

Lacey Library Board Minutes

December 9, 2020 5:30 p.m.

(Zoom Meeting)

Present: Amy Blondin, Scott Robinson, Sharla Desy, James Murray, Sarah Horlacher, Pam Nelson, Holly Paxson (Lacey Timberland Library Manager). John Koch (City of Lacey) ran the zoom platform and monitored the online meeting.

Call to Order – Chair Amy Blondin called the meeting to order at 5:31 p.m.

Approval of the agenda

- No discussion – approved as written

Approval of minutes from the September 30, 2020, meeting

- Minutes from both meetings were approved as written.

Public Comment.

- There were no e-mails from the public.

Library Manager's Report – Holly Paxson

- Holly shared photos of progress on library improvements. She also shared photos of the check-in window and takeout setup to support library visitors during COVID-19. Almost all patrons are adhering to mask requirements when using the window.
- The City has done some walkway improvements.
- Quarantine of returned books has moved to 24 hours, per updated guidance. Still no book donations, as the Friends of the Library cannot come process donated books.
- Pam asked about tax preparation support. Holly shared the library is looking into whether they can offer space for tax preparation support, possibly one patron at a time.
- James asked if there was any progress on a new Hawks Prairie pickup/drop-off location. Holly shared there is no update at this time and that is still being explored.

New Business

- The board selected Feb. 10 and May 12 at 5:30 p.m. to hold its next two meetings using the Zoom platform. Amy will work with the city to schedule. We will select additional 2021 dates later in the year, when it may be possible to meet in person.
- Amy will reach out to the City about recruiting a new student member.
- The board discussed members whose terms were expiring. Amy and Scott are recommended for another term. James needs to be reappointed. Amy will reach out to the City about process for these steps.

Meeting adjourned at 6:30 p.m.

Library News:

Takeout Service Updates

Due to the Governor's new restrictions and additional library staff going on approved leave, the library rolled back to just providing Takeout services (no patrons in building) until we can again allow computer use.

After much work to prepare for allowing patrons into the building, Gov. Inslee's updated restrictions led TRL to determine that, for libraries, visits of 5 minutes or less in the building were all that were allowed. This removed in-building computer use as a possible expanded service. We opened to allow the public in to do self-service holds pick up from November 17th through November 19th, then library computers went down and we had to move to Takeout only service (since patrons could no longer check out their own books, there was no reason to allow them into the building). During Saturday the 20th, we had additional staff go on leave due to various family emergencies, and we figured out a less staff-intensive (and faster!) method of doing Takeout Services. After our new awning was installed, the library went to Takeout only services and will continue to provide that service until Timberland determines in-building computer use can be allowed. Here are the services we are currently providing:

- 24 hour checkout of Chromebooks for people who need computer use. (Can be taken home or used outside on library property to take advantage of Wi-Fi, which is available from the parking lot 6 a.m. to 12 midnight 7 days a week).
- 24/7 book return to drive-up and exterior walk-up bookdrops (bookdrops are closed on holidays only)
- Holds pickup, ready-made Grab Bag pickup, Take & Make kits pickup, renew/replace/upgrade library cards by phone or at Walk-Up Window 10 a.m. to 6 p.m. Tuesdays through Saturdays (closed Sundays, Mondays, & holidays)
- Full phone service (place holds, update library accounts, ask questions, get quick tech help, submit custom grab bag requests, print job release for later pickup) same as Takeout Hours.
- Full digital assistance (via ASKLIB@TRL.ORG email (responses within 24 hours), via LiveChat at TRL.org (responses immediately) 9 a.m. to 6 p.m. Mondays through Saturdays)

We greatly appreciate our patrons and our community as we continue to navigate the pandemic together while keeping everyone safe.

Staffing Updates

No new permanent staffing changes, but we do currently have 5 staff on full or part-time leave for various reasons. These leaves will continue until the end of the year, which means it's unlikely we'll resume Monday services until 2021. TRL will continue to evaluate staffing and hours in the ensuing months.

Building (s):

The remodel is done! Two Takeout Windows have been installed on either side of our main entrance, and a new 7 X 16 foot retractable awning was installed to provide additional shelter from the weather during Takeout services. Inside the building, we are currently in a temporary set up designed to facilitate limited patrons in the certain parts of the building, so that we'll be ready once we can again let patrons in for some services. Pictures of our current arrangement will be shared at the meeting.

The City of Lacey continues to be a fantastic partner as they explore lighting and cover options for our new staff entrance. They hope to have solutions identified by the end of the year. TRL will help with some of those expenses.

Lucky Day Library

TRL Board approved a little over \$1M to do demonstration 'Lucky Day Libraries' for one year in West Olympia and East Lacey (Hawks Prairie area). TRL is considering Capital Mall for West Olympia location, very affordable lease there.

A Lucky Day Library as described in proposal to Board is:

- Focused on popular materials collection
- Comfortable, flexible seating
- Computer Use and printing
- Around 4,500 square feet
- No meeting room (limited programming)
- Easy self-service options
- Convenient, high traffic location (ideal location is on bus line, has adequate parking, and easily seen from main traffic flow).

Virtual Programming (note – Virtual programming is being offered by all staff District wide, with Lacey staff contributing in a regular rotation. Most programs are recorded and posted to the Library's You Tube channel for convenient viewing at any time. The statistics below are not broken out by branch):

September (programming below was offered both on You Tube and via Zoom. Zoom program attendance is reflected below)

Early Learning: 15 programs pre-recorded on YouTube for anytime viewing & Live on Zoom attended by 72 people.

Youth/Teen & All Ages: 13 programs attended by 56 people

Adult: 10 programs attended by 114 people

October (programming below was offered both on You Tube and via Zoom. Zoom program attendance is reflected below)

Early Learning: 19 programs pre-recorded on YouTube for anytime viewing & Live on Zoom attended by 165 people.

Youth/Teen & All Ages: 17 programs attended by 67 people

Adult: 10 programs attended by 68 people

November (programming below was offered both on You Tube and via Zoom. Zoom program attendance is reflected below)

Early Learning: 17 programs pre-recorded on YouTube for anytime viewing & Live on Zoom attended by 137 people.

Youth/Teen & All Ages: 16 programs attended by 44 people

Adult: 12 programs attended by 42 people

Circulation/Takeout:

September

We checked out 42,234 physical & digital items in September. We provided assistance to 2,794 patrons during Library Takeout Services. We were closed for 5 days in September due to wildfire smoke.

October

We checked out 45,674 physical & digital items in October. We provided assistance to 1,369 patrons during Library Takeout Services.

November

We checked out 39,653 physical & digital items in November. We provided assistance to 2,240 patrons during Library Takeout Services. We were closed 2 days for construction, 3 days for holidays, and expanded our service hours to 10 a.m. to 6 p.m. on 11/17.

Submitted by Holly Paxson, Lacey Library Manager