



## TAMPA-HILLSBOROUGH COUNTY PUBLIC LIBRARY BOARD August 26, 2020 Virtual Meeting\*

Members Present: Felicia Pecora (Chair), Phyllis Alpert (Vice Chair), Maggie Mardirosian (Secretary), Carmen Alvarez, Bob Argus, Jim Johnson, Candi Martin, Shelly McClellan, Michael Newett and Abigail St. Claire.

Members Absent: Ben Hom.

Staff: Andrew Breidenbaugh, Jacquelyn Zebos, Sean McGarvey, Aracelis Chapman, Sheryl Herold, Janet Marnatti, Chely Cantrell, Renelda Sells, Matthew David, Jennifer Abbott, Charlotte Diggs, Suzanne George, Tina Russo.

The meeting was called to order at 4 pm with a quorum present.

There were no presentations from the public.

The FY2020 monthly library budget reports dated July 31, 2020 were reviewed.

Staff provided the following updates:

While library facilities were closed to the public as of mid-March 2020, operations continued by adjusting services to offer curbside pick-up and book drop; Borrow by Mail service; contact-free print, scan, fax and copy service; Park & Surf WIFI Zones and WIFI hot spots; online classes and events, children's virtual story time and Summer Reading programs in addition to our digital collections and personal assistance with information requests and technology instruction by phone, chat, text or the Web. Customer comments have been overwhelmingly positive.

In financial news, there has been a small reduction in this year's State Aid funding, and the Library is applying for as many CARES Act relief funds as we are eligible.

Phased Reopening Plan— We are currently in Phase 1 with no set date for Phase 2. A third of all staff are serving in a variety of emergency roles throughout the County, and their availability will be a key factor in moving forward with reopening plans. All precautions are being taken to keep materials clean and sterilized as they come into the building. Temperature checks and masks are required for anyone entering our facilities.

Public Service Highlights—The Library had over 46,000 appointments for curbside service, distributed 80,000 reusable masks to the public within two days; distributed unemployment application forms at Jan Platt Regional Library and Jimmie Keel Library drive-thru windows and delivered completed forms to the post office. Curbside document printing and faxing service was provided to approximately 1100 customers. We received 6,500 text messages from citizens on any number of topics. Borrow by mail service debuted and has been a big success. Customers have been able to renew their library card online and 4,400 library cards were renewed remotely.

Social Media & PR—Library customers continue to gain valuable information about our resources through social media. There were 300 new Instagram followers. Staff are promoting an upcoming online job fair. New Library Learning Experiences Manager, Matthew David, was introduced and reported on classes and summer events.

Staff Training and Employee Engagement— Public service staff collectively logged thousands of hours of intensive training since the telecommuting period began March 2020. The Library’s new Employee Engagement unit supplied curated training content to help keep staff engaged and build their skill set while working remotely. New hire recruitment also continued through online interviews.

Materials & Circulation—Staff reported on trends in customer demand observed during this time period. The majority of circulation has been from digital resources. There was an Overdrive increase of 91% in circulation of juvenile materials. The most popular books was Harry Potter and the Sorcerers Stone. Hoopla was up 25% in unique users. Customer feedback has been positive.

Technology Options & Hot Spots—Discussed library technology aspects made available during the pandemic and opportunities to upgrade/add technologies at many locations to accommodate customer use. Mobile platforms were deployed at some locations, and curbside print, scan and fax implemented to better assist customers. Additional technology services planned (pending CARES Act funding) include high-demand hot spots to support remote learning and laptop dispensers for customer on-site use on a first-come-first-served basis.

Facility Preparation—In preparation for Phase 2 reopening, facility interiors and buildings are being modified to make them safe for customers and staff. There is currently no timeline when we will reopen since it based on a variety of factors. The public will be welcomed back starting at a limited occupancy of 25% with a 1-hour maximum time, with time increased and services restored as the situation improves. Entry protocols will be in place including temperature checks and guidelines and signage will be placed at entry points. We are working with each branch individually to ensure proper traffic flow patterns and compliance with County and BOCC requirements.

In response to Library Board questions, staff provided information on mask requirements and explained that any protocols, logistics and traffic patterns related to library polling sites during the upcoming election cycle are regulated by the Supervisor of Elections and separate from library operations. There are no plans to utilize library locations for Covid testing sites.

The meeting was adjourned at 5:22 pm.

\*Virtual meetings authorized by Governor’s Executive Order.