the beginning. Shifting has included adding a virtual calendar and online programming, increasing access to digital services, creating YouTube videos and Zoom live programs, and launching new programs such as 1,000 Books in-house registration, at-home access to ancestry.com, TumbleBooks, Adventure Activities for youth, and the Great Burlington Badge Challenge. The library has boosted its social media presence and helped to amplify the census. Book distribution has been happening at 11 Burlington School District meal sites. We received book donations from Phoenix Books, Crow Bookshop, the Childrens' Literacy Foundation, a local author, National Life employees, and book vendors. There has been a huge increase in digital use. The half cent tax has been reallocated to eResources during this time. There have been changes of workflows and priorities of staff. FFL will be a mask distribution site, has reopened Outside Pickup Service (OPS), the book drop at FFL, and has created a Summer Challenge video. The Summer Challenge Program will include outreach to camps; Parks & Rec will operate camps at 60% capacity. FFL will follow guidelines we are waiting for from IMLS for reopening. There is a gap in access to public computers and FFL would like to provide that service in a safe capacity. The air circulation and input at the library has been doubled per VOSHA standards, bringing in more fresh air and not recirculating air.

Patrick inquired about increased costs for eServices. Mary noted that each service (hoopla, Kanopy, Overdrive, etc.) operates very differently with their costs and licenses. The library is staying on budget

by moving around other items that had been budgeted that are not needed during this crisis. Mona asked about support around community unemployment. Mary noted that staff has not been furloughed and that the unemployment support for the community at this time is being directed through the RRC. Alyssa has been deployed to assist that group. Amy thanked Mary and staff for the flexibility and hard work.

**Annual Report:** Patrick motioned to accept the FY19 Annual Report, Jessica seconded. Motion approved.

**Director's Assessment:** Amy prepared a letter of evaluation after receiving responses from staff and the Commission. She sent an initial draft to Mary. Amy asked for additional input to her directly for this personnel matter. She will complete the letter next week after receiving additional input and will recirculate. Amy would like the committee to develop specific guidelines for the assessment process. A subcommittee is currently working on guidelines for the recruitment process for Trustees. Jessica made a motion to approve the assessment with edits that will happen in one week, Cate seconded. Motion approved.

**Recruitment Subcommittee:** Group met prior to pandemic to discuss recruitment strategies. Amy said the group will need to continue the process. Currently one trustee position is open. Cate, Megan, Ariel and Emilia renewed their terms (one year except for Cate's 3-year term).

**New Business:** Patrick inquired about the crucial needs that the library is seeing and the long-term changes to the way the library runs. Mary responded that the digital divide is the biggest issue she sees. Burlington has great connectivity, but some patrons still prefer to come to the library to use a computer and receive the support available. She said she hears of parents trying to homeschool running out of paper and ink. There have also been more internet scams at this time. Mary does not see the library as safely being able to serve as a community space for some time, so how do we creatively provide access to computers during that time? We also need to think about how we create library space that addresses safety during future pandemics—this could mean single bathrooms, individual glassed-in study spaces, etc. Some of this was being addressed by redesign capital campaign plans. Hemant noted that for many refugee families with multiple children, learning is not really happening during this pandemic. He suggested handouts about what the library is doing in multiple languages and distributing these flyers. He also suggested that the New American community responds to having set times and days for what to tune into and that the library could offer a library show. The library currently has a virtual calendar on the website with Zoom live programs and offers YouTube and Facebook videos on those platforms.

**Next Agenda:** Include Recruitment (Guidelines for new trustees).

**Next Meeting:** Tentatively scheduled for Wednesday, July 15, at 8:30 am