

THE HAVERFORD TOWNSHIP FREE LIBRARY ASSOCIATION
Board of Trustees Regular Meeting (FINAL)

DATE: May 20, 2020

ATTENDING: Phil Goldsmith, President
Margaret Fox-Tully, Vice President
Debbie Cella, Treasurer
Madeline O’Fria, Secretary
Scott Lowe
Alyce Callison
Sukrit Goswami, Director
Donna Reeves, Business Manager

EXCUSED: Jim Brown

The meeting was called to order by Phil Goldsmith at 7:19 PM.

PUBLIC COMMENT: NONE

APPROVAL OF MINUTES: **Motion:** To approve the minutes of the February 19, 2020 BOT Meeting. Proposed by Scott Lowe, 2nd by Margaret Fox-Tully. Unanimously approved.

COMMITTEE REPORTS:

Finance Committee – Debbie Cella

Debbie Cella reported that the audit was submitted to the Township by the deadline on May 15, 2020.

Debbie mentioned expenses are slightly higher for this April since we have 3 payroll periods rather than two, which happens twice each year. There is an \$8,500 decrease in revenue in April due to a reduction in fines, dvd rentals, lost materials fees, replacement cards, printouts, copies, faxes, and meeting room fees.

The Library received an SBA loan of \$186,765 from the Government. This is not recognized as income on financial statements since it is non-deductible funds. A portion may be seen as income after loan forgiveness.

PRESIDENT’S REPORT: Phil Goldsmith

Phil Goldsmith reported the following: It seems like only yesterday –it was actually February 3, 2020--when I appeared before the Haverford Township Commissioners to press our case for a decision on whether to resume our plans to renovate the library or to build a new library at the shuttered Brookline school site.

Now—four months later-- we worry not about renovate or build anew but when and under what conditions we can physically reopen our current facility closed on March 14th--to our patrons so they can use our computers to do research or can attend the multitude of programs they have been

used to for their children or themselves or could come browse through our shelves at our books or pick up a book they ordered on-line or borrow a DVD or sit on our chairs and read the newspaper or flip through old magazines. Play cards, chess, checkers, knit or just socialize.

It is a reminder of how much is out of our hands whether it be as a library board member or simply as a human being—or even a mouse.

But mouse friend, you are not alone
In proving foresight may be vain,
The best-laid schemes of Mice and Men
Go oft awry,
And leave us only grief and pain,
For promised Joy:

As any of our crackerjack reference department members could tell you I am quoting from Robert Burns 1785 poem entitled To a Mouse.

As to when a decision might be made on the library improvement project, I would not risk a guess. Nor out of respect and understanding what township officials must be going through now would I even pose the question to them. They face more immediate priorities.

Nor do we know when the library will be opened to the public.

The decision to close the library and remain closed was made under the order of the commonwealth. And that is who will dictate our status. While libraries throughout much of the state—in so called—yellow counties can start to take steps to reopen, as we all know, Delaware County remains a red state. As Glenn R. Miller, Deputy Secretary for Libraries, stated in a memo the other day: “For those libraries located in counties designated red by the commonwealth they are to remain closed until further notice is given. Any library that reopens before being designated as yellow by the commonwealth risks placing their operations at risk.”

We will continue to follow the mandate of the state, not only to comply with the law, but, most importantly, to protect the health and safety of our patrons and employees.

Regardless of our physical status, I am proud of the effort that our staff under Sukrit’s direction have made in providing online, informative, and entertaining services to the public. And, speaking on behalf of the board, I am proud that we have so far been able to do so without jeopardizing the job security or livelihood of our employees. Not every library in our area or throughout the state can say that. Our ability to do so was assisted by our receiving an SBA loan; again, something not every library can say.

I know our employees, like our patrons, are zoomed out by now, but in many ways, it has been a valuable learning experience. Our employees have enhanced their technology skills, learned more about the vast array of databases we have; have used their ingenuity in helping patrons over the telephone and providing informative programing online. It has given them—and us—an opportunity to peek into the future.

Imagine if this had happened a decade or so ago, we would not have had the resources at our fingertips to continue to provide the type of services we have continued to provide. And we can only imagine what technology might be available in another decade or so to provide additional services to our patrons. One thing we do know. Change will continue.

At the regular board meeting that immediately follows this meeting Sukrit will go into more detail about what steps are being taken to appropriately reopen the library when we are given the green light to do so. In the meantime, I would like us to take a moment of silence to remember the 43 Haverford residents who have lost their lives because of the virus.

DIRECTOR'S REPORT: Sukrit Goswami

The building closure has given us the opportunity to strengthen the Library's presence in the Virtual World. While our in-person events are on hold, our staff have been doing a tremendous job with virtual programming for all ages. Our Staff have been learning and sharpening their technology skills, database knowledge, and attending professional development webinars to enhance their ability to serve our community. Below is a detailed overview and highlights for your review:

Reference

- The staff have been planning, creating, producing, and publicizing all aspects of the program content.
- Thus far, the Reference Department has offered more than 100 programs to the adults in the community.
- Among these are weekly favorites including Mindfulness Mondays, Reading with Reference, Tech Time with Katherine, Wine and Words Wednesdays (a storytime for adults), Covid Check-In, Quarantine Coffeeshouse, Virtual Tea and Stitch, and Kick'in Cooking in Quarantine.
- Our patrons have been very receptive to these virtual programs both on our Facebook page and our YouTube channel.
- For instance, Kick'in Cooking in Quarantine even has its own Facebook group people can join and post pictures, recipes and connect online.
- Statistics show how well people are responding to our virtual content.
 - Some weeks of Reading with Reference, a daily book review program, have garnered more than 90 views on YouTube.
 - Tech Time with Katherine is, as of 5/15, around 270 views on YouTube
 - Virtual Tea and Stitch has a Facebook reach well into the thousands and engagements of around 450.
 - Kick'in Cooking is averaging 93 engagements on Facebook and programs get up to 30 views on YouTube. There are also live viewers each week.
- Special programs and events have included Family Craft Nights and Zentangle for Beginners.
- Our two Family Craft Nights have received 95 engagements on Facebook and the unique Zentangle program received 67.
- From 3/19/20 to 5/15/20, the TOTAL reach is more than 43,000 (42,283) and the TOTAL engagements are more than 2,500 (2,516). What's more, we've had nearly 1,000 views on our YouTube channel.
- Upcoming programs include: Scams During Covid-19: Protect Yourself!, Relaxation Resources, Troubleshooting Technology, How to Read Music, and Herb Corner with Jen and Mary

- All four of our book clubs (Cookbook Club, Books on Tap, Hooked on History and Reading for Understanding) are still up and running virtually on Zoom.
- **The Reference team is available to take inquiries Monday through Friday from 10am to 5pm via phone, e-mail and online chat.**
- They receive an average of 15-20 inquiries per week.
- There is also a procedure in place for responding to patrons who ask questions after hours and on weekends.
- The Tech Services staff have been working on Professional Development and Cross-training.
- They have taken this opportunity to learn new technology such as Google slides, e-readers and social media for the benefit of the library as a whole once we reopen.

Youth Services

- The Youth Services Department is currently hosting up to 24 programs per week. So far we've offered 230 virtual programs
- The staff is virtually hosting our popular storytimes. The staff have begun to offer nighttime reading to help ease the transition from day to evening.
- For school aged children we are offering STEM, read-a-long programs, and gaming.
- For our teens we are offering book talks and gaming.
- We are currently working with youth librarians in DCL to create a Summer Program that will be online. This program will premier in June.
- Our youth services staff have participated in 98 Webinars and Continuing Education opportunities.
- Youth Service staff have learned many new technologies including:
 - Hosting engaging & interactive live programs in various formats over Facebook and Instagram, with programs ranging from preschool age (Virtual Circle Time), to teens (Live Book Talks on Thursday evenings), to adults (Virtual Tea & Stitch).
 - Pre-recorded programs using Zoom, Loom, various video editing software for Art, Book Read-alongs, database training, Video creation; including combining stills, video, separately recorded vocals, separate music, video transitions, time lapse video, and narrative writing.
- One of our talented staff has created an interactive scavenger hunt with original artwork and puzzles to be debuted for our Summer Program.
- Our staff members have created "Animal Crossing Club". We are continuing to develop this new platform and are working on making a virtual version of HTFL in the game, and invite library patrons to virtually come to visit and help. Each week we have a growing number of people visiting, and they are bringing items to share in the "Item Swap", and making friends with each other. We even had a dad create and donate "items" to our "island."
- We have had a total of 24,354 total participation in our Youth Services Virtual Programming.

Circulation

- Circulation staff has been concentrating on staff development projects. The staff have been enhancing their skills by reviewing the library's databases and attending educational webinars.
- Circulation staff has attended 109 webinars and reviewed 95 databases.

Plan for Restoration of Services:

We have created a Plan for Restoration of Services for when we are allowed to open.

Staff and Patron safety is our top most priority when the building reopens. As per CDC and the Office of Commonwealth Libraries guidelines as we have acquired all the necessary Personal Protection Equipment (PPE) such as: Plexiglass shields for all public desks, Face shields, Face Masks, Gloves, Hand sanitizer, and Disinfectant solutions. We will be following a phased in approach by closely monitoring any updated guidelines from OCL and CDC.

Grant

We have applied for a \$4,000 Dollar General Literacy Foundation Grant. This grant will enable us in purchasing a 3D printer and STEM related technology for the Youth Services Department.

FRIENDS LIAISON REPORT:

Mike Poteet reported that the Friends events are on hold. Friends are currently not making plans for a Fall Book sale. Mike reported that the Friends continue to be inspired by how Library staff has risen to the occasion to offer services. Mike conveyed the desire of the Friends' Board to be responsive to financial needs of the Library as needed.

ELECTION OF OFFICERS:

The Annual Election of Officer Positions on the Board of Trustees took place for positions of President, Vice-President, Secretary and Treasurer.

Motion: To elect Phil Goldsmith President of the BOT. Nominated by Scott Lowe, 2nd by Margaret Fox-Tully. Unanimously approved.

Motion: To elect Margaret Fox Tully Vice President of the BOT. Nominated by Alyce Callison, 2nd by Scott Lowe. Unanimously approved.

Motion: To elect Alyce Callison Secretary of the BOT. Nominated by Madeline O'Fria, 2nd by Scott Lowe. Unanimously approved.

Motion: To elect Debbie Cella Treasurer of the BOT. Nominated by Scott Lowe, 2nd by Margaret Fox-Tully. Unanimously approved.

NEW BUSINESS: NONE

OLD BUSINESS: NONE

MEETING ADJOURNED: 7:54 PM