

League of Women Voters of Pullman Observer Report

Name of Agency: Neill Public Library Board Date: November 12, 2020

Observer Reporting : Francy Pavlas Bose Length of Meeting: Approx. 2 hours

Members Present/Absent: Jann Hill; Kris Boreen; Brandon Wolking; MaryJane Neill; Ann Park;

Others Present (i.e., media, public): Anthony Piper –Daily News; Friends of the Library representative

Meeting Content:

Joanna Bailey, the Director, was delayed and so the board covered points on the agenda that could be discussed without her. Some items discussed included: A. Whether board members wanted more/less info. on **the budget**; B. Fort Nightly donated several hundred \$, which was leftover, to the library; C. **City Council** appreciation of Library during Covid as being very relevant to community; and D. Friends had no report.

Please see attached **Directors Report** for more information. *Here are a few highlights from that presentation:* Generally there is now more regular in/out of materials with 2.6 % check out. There is something for everyone! There is a Kanopy of Streamed movies costing \$5441.74 funded by *Friends of Library*. Movies can be streamed! Ann Park appreciates library's very complete report to council. No problems with the budget.

REOPENING DISCUSSION: Reopening complicated matrix according to Governor's Guideline: There are four stages that include different levels of staffing; school; kind of service (*curbside etc*); # patrons; # of people inside; amount of time per person.

County says can be in stage 2/3 which means : 50 % capacity; move from 9 to 15 employees; massive re-organization of work station for 6' distancing and areas in library. Might be able to be in **Stage 3** by December, but final decision will be made by Director. Some of the plans include: by appointment; 30 minute self-regulated visit; one-way entrance and exit from parking lot entrance to street exit. Joanna thinks the allowed capacity is too large and will start slower for stage 3. **Stage 4** will be for 60 minutes; move away from by appointment; and then '**Stage 5**' will be back to normal pre-covid levels with full staff and all services. It is "Slow-Go" flexible to the situation with decision by Director. There will be a time for "high-risk" patrons- will be first of the day and then everything cleaned and chairs removed before reopen for general public. Plexiglass at check out. There is site for self-checkout. The staff will be "cleaning" each site after each use. Masks required; Hand sanitizer at door and at all stations. Restrooms and drinking not available. Setting up "Grab and Go" areas for each subject area. A great meeting with soooo much more information

Public Meetings of interest to League: *I don't recall any public meetings announced, except what is reported above.*

Process & Protocol: *As I have reported numerous times, this is a very involved, committed and courteous board.*

Additional comments/opinions: . I can't imagine how the staff can do all of this sanitizing and still have time to do the work of the library.

Director's Board Report 11/04/2020

New patron accounts: 21 accounts were added in October, 17 of these were residents.

October curbside pickup:

- 7,521 checkouts = essentially flat activity over September (7,526)
- 5,639 checkins = 6% decrease (359 checkins) over September
- 5,950 requests placed; 98% fill rate (5,813 titles picked up)
 - 2.6% increase (156 requests) over September

Online recorded Preschool Storytimes with Ms. Rachael began on Monday, October 26. Weekly themed storytimes are posted to the library's facebook page and City of Pullman's youtube channel.

Storytime Activity Bags are available for curbside pickup each week. Bags are a supplemental activity for each themed storytime. Activities are designed for youth ages 6 and younger.

Online services: Washington Anytime Library

- Statistics were not available at the time of this report.

Kanopy streaming movies

- 466 plays in October = 11% decrease (56 plays) over September
- \$562 monthly October cost for a YTD cost of \$5,441.74. Thank you Friends of NPL!

Self-paced learning databases

- A to Z USA: 5 sessions, 7 pages viewed in October; September had 1 session with 2 page views
- Consumer Reports: 38 sessions, 584 pages viewed in October
 - This is a 45% decrease in sessions and 41% decrease in pages over September
- Lynda.com: 26 users, 1,655 minutes, 5 courses completed in October
 - This is a mostly flat change in users, a 42% decrease in session time and a 77% decrease in course completions
- Mango Languages: 96 sessions, 20.21 average minutes per session in October
 - This is a mostly flat change in sessions and a 29% decrease in average minutes per session over September
- Proquest Educational and Research: statistics had not been received by the vendor at the time of this report.
- Teenbook (middle school and high school): 12 books read in October. This is a mostly flat change over September.
- Tumblebook (primary focus on preschool to elementary): 265 books read in October. This is an increase of 82% increase over September.