

APPROVED

Minutes
Regular Meeting of the Board of Trustees
Via Zoom Conference
Riverhead Free Library April 15, 2020

Present: John Munzel, President; Louise Wilkinson, Vice President; David Friedrich, Treasurer; Janet O'Hare, Secretary; John Rienzo, Trustee; Ruth Nelson, Trustee; Susan Bergmann, Trustee; Marylin Banks-Winter, Trustee; Annette Totten, Trustee

Director: Kerrie McMullen-Smith

Staff: Susan Culver and Isabelle Gonzalez

Public: Jeff Zeiger

The Regular Board Meeting of the Board of Trustees was called to order via Zoom Conference on April 15, 2020, at 6:30 PM. Board was provided with an agenda, board packets with financials and previous minutes.

04.15.20 President John Munzel entertained a motion to approve the agenda.

768 The motion was moved by David Friedrich; seconded by Louise Wilkinson.

Motion Carried

04.15.20 President John Munzel entertained a motion to approve the minutes from the Regular Meeting, March 11, 2020; Special Meeting, March 21, 2020; Special Meeting, March 26, 2020 and Special Meeting, April 2, 2020.

The motion was moved by John Munzel; seconded by Louise Wilkinson.

Motion Carried

04.15.20 **Public Expression:** None at this time

770 John Munzel entertained the motion to close the public expression; moved by David Friedrich and seconded by Louise Wilkinson. **Motion Carried**

04.15.20 David Friedrich entertained a motion to approve the bills. The motion was moved by

771 Susan Bergmann; seconded by Louise Wilkinson. **Motion Carried**

04.15.20 David Friedrich entertained a motion to approve the receipts and disbursements. The motion was moved by Ruth Nelson; seconded by Louise Wilkinson. **Motion Carried**

772

04.15.20 David Friedrich entertained a motion to approve Warrant #20-4-1 General Fund Checking. The motion was moved by Janet O'Hare; seconded by Louise Wilkinson. **Motion Carried**

773

04.15.20 David Friedrich entertained a motion to approve Warrant #20-4-2 General Fund Money Market.

774 The motion was moved by Janet O'Hare; seconded by Louise Wilkinson. **Motion Carried**

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04.15.20 775 David Friedrich entertained a motion to approve Warrant #20-4-3 General Fund Payroll Checking. The motion was moved by Marilyn Banks-Winters; seconded by Louise Wilkinson. **Motion Carried**

04.15.20 776 David Friedrich entertained a motion to approve the bank reconciliations for March, 2020. The motion was moved by Ruth Nelson; seconded by Louise Wilkinson. **Motion Carried**

Correspondence: None

Director's Report:

Riverhead Free Library

March 2020

Day to day operations

Services

- Since the Library building closed on 3.15.20 due to COVID-19, the administrative staff and department heads have been working diligently to ensure our operations are still running and patrons are able to obtain materials, services and information through a different service model.
- The staff have been supplying and posting digital content to our website and social media accounts. They have been answering reference questions, updating temporary cards into permanent library cards and assisting with digital questions. They have been running story times, Teen trivia and games and How To programs all via our website, Facebook, and Instagram accounts.
- We are using Constant Contact to send messages to our patrons.
- We are currently updating our YouTube account and developing an online book and movie club.

Personnel

- The department heads and staff have been completing webinars on Novelist, LibraryAware, LILRC and SirsiDynix.
- The staff have been assigned staff development and training to be completed during their scheduled work hours. The department heads are keeping a record of all assignments and completions.
- There are over 30 courses currently listed for staff members to work on. Some of the titles include: Collaboration Skills, Time Management, Effective Communication, Excel, Typing and Keyboarding, Dealing with Difficult People, Problem Solving Strategies, Memory Improvement and Stress Management.

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Buildings & Grounds & Technology

- Our landscapers, Bellflower Landscaping, submitted an estimate to level out the brick walkway leading to the Library's entrance. They will remove the existing pavers, clean pavers, raise bed and reset the same brick work for the 400 square foot area for \$3,600.00
- Joel Snodgrass from Steward Preservation Services, LLC has submitted a proposal for the Yellow Barn –building conditions, structural assessment, recommendations and development of drawings for corrective action.

Finance

- We received our third tax levy check from RCSD in the amount of \$953,139.25

Statistics of E-resources

Database usage:	902
eBook downloads:	3,191
Audiobook downloads:	1,298
Video downloads:	126

Kanopy: 723 visits, 842 page views, 205 plays, 4937 minutes

Computer Information Services—Jonathan Moran

Rebuilt and re-configured RFL Network Servers to allow for quicker access to network file shares and an overall increase in network efficiency.

Configured VPN tunnel on the backend of the SonicWall Firewall to allow for remote access to the internal network.

Downloaded and configured VPN Client on laptop computers to allow user access to the internal network from their own personal devices.

Re-wired the IT Office.

Moved all servers and network equipment into the new server rack and re-wired all patch panels and network switches.

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Reconfigured Wi-Fi access points to broadcast SSID's 24/7 during the library's extended closure.

Also opened all channels on Wi-Fi access points to allow for maximum bandwidth usage due to some patrons observing slow connections.

Sent Universal Classroom information to my staff.

Two staff members have completed some training that I had assigned last week, while I'm waiting on confirmation from the other two.

I will continue to reach out to my staff frequently to ensure that they are staying more engaged and understand all the latest information.

Patron Services & Programming—Rasheima Alvarado

*Staff development -started Universal class training in Customer service, Google docs, Adobe illustrator, and Proofreading

*Constant Contact email marketing to patrons w/ positive feedback & interactions

*Facebook & Instagram posting National Dog Day, Kanopy recommendations, Free Concert Streams

*Frequent communication with patrons, & programmers on cancellations, postponements & redirections on programs

*Coordinating with staff on upcoming newsletter programs for June & Virtual programs for April/May such as podcasts, Ask a Librarian, Crafts, Interview an Author, Featuring a local writer w/ writing prompts & submissions, Gardening tips & Gardens around the world, Book discussions. Program Registration is scheduled for May 30.

*Coordinating with Programmers on upcoming newsletter programs for June & Virtual programs for April /early May such as Neighborly chat group to help with social distancing, Rob Scott cooking demos, Live concerts, self- help /awareness, budgeting

*Transferred 52 temporary access cards to full access cards, handling library card issues/patron concerns

*59 new district cards 3 new contract cards

Building Maintenance—Marie LaDonne

Have been checking on the library building at least twice a week, checking doors, windows, bathrooms (nothing overflowing). Put up the two locked toilet paper dispensers. Watered the plants. Fed the fish and cleaned the tank. Picked up and checked the grounds and did the outside garbage. Emptied out the three large refrigerators and will be scrubbing them out. Also checked the pumps in the elevator shaft. The water was a little higher than I expected. When the virus is done, I will have the plumber check it out again. Not an emergency.

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Processing & Receiving Dept.—David Troyan

We added 298 items and removed 256. This is for the first two weeks of March. Over the following two weeks, we stopped delivery for items from our materials supplies (Ingram, Midwest Video, and Baker and Taylor). Newspaper delivery was also suspended for daily delivery. Weekly newspapers and other periodicals are delivered via the Post Office. While we are not open for delivery, the mail is collected at the Riverhead Post Office.

The Processing & Receiving staff has been busy completing recommended Universal Courses and the required KnowBe4 Sexual Harassment Prevention Course. They have completed the Customer Service course and are moving ahead to the Excel and Advanced Excel courses on Universal Class. Furthermore, the staff has begun to document the work they do so that a department handbook with workflows can be made.

David has been working on following:

Updating the RFL Web Page with postings of pertinent information.

Reporting on KnowBe4, Kanopy, and web page hits. The goal is to compare usage while we are closed.

Created some orders online.

Analyzed our current loan rule-item type relationships.

Attended training/workshops presented by LILRC.

Added information to the KnowBe4 database and initiated the staff training.

Worked with SCLS to create a mobile sierra login exclusive to Riverhead Library.

Adult & Information Services—Stephanie McEvoy

As I dive into my first week as Adult & Information Services Coordinator, I submit the following to inform the Board on the activities within the department.

In my first week I concentrated on contacting all department staff members to introduce myself, encourage them to focus on the assigned professional development and requested that they contribute digital content for sharing on Facebook, Instagram and Twitter. Most of the staff has been very responsive. I also recreated the department schedule as a Google calendar and shared it with the team and Kerrie and Rashiema. I attended 2 webinars, one through Novelist on Historical Fiction Reader Advisory (link shared with librarians in the adult department) and

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Penguin Random House's Morning Book Buzz (link also shared). I manually entered timecards to ADP for department payroll. My fellow department heads have been generous in sharing information with me and I have enjoyed sharing ideas at the zoom video meetings.

The adult staff reported the following:

Cher Armstrong: librarian

- Maintaining daily FB posts & Ask-a-librarian inquiries
- Assisted me with stat reporting for board report
- Completed sexual harassment training
- attended a webinar on various video editing software - will share be sharing
- Contributes digital content
- Attended first web meeting as the FIN lead for the Foundation Directory Online
 - Posted public access link to FB with positive response

In progress:

- Instructional Google Slide presentations on database navigation
- Google Docs course (almost done-up next excel course)

Robin Ziemacki: full time clerk

- completed the NYS Know B4 Sexual Harassment training
- Contributes digital content
- Started Universal Class courses assigned
 - almost finished with Customer Service 101
 - Typing and Keyboarding 101, Google Docs, and Time Management to follow

Michael Nelson: part time clerk

- Working on professional development courses assigned

Jesse Griffith: part time page

- Completing course on Universal Class

Marissa Bellone—part time page

- Completing courses on Universal Class
- Contributing digital content

Patty Giebfried: bilingual librarian

- Completed knowbe4 sexual harassment
- Completed Universal classes
 - customer service
 - google docs

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- Excel 2019 (in progress)

Kelsey Holts: librarian

- had 5 one-on-one tech appointments (before closing)
- since closing
 - keeping up to date with posting on Twitter
 - checking and responding to Adult Ref emails
 - working on the courses on Universal Class
 - starting on creating posts and interacting with patrons on Instagram & Twitter
 - discussing with Rasheima on potentially doing some how-to videos for cutting the cord, using some databases, etc.

Jim Provencher: Local History Coordinator

- Helped run Reference Department (before closing)
- Performed genealogical research.
- Had David put Ancestry link on the website.
- Completed Sexual Harassment training.
- Attended and continue to attend “Ask an Archivist” LILRC Series.
- Provided supervisor with links for activities for patrons.

Pam Cook: librarian

- Seed library season opening preparations (before closing)
 - revamping the overall process
 - for checking out the packets
 - including new labeling
 - creating a binder for patrons to peruse before selecting seeds to check out
 - creating new seed information sheets to distribute to patrons that included growing information for each seed variety
- Completed the Sexual Abuse course
- Completed Customer Service 101
- nearly finished Google Docs
- created a flyer in LibraryAware about gardening e-books that patrons can access through Overdrive
- Contributing content for posting (virtual garden and library tours)
- Discussing with Rasheima the creation of some type of online programming (PowerPoint/accessible list of resources) to feature gardening tips or virtual “around the world” gardening tours.
 - working on putting those together.

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Lisa Mayer: part time librarian

- Contributing digital content
- checking emails for askadultref
- attending the LILRC: Ask an Archivist webinars
- Watched Morning Book Buzz webinar
- Universal Class
- working on jewelry projects and book discussions

Lisa will be doing the virtual book discussions on:

April 10th at 2 pm for: The Island of Sea Women and on

May 22nd at 2 pm for: The Wartime Sisters.

And hopefully will be doing the book discussion in the building for the June 25th book discussion on: The Dutch House.

Lisa will also be doing virtual crafts:

April 17th at 2 pm - a pair of earrings

April 24th at 2 pm - a stretch bracelet

Andrea Hill: Outreach Librarian Trainee

Unfortunately, due to the precautions taken to combat COVID-19, many of the most popular Outreach programs for the months between March and July have been put on hold since their presenters are essential medical staff. For the month of May, Outreach is excited to bring Riverhead Free Library patron's a virtual program presented by Stony Brook Small Business Development Center. This program will discuss the U.S Small Business Association's Economic Injury Disaster Loan (EIDL) Program, specifically eligibility and the application process. In June we are eager to welcome back most of our recurring programs such as SCORE, Career Advisement and Joseph Dwyer Veteran Peer Support.

Since closure:

- working on program scheduling for May and June
- working with programmers to modify programming to an online format when possible
- creating online content for the library's Twitter and Facebook pages
- answering email requests via askadultref@riverheadlibrary.org.

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Outreach Stats - March 2020		
Date	Program Title	Attendance
3/4/2020	JD Veteran Peer Support	2
All Other March Outreach Programming Cancelled		
ESL Stats - March 2020		
Date	Program Title	Attendance
3/3/2020	English Language Study Group	9
3/4/2020	Citizenship Prep	8
3/5/2020	Basic English Conversation	9
3/5/2020	English Language Study Group	7
3/10/2020	English Language Study Group	11
3/11/2020	Citizenship Prep	5
3/12/2020	Basic English Conversation	8
	ESL Total Attendance:	57

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Senior Services—Laura LaSita

- Laura had John O’Sullivan at our Senior Singles program for a great talk about Scams.
- Senior Statistics for March went to Rasheima for our cumulative monthly stats total. Helen does the Monthly List each month for us.
- Sandra Hendricksen, with the band Flashback dropped by with a thank you note for Laura. They are interested in performing again at RFL.
- Helen called patrons and advised them that the HIICAP program was suspended until further notice (at the request of the organization). Helen also gave patrons the RSVP office number and the email address for John S. so that they were still able to get Medicare information.
- Tommie-Grace M. of HWCLI called Laura and Helen to update their program criteria in the wake of the Coronavirus outbreak.
- PBMC had cancelled their programs at all libraries to help the community.
- VALET VITA and Rob from VITA cancelled tax appointments
- Reference staff helped with calls for program cancellations.
- Laura called presenters of Senior programs for March and April.
- Laura called the Tax presenters and the previously made walk-in Saturday appointments.
- Changes were made on the Sierra modules for cancellations by Laura and Helen.
- Laura and Helen called the Tax appointments on Thursday, March 26th. We reminded our callers that the Tax deadline was extended to July 15th and not all knew that and were grateful for information and reassurances.
- Helen called patrons on March 27th who had registered for Driving, PBMC Seminar and Knitting programs while Laura attended the Alzheimer’s East End virtual meeting.
- Helen and Laura updated April’s Sierra records from the active to cancellation mode.
- Helen called the remainder of the AARP tax appointments on Monday, March 30th.
- Laura searches daily for informational and uplifting links or places to visit virtually to add to the Library’s website, Facebook or Instagram pages for the public to view.
- Helen and Laura called and reassured people and found that they were very happy to hear from us.
- Laura attended an Alzheimer’s Resource group and asked them to share with their clients that our Library has a wonderful website.
- Laura responded to emailed questions regarding tax appoints from patrons sent from Contact RFL email.
- Laura and Helen made updates and edits to the May-June Newsletter copy
- Laura asked Franco for Italian course video clips on the weekend and asked if he

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would.

- Kerrie asked that staff read a book or see a movie and review for Staff Picks each week.
- Laura edited the Senior Staff April Schedule for the department.
- Laura and Helen signed up for Booklist webinars for April.
- Laura and Helen completed the Sexual Harassment Training for the library.
- Laura and Helen are letting patrons know that everything is being renewed.
- Laura planned with Jo Packard to have the Social Security event in the autumn, instead.
- Laura asked the Senior Singles, if they would like to try a Zoom meeting as a group.
Only three said yes.

Youth & Family Services—Lauren Strong

Nicole DeSimone—full time librarian, Barbara Acard--full time librarian, Alexandra Giresi—part time librarian trainee and Ken Godberson—part time librarian, have all put in 110% in creating virtual content for our patrons. Karen Thum—full time librarian and Phatima Mitchell-- part time librarian trainee are currently out on medical leave.

- Our department had a Zoom meeting at 11am on March 23 and discussed ways to engage children and teens during our closure. We have also created a Snapchat account to try and gain more teen followers so they can participate in our virtual classes that we have going on. Lauren has been keeping our Instagram page up to date.
- Alex, Nicole and Ken have done various kinds of trivia on our Instagram.
- Below is a list of what the Youth and Family Services Department will do daily to engage our children, teens, and families.

Monday: Make it Monday- create DIY crafts that go with a story using supplies you have at home (Alex)

Tuesday: Trivia (Alex and Nicole)

Wednesday: Storytime with Miss Barbara at 11am on Facebook Live and live streaming video games on twitch (Alex, Nicole, Ken)

Thursday: Trivia at 6pm on Instagram stories (Ken)

Friday: Baby class with Ms. Barbara at 10 am on Facebook Live

- Lauren had FaceTime call with the Pulaski School Media Specialist to discuss ways to engage the 5th grade students at Pulaski. Lauren, Nicole, and Alex have been planning a book to read aloud which will be done through zoom and will then be posted to our YouTube channel so patrons can view if they aren't able to catch it on Zoom.
- Lauren has worked on the May/June Newsletter for Youth and Family Services
- Lauren has been talking with other East End Teen Librarians to collaborate on virtual

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programming ideas.

- Lauren created a virtual resources graphic to be used on the School Districts website.
- Lauren has created a weekly schedule for her staff to organize assignments.
- Lauren has added a linktree link to our Instagram profile. This allows us to post various important links for patrons to view (Census2020, National Geographic, World Book, BrainPOP, Cosmic Kids Yoga, SCLS Libraries at Home Link, Riverhead Library Website)
- Lauren held a zoom meeting with Alex, Nicole, and Ken to discuss teen program ideas and streaming on March 25 at 2pm
- Lauren and her staff have completed the KnowBe4 Workplace Harassment Training.
- All employees were assigned courses from Universal Class.
- Most librarians have been engaging in virtual programming.
- Lauren has been creating all Instagram content to engage our community members. All posts have been made using Canva, Libraryaware, and Word Swag.
- Lauren and her team have discussed how to engage our patrons. There was a lot of planning between Lauren and her team to create virtual programs to engage ALL patrons.
- Baking Tutorial was posted on Monday to show how Lauren baked Unicorn Cookies.
- Alex did a DIY notebook tutorial
- Barbara has done story times on Facebook Live every Wednesday and Friday
- Ken live streamed Star Wars Jedi Fallen Order on Twitch on April 1
- Ken and Alex have posted tutorials on Libby and Universal Class
- Nicole and Barbara are working on Tutorials for Kanopy and Muzzy which will be posted next week
- Ken, Nicole, and Alex have all facilitated Instagram Trivia. (Alex has created all the images for these)
- Ken and Alex will be doing a virtual Dungeons and Dragons on the Roll 20 platform on Tuesdays and Thursdays starting April 14.

Respectfully Submitted,

Kerrie McMullen-Smith
Library Director

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COMMITTEE REPORTS:

PERSONNEL: (*Wilkinson) None

BUILDING & GROUNDS & Technology : (*Bergmann)

Building projects can not be done now as it is not essential. The Yellow Barn Project is tabled until further notice. There may be a possibility that those that have submitted bids may need to rebid once the building is officially open.

POLICY, BYLAWS AND OBJECTIVES: (*O'Hare) John Munzel would like Janet O'Hare to contact SCLS and inquire if a policy needs to be made regarding these types of meetings (Zoom Conference) for the future. It may be the norm 10 years from now. The Governor has extended an order to use video conference software for meetings until April 29th, 2020. Kerrie confirmed with the Library attorney and changes do not need to be made in the bylaws at this time.

Trustees Election - discussion was made to review the bylaws to verify if there is a written statement that the secretary can cast one vote to appoint a trustee to the board.

MOA - The Library attorney forwarded the MOA to the union attorney and he requested the President of the Union review and sign. The MOA remains tentative.

FINANCE: (*Friedrich)

04.15.20 David Friedrich entertained a motion to approve the March 2020 Personnel Report. The motion
777 was moved by Janet O'Hare; seconded by Louise Wilkinson. **Motion Carried**

PLAN OF SERVICE (*Board of Trustees) None

LIAISON REPORTS: Friends: (*Wilkinson): None

SCLS: SCLS continues to produce the face shields masks. They are up to 200 a day. The libraries have received nice publicity. Kerrie has made some suggestions of other healthcare organizations to SCLS.

Unfinished Business: Ruth inquired about the expiration date of the union contract which is in 2024. As far as laptops, there are some staff members that are borrowing laptops as they do not have one. Louise Wilkinson inquired if there were any extra that can be lent out to the school district, to kindly advise the board, as there are kids who are in need of computers. There is a possibility that the laptops may be outdated and unsure if they would be helpful. A count of laptops needed would be welcomed. Kerrie informed the Board that we are at the final draft of the newsletter and it would be nice PR to announce in the newsletter that the library has decided to remain with the 19/20 budget without an increase. An email was sent out to the Board, with a detailed strategy of how the deficit would be handled. David asked if the finance committee should review the budget line by line.

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John Rienzo doesn't think we have the authority to rescind the budget we have proposed to the community. We do not know what is going to happen because the Governor hasn't made a decision, we have no control if we will have a budget vote or not. So we should do nothing about it at this time. If the vote is held with absentee ballots there will still be a cost. A decision for the budget vote has not been made.

New Business: None

Period of Board Expression:

David would like the board to acknowledge that Kerrie and her staff have done a fantastic job during these circumstances.

Period of Public Expression: None.

- 04.15.20** There being no further business to discuss, President John Munzel entertained a motion to
778 adjourn the April 15, 2020 Regular Meeting of the Board of Trustees. The motion was moved by John Rienzo; seconded by Louise Wilkinson. **Motion Carried**

The meeting adjourned at 7:04 PM.

Next Regular Board Meeting - May 13, 2020.

Respectfully submitted,
Janet O'Hare, Secretary /ig