

**IDAHO BOARD OF LIBRARY COMMISSIONERS
MEETING MINUTES
June 4, 2020
Idaho Commission for Libraries
325 W. State St., Boise, ID 83702**

The Idaho Board of Library Commissioners Zoom video conference meeting was called to order at 10 a.m. MST on Thursday, June 4, 2020. Participating via Zoom were: Chair Dave Mecham, Vice Chair Janet Franklin (joining the meeting at 10:15 a.m.), Pat Raffee, John Held, from the Idaho Commission for Libraries (ICfL) were State Librarian Stephanie Bailey-White; Deputy State Librarian Tammy Hawley-House; Administrative Services Manager Roger Dubois; Program Supervisor Randy Kemp; Talking Book Service Program Supervisor LeAnn Gelskey; Financial Specialist Katy Place; and recording the meeting was Josie Bradford, Office Specialist II. Board member Michael Strickland was absent due to family circumstances

I. Call to Order by Dave Mecham 10:00 a.m. MDT

A. Introductions – Introductions were made to LeAnn Gelskey, who is new to the ICfL.

B. Agenda Review/Approval – action item (Board Document 20-55)

M/S Raffee/Held moved that the agenda for this meeting be approved.

Roll call vote: Held: aye; Raffee: aye; Mecham: aye

C. Announcements: None

II. Approval of Minutes

A. April 9, 2020 meeting – action item (Board Document 20-54)

M/S Held/Raffee moved that the minutes of the April 9, 2020, Board of Library Commissioners meeting be approved as distributed in Board Document 20-54.

Motion carried unanimously.

II. Public Comment - none

IV. Legislation Policies - Rules

A. Legislation – none

B. Policies – none

C. Rules – none

V. Federal Fund

A. Finances

B. Program – none

C. Grants – CARES funds for Idaho – information item (Board Document 20-56)

Bailey-White stated that the ICfL received \$161,477 as part of the CARES Act funding that was distributed through the Institute of Museum and Library Services (IMLS). The first \$100,000 was made available to Idaho public and special libraries for digital inclusion efforts, such as improved Wi-Fi access and/or workforce development during the COVID-19 pandemic. Library staff could also utilize the funds to purchase personal protective equipment (PPE), such as gloves, masks,

sanitizing materials, plexiglass, and other safety resources. Ninety-one libraries applied for the funds and \$84,000 will be distributed to libraries by the end of June in order to meet their needs. By next week, the ICfL will start promoting the list of libraries that benefited from these funds. The remaining money may be used for larger competitive grants related to digital inclusion or for a statewide project that will help libraries build capacity and better serve their communities during this time.

Mecham stated this was a good use of the CARES Act funds since it has been a difficult task for libraries to provide the necessary precautions needed in order to open and provide services to the public.

VI. General Miscellaneous Revenue, & Library Service Improvement Funds

A. Finances

B. Program – Draft Strategic Plan, FY2021-2024 – action item (Board Document 20-57)

Bailey-White presented the draft strategic plan and stated that every year the ICfL shares its goals and strategies with the board. This is the first year that Deputy State Librarian Hawley-House has taken the lead on drafting the plan. With the help of staff members, it was revised and adjusted to meet the ICfL's mission. There are not a lot of changes to the strategic plan. However, the Lumina project transition was added, since it is part of the state plan and will have a large impact on the ICfL moving forward.

M/S Held/Raffee moved that the mission and goals of the draft FY2021-FY2024 strategic plan as described in Board Document 20-57 be approved.

Roll call vote: Held: aye; Raffee: aye; Mecham: aye

Janet Franklin joined the meeting at 10:15

C. Grants – Teaching with Primary Sources Grant – action item (Board Document 20-58)

Bailey-White stated that \$20,000 was received through the Teaching with Primary Sources Western Region. Jeannie Standal, the School Library Consultant, and Allison Floyd, the LILL Librarian, worked together to write the grant application for the Teaching with Primary Sources Program. They will be presenting it to Idaho school librarians and the library community in order to help them learn how to work with primary sources and encourage students and patrons to become more comfortable using these sources. Bailey-White stated that the Board's approval was needed to use funds out of the Library Services Improvement Fund for this project.

Mecham asked what types of primary sources would be used. Bailey-White said they will primarily focus on the rich resources available through the Library of Congress, but there will also be opportunities to share primary sources available through the Idaho State Historical Society and Archives.

M/S Raffee/Held moved that, upon receipt of the funds from the Teaching with Primary Sources Western Region, expenditures of up to \$20,000 from the Library Services Improvement Fund be approved for implementing the Teaching with Primary Sources Program.

Roll call vote: Held: aye; Raffee: aye; Mecham: aye; Franklin: aye

VII. Operations Report

A. Management Team Member Report – information item (Board Document 20-59)

Bailey-White

Bailey-White stated that she has been working with Hawley-House, Kemp, Dylan Baker, and Allison Floyd to write a \$475,000 grant application to the IMLS to provide statewide access to e-books and e-audiobooks. This application is due June 12. She isn't sure what the chances of the ICfL being awarded this grant are, but if the Commission doesn't get the funding the team will investigate alternative funding sources. There is a possibility that the Albertson Family Foundation could help fund this project, or there may be alternative funds available through the Governor's Office. Bailey-White stated there is discretionary funding that could be available through the CARES Act. The Governor's backing of literacy has been a primary focus, and schools have little access to e-book and e-audiobook resources. The timing is right to initiate this project, especially since it has been hard for people to access library and school buildings during the COVID-19 pandemic.

Bailey-White said the ICfL has accepted \$100,000 in funds through the Lumina Foundation, and those funds should be available by the end of June. Grant funds will be distributed to libraries in 11 counties in order to help adult learners, especially veterans, access and utilize college and career resources. This is a good opportunity to get money distributed to smaller communities and help them reach this group of learners.

Bailey-White stated that the CARES funds were quickly distributed to Idaho libraries. Idaho was one of the first states in the nation to distribute these funds in order to help meet the needs of the library community. Bailey-White said she is pleased with the team's effort to get these funds out to libraries quickly during this time of need.

Mecham asked how receptive the Albertson Foundation would be to fund the e-book and e-audiobook initiative. Bailey-White said it has been quite a few years since we have asked for funds from the Albertson's Foundation, and it will probably depend on what other funding is being asked for at the time. She also stated that the Foundation supports an initiative called Mission 43 that is focused on veterans and higher education, and this ties in with the Lumina project, so there are opportunities for collaboration and support from the Foundation.

Hawley-House

Hawley-House stated that her team has been trying to come up with new and innovative ways to use library resources. There has been a tremendous increase in webinars, online chats, and other e-learning opportunities, and there has also been increased attendance in these programs. Everyone within the ICfL has adapted well to the changing environment, using new technology, and pivoting services to create new and interesting ways to support libraries. Hawley-House stated that one example of this was when staff heard that libraries wanted to partner with emergency food organizations in order to get books in to the hands of families in need, the ICfL was able to quickly get out more than 12,000 books to programs such as the Grab-And-Go Meal Service. Hawley-House stated that the ICfL staff is energized and ready to serve the community during this time of need.

Hawley-House also stated that the new LiLi Schools website is ready and can be viewed online. The ICfL staff are in the process of reaching out to school districts, principals, and school librarians about the changes and the availability of this site.

Hawley-House said that our Eastern Area Field Consultant, Patrick Bodily, will be leaving the ICfL and will be greatly missed. Mecham asked if there were any ideas for replacements for Bodily's position. Hawley-House stated that this will be discussed later in the meeting.

Kemp

Kemp stated that in addition to his written report, he would like to highlight and thank staff for their flexibility in adapting to working from home and then transitioning back to the office. Kemp also thanked everyone working on the summer internship project for their adaptability and flexibility with the recipients. Seven of the eight libraries that applied plan to continue the program with modifications. Several of the internships will be postponed until the fall, and our team was able to handle that change and modify the paperwork to reflect changes to the program.

Kemp explained that he has also been working with library agencies from around the country and having discussions about how libraries can support entrepreneurship during this time. Though it might sound counterintuitive, people often look to starting a business when jobs are scarce, and these programs help people think creatively about income generation and business start-ups. Kemp has been thinking about what this means for Idaho libraries and rural areas and trying to come up with innovative ways that the ICfL can help libraries support their communities and help small businesses during COVID-19.

Dubois

Dubois reported that he has been busy closing out this fiscal year and starting the new fiscal year. The state had an additional one percent reduction during the last few months of the fiscal year and the ICfL was able to manage that. However, the start of FY21 is going to be challenging. There is a two percent reduction that was taken directly out of the ICfL appropriation from operating during the legislative session. The state is also projecting a five percent reduction from the general fund appropriation in the month of July which equates to \$207,000 for the ICfL. In order to manage these reductions, the ICfL may need to move some operating expenses to federal funds and/or make cuts to services. Dubois stated that the fiscal team has asked all project leaders for a five percent reduction in programming and services in both general and federal funds.

Dubois stated that the Division of Financial Management (DFM) has put the change in employee compensation (CEC) on hold, so there will not be any money coming out of personnel funds. There is also a hiring freeze for the state of Idaho. The state is \$315 million dollars behind in revenue projections, and there will be a lot of changes in finances to recoup the lost revenue. If revenue figures continue to be much lower than expected, agencies may have to respond to additional budget reductions, but we won't know until July. Everything has been put on hold. This includes replacement equipment and IT equipment. We will not be able to replace the ICfL van, and we can't submit purchase requests for some of those replacements until FY23. This will create some challenges such as the expenses needed to maintain an older vehicle, and the

outdated laptops may become a problem. These next few years will be challenging times for programs and maintaining equipment.

Raffee commended Dubois, Bailey-White, and the rest of the staff for their work in dealing with these cuts.

Mecham asked if the massive shortfall could be a result of the delayed income tax returns. Dubois agreed that this was largely the cause of the shortfall, and hopefully things won't look as bad once income taxes come in. Idaho is doing well compared to many other states, and the DFM was positive with their response to April numbers. Dubois believes the state could make up the losses if all goes well.

Gelskey

Gelskey reported that the Customers Service Representatives (CSRs) for the Talking Book Service (TBS) have been very busy learning and adapting to the Scribe program. The new program puts more titles on one cartridge, thus providing more reading options for patrons and reducing the workload for staff. Gelskey stated that she is proud of the staff's ability to maintain the Talking Book services through the pandemic. Other states were not as prepared as we were, and they were not able to accommodate their patrons. Several state directors have reached out to the ICfL to get advice on how we kept our services running. Although the ICfL always thought that the TBS staff would not be able to telecommute, we learned that accommodations and adjustments could be made to almost any position, and the CSRs were able to continue providing exceptional service during the COVID-19 pandemic. Of the 2,619 minutes spent on the phone, 1,503 of them were used by CSRs helping the TBS patrons. Some of the TBS calls lasted longer because patrons were isolated at home, and they needed someone to talk to. The CSRs were able to fill other needs besides book recommendations.

Gelskey also reported that she has been working with Office Services Supervisor Dian Scott, who will soon be retiring, to learn all she can about the ICfL, staff, and the TBS. Dian's last day is June 12, and Gelskey is hoping to gather as much information as she can before Scott leaves.

B. Personnel – information item (Board Document 20-60)

Bailey-White stated that Dian Scott will be retiring June 30, 2020 and TBS Materials Handler Betty Hoshaw will be retiring July 17, 2020. Patrick Bodily took a library director position in Independence Oregon, so he will be leaving the ICfL July 10, 2020.

Bailey-White stated that this is a hard time to have those vacancies since there is a budget deficit and a hiring freeze. However, after hosting listening sessions for the Idaho library community, as well as the COVID-19 discussion sessions and chats, the highest needs in the library community focus around e-services, e-books and broadband, and information technology. The ICfL needs to investigate how they can best meet these needs. Hawley-House suggested restructuring some positions, adding an additional management team position focused on e-services, and moving some positions around to balance other services. The materials handling position will not be filled since the new Scribe program has reduced the shipping workload. Bailey-White also stated that the ICfL will not fill the Support Supervisor position held by Scott. Gelskey has taken over the supervision of the CSRs, which only leaves five

support staff who will be supervised by Kemp. Scott's other responsibilities included board support and management of the Let's Talk About It program, which has been put on hold this year due to concerns about COVID-19.

In addition to these changes, Bailey-White stated that Bodily's position as the Eastern Idaho Field Consultant will not be filled. Zoom has made it more feasible to meet the needs of library staff and trustees without as much travel, so the Eastern Idaho Field Office will be closed. Area Field Consultants Kevin Tomlinson and Emily Sitz will split up the 30 libraries Bodily supported and work to meet their consulting needs. Bodily was also in charge of library statistics, which will be taken over by the Grants Contracts Manager Jamie Mott with support from Karen LaMotte, the Technical Records Specialist.

Bailey-White explained that these shifts will save the ICfL some costs associated with travel, rent and operations, and this is a good time to shift more focus toward e-services. The state has appropriated \$100 million for broadband connections, and libraries have been looped into this. The grant application for libraries will be open next week, so hopefully smaller libraries can take advantage of the funds. There will be more consulting needs for smaller rural libraries, technology needs, as well as e-book and e-audiobook needs.

Hawley-House showed the draft organizational chart on the screen for the Board of Commissioners to review. Mecham stated he does not see any issues with the organizational chart and said it is a good time to make changes due to cutbacks and to better serve libraries' technology needs. Held asked if there is anyone the ICfL has in mind for the e-services Program Supervisor. Bailey-White stated there may be some internal candidates who may be interested in the position, but it will be an open competitive recruitment.

Bailey-White explained that there will be an all staff meeting June 9, and staff will be informed about the changes in the organization. Emails to all library directors will follow shortly after that. There may be some negative feedback about closing the field office.

Held stated that he was impressed by how quickly the new organization chart came together. Bailey-White stated that she feels like these changes are a good direction for the agency, and she is pleased with how it all came together.

C. Other – Luma Explanation

Dubois provided an overview of Luma, an initiative from the State Controller's Office (SCO). Idaho's Employee Information System (EIS) and Statewide Accounting and Reporting System (STARS) were acquired by the State Controller in 1987 and 1988. Investments in interfaces, data warehousing, and online reporting tools extended the life of the aging DOS-based software and gave Idaho the largest possible return on investments. However, this key infrastructure has reached the end of its useful life and Luma is the replacement. The new system will cover budgeting, accounting, travel, purchasing, reimbursements, hiring, HR information, as well as other accounting items for all state agencies. Since the COVID-19 lockdown, the process has been slowed, but is still on schedule to happen between now and FY2022. Dubois is the agency's

Luma representative and attends mandatory training and implements needed changes on the agency's behalf.

Mecham stated he has been through similar IT conversions, and there is a lot of work involved. Dubois agreed, but said Luma will be a huge timesaver in the long run. An example is how the ICfL tracks their budget. The current system does not input those numbers, and they must be entered manually. Now that information will be readily available, and that will save everyone time. Mecham and Dubois agreed that good transitions always take time.

VIII. Old Business

IX. New Business

A. FY2022 enhancement considerations – discussion (Board Document 20-61)

Bailey-White explained that June is the month that the ICfL brings enhancement requests to the Board. Last year, the Board reviewed several of those requests, but then the agency was told that the state did not have the funds to provide enhancements. The ICfL has been told again this year that the state will not be able to support supplemental requests. However, Bailey-White explained that she still thinks it is important to go through the enhancements and let the commissioners know what the needs of Idahoans and Idaho libraries are.

Bailey-White stressed the importance of providing e-book and e-audiobook services and explained that this should be the highest priority. Projected costs for this project have been placed in the document as a placeholder. The ICfL has gotten some ballpark figures from vendors while writing the grant application for the CARES funds. The cap on the CARES funds is \$500,000, and the ICfL is aiming for the \$475,000 range.

The other items that have been prioritized are the required filtering of Wi-Fi that was mandated by state law and will go into effect July 1. Some state funds were used to reimburse libraries that submitted receipts for their Wi-Fi filtering costs, and the ICfL was also able to provide up to \$1,000 per library for mobile hotspots for eight libraries. This money came from the \$10,000 that was left in the Educational Opportunities Resource (EOR) fund and some of the salary savings from the CEC that was not implemented this FY. About \$20,000 was spent addressing these needs. It was difficult to get the word out about these opportunities to all libraries since so many were closed due to COVID-19. This year, the ICfL would like an addition \$57,000 dollars for the EOR program to meet anticipated needs.

Bailey-White explained that the ICfL is also looking into expanding the Kindergarten Readiness program. There is \$60,000 available right now that is awarded to libraries through mini-grants. Bailey-White explained that this may not be the best year to ask for additional funds, but should funding become available, these are the areas the ICfL would like to address.

Mecham asked which vendors the ICfL is looking into for e-books and e-audiobooks. Bailey-White stated that OverDrive was the most popular among those in the library community, but other vendors such as RB Digital, SimplyE, and others were being considered.

Bailey-White stated that by the August Board meeting, the ICfL should know if any of these

enhancements will be supported. She emphasized the fact that the state should have a role in supporting and sustaining access to e-books and e-audiobooks for Idaho students and citizens.

B. Board appointment – action item (Board Document 20-62)

M/S Franklin/Raffee moved that the Idaho Board of Library Commissioners endorse the nomination of Dave Mecham for reappointment as the Board’s Eastern Idaho Representative for a term beginning July 1, 2020 and ending June 30, 2025.

Roll call vote: Held: aye; Raffee: aye; Franklin: aye

C. Election of officers – action item (Board Document 20-62)

M/S Raffee/Held moved to nominate Janet Franklin as Chair of the Board of Commissioners for FY2021. *Motion carried unanimously*

Franklin stated that Strickland was up for the Vice-Chair position, but she thought that it would be a good idea to consult with him before voting him in. Since he wasn’t present, she asked if the Board could postpone the voting until the August 13 meeting.

M/S Raffee/Held moved to postpone nominations for the Vice-Chair for FY2021 until the August 13 meeting. *Motion carried unanimously.*

Held stated that his term goes through June 30, 2024, and the Board Document needs to be edited to reflect that. Bailey-White stated that the document and web site will be edited with that change.

D. Nominations:

E. Fall Board Tour option – discussion

Bailey-White explained that this year’s board tour was going to be in the Treasure Valley or the Canyon County area in October. However, depending on how we are affected by COVID-19, one option is to have virtual tours with photos, videos, Zoom meetings and chats. If things are back to normal, and it is safe to travel, visiting the libraries in person is an option, or there is the option of canceling or postponing this year’s board tour.

Franklin asked how many months ahead the ICfL needed to schedule an in-person tour. Bailey-White stated that since it is local, there will be less travel for everyone. Hawley-House is managing the board tour this year, and she stated she would like a couple of months’ notice to coordinate with the library directors. Franklin stated that she really preferred the in-person tours. It was decided that since there will likely be an uptick of COVID-19 in the fall, and people are feeling uncertain about travel, it would be best to postpone the tour until April 2021. Everyone agreed that this was the best option.

Dave rejoined the meeting after a brief power outage and Held filled him in on what happened with the Board nominations.

X. Strategic Issues

XI. Meeting Evaluation / Adjournment

Bailey-White stated that they can offer webcams or headsets to make the Zoom meetings easier for Board members, and they are available to anyone on the Board who would like them.

Bailey-White also stated that there have been some hackers who have been using the Board members email addresses from the ICfL website. In response to this, the contact form has been changed so that emails go through the state filtering system. Hopefully this will help alleviate the problem.

Bailey-White thanked Raffee for sewing more than 200 face masks for the ICfL staff and the Community Library Network staff. Everyone is grateful and appreciative of her work.

Bailey-White asked everyone to let her know if there are any requests for Zoom presentations or anything else they would like to discuss in future board meetings.

M/S Franklin/Held moved to adjourn meeting at 11:31 a.m. MDT.

Next meeting: August 13, 2020, 10 a.m. (MST). At present, scheduled via video conference.