

FINAL
Bloomfield Public Library
Special Meeting
Board of Trustees
Conference Remote Meeting
July 21, 2020

Attendance: Elizabeth Lane (*Library Director*), Joan Geetter (*Chairperson*), Beverlee Merritt (*Vice-Chairperson*), Ava Biffer, Leah Farrell, Ann Leavitt, Maxine Ursery, Penny Pearson (*Friends of the Library Representative*)

Absent: None

Quorum present? Yes, 6 of 6

J. Geetter called the meeting to order at 5:35 p.m.

Roll Call – J. Geetter performed roll call.

Discussion on Expanding Services during the Ongoing COVID-19 Pandemic

Goals – E. Lane indicated that library goals are becoming clearer as we grapple with this new environment. There are four goals being stressed at this time:

- 1) Keep staff and patrons safe and healthy
- 2) Create and maintain a flexible, consistent and responsive service model throughout the pandemic with a patron-centric approach, excellent customer service and timeliness as continued values
- 3) Access to collections
- 4) Access to technology

Curbside Service – Curbside visits continue to grow, having gone from 174 visits in March to 904 in June. E. Lane described the way the curbside process works, stressing the amount of staff time required.

Digital Divide Issues – The pandemic has accelerated the digital divide. To address some of these issues, the library is now offering technology appointments for PCs and printers, as well as for the copier, scanner, and fax machine. Staff is being flexible and changing approaches to this service daily to make sure community needs are being met. To further address the digital divide, the library received 10 Chromebooks and 10 hotspots through the CARES Act. The plan is to allow patrons to borrow these items as a bundled kit.

Virtual Programming – The library is providing diverse virtual programming for all ages. The programs have been well attended and have received positive feedback.

Reference Services – The library performed 2,972 reference transactions via phone in May, which is an all-time high.

Staffing – With some staff members not able to work in the building due to health issues and FMLA, the library has sometimes struggled with back end duties such as pulling holds.

Library Buildings and COVID-19 – The mayor has said that a building committee meeting will be scheduled soon. There are many issues with the Prosser building – stairwell, elevator, HVAC, lack of ADA compliance – that become even more challenging in a COVID-19 environment. Building issues are compounded by the loss of key personnel in the public works department. The board discussed ways for the library's building issues, and the subsequent impact on services, to be clearly communicated and

addressed. The board spoke about differentiating between long-term issues to be addressed by the building committee and near-term COVID-related obstacles. E. Lane was asked to make a list of immediate building needs that would need to be addressed before the library could safely expand services.

Public Comments – There were no public comments.

MOTION to adjourn the meeting at 6:35 PM; seconded and approved.

Respectfully submitted,

Christopher Siloac,
Technology & Administrative Coordinator