

AGENDA

Saline County Library Board of Trustees

9/21/2020 | 3:30 pm

1800 Smithers, Benton, AR

[Teams Meeting Link](#)

- I. Call to Order
- II. Announcements
- III. Minutes from the 7/13/2020 and 8/17/2020 board meetings
- IV. Financial Reports
 - a. Income and Expense Reports
 - b. Budget Modification Report
- V. Discussion Items
 - a. Friends of the Library Report - none
 - b. Director's Report
 - c. Library Management Team Reports
- VI. Old Business
 - a. Re-opening Library Buildings
- VII. New Business
 - a. Recommendation for Premium Pay for Manager on Duty
- VIII. Adjourn

Next regular board meeting: 11/16/2020 at 3:30 p.m.

Board Meeting Minutes

July 13, 2020

Attendees:

Susan Benzick, Board Chair

Marian Douglas, Board Member

Caroline Miller Robinson, Board Member

Pat Bisbee, Quorum Court Liaison

Patty Hector, Director

Erin Loy, HR Manager

Brad Crumby, Financial Coordinator

- I. Call to Order
Benzick called the meeting to order at 3:38 PM
- II. Announcements
No announcements.
- III. Minutes from the 5/19/2020 and 6/12/2020 board meetings
Miller Robinson moved to accept the minutes from the 5/19/20 board meeting as presented. Douglas seconded the motion, which passed unanimously.

Miller Robinson moved to accept the minutes from the 6/12/20 board meeting as presented. Douglas seconded the motion, which passed unanimously.
- IV. Financial Reports
 - a. Income and Expense Reports
Miller Robinson moved to accept the Income and Expense Reports as presented. Douglas seconded the motion, which passed unanimously.
 - b. Budget Modification Report
Miller Robinson moved to accept the Budget Modification Report as presented. Douglas seconded the motion, which passed unanimously.
- V. Discussion Items
 - a. Friends of the Library Report
No report.

- b. Director's Report
Included in packet.
- c. Library Management Team Reports
Included in packet: Adult Services, Bryant Branch, IT, Library Manager, Marketing, Public Services, and Youth Services

VI. Old Business

a. Re-Evaluate Pandemic Service Plan

Hector shared that on 7/10/20 an employee received a positive COVID-19 test result. Both locations were closed immediately and staff were sent home. Staff members in close contact with the positive case are now awaiting test results. Loy shared that the employee who tested positive was last in the building on 7/7/20, so 7/21/20 would be the end of the CDC-advised two-week quarantine period.

Hector recommended continuing current level of service upon reopening buildings to staff as the current surge of COVID-19 cases in the state make re-opening risky.

Miller Robinson moved to keep the library closed through 7/21/20 when a decision will be made on how to proceed based on the pending test results, and to continue at the current Level III of Pandemic Service Plan until 8/17/20 when the board will reassess if conditions allow to move to the next level of service. Douglas seconded the motion, which passed unanimously.

VII. New Business

a. Library Deletions

Miller Robinson moved to accept the item deletions as presented. Douglas seconded the motion, which passed unanimously.

b. Homebound Policy

Miller Robinson moved to accept the Homebound Policy changes as presented. Douglas seconded the motion, which passed unanimously.

c. Legislative Audit Report

Hector shared the results of the most recent audit. The library received a clean audit report with no items to correct.

Miller Robinson moved to accept the letter from the Joint Auditing Committee. Douglas seconded the motion, which passed unanimously.

d. Designation of Board Officer

Dustin Sanders was chosen to serve as Board Chair.

Miller Robinson moved to prepare necessary paperwork to reinstate Douglas to second term. Benzick seconded the motion, which passed unanimously.

VI. Benzick adjourned the meeting at 4:40 PM.

Submitted by,

Erin Loy

HR Manager

Board Secretary

Special Board Meeting Minutes

August 17, 2020

Attendees:

Dustin Sanders, Board Chair
Susan Benzick, Board Member
Marian Douglas, Board Member
Lindsay Jordan, Board Member
Caroline Miller Robinson, Board Member

Pat Bisbee, Quorum Court Liaison
Patty Hector, Director
Erin Loy, HR Manager
Leigh Espey, Branch Manager
Kari Beesley, Marketing Manager

- I. Call to Order
Sanders called the meeting to order at 3:38 PM
- II. Announcements
No announcements.
- III. Discussion Items
 - a. Director's Report
Report included in packet.

Hector shared that she has received several quotes for library lockers and book boxes ranging from \$16,000 to \$100,000. Staff are still considering what would be best for patrons.

She also received a quote from Bibliotheca to replace all RFID equipment for about \$64,000 if and when that is necessary. They offer a touchless self-checkout that would be helpful in the current pandemic.

- IV. Old Business
 - a. Re-evaluating Re-opening Date
Hector recommended continuing at Level III of the Pandemic Service Plan. She asked that an appointment system be utilized if the board votes to allow patrons to browse inside the buildings.

After discussion, Douglas moved to maintain Level III of Pandemic Service Plan until the next board meeting on 9/21/20 when the board will reassess

the situation. Miller Robinson seconded the motion, which passed unanimously.

V. New Business

a. Credit Card Changes

Hector asked for approval to increase the Maintenance Supervisor's credit card limit to \$500 in addition to the changes included in the packet.

Benzick moved to accept the item deletions as presented. Douglas seconded the motion, which passed unanimously.

b. Fine Free Recommendation

Hector asked that the library continue waiving overdue fines through the end of the year since the Fine Free Summer Reading Program didn't happen as intended due to the pandemic.

Benzick moved to continue being fine free through the end of the year. Douglas seconded the motion, which passed unanimously.

c. Purchase of Locker/Book Box

Hector shared that staff are trying to decide if lockers or book boxes would be most advantageous for patrons. She plans to look into possible grants to help with funding. Beesley said she has found a good indoor location in East End to place first set of lockers or book box. She also noted that patrons in outlying communities tend to not place holds as frequently so book boxes may be a better option.

d. Appointment of Mid-Ark Board Members

Sanders volunteered to serve as a Mid-Ark board member.

VI. Sanders adjourned the meeting at 4:25 PM.

Submitted by,

Erin Loy
HR Manager
Board Secretary

Saline County Library
Operating Budget Income
Through August 31, 2020

	Period: 01.01.2020 - 06.30.2020		Period: 07.01.2020 - 08.31.2020		Income Year to Date	
Budgeted Income						
Copies and Printing		5,669.40		44.27		5,713.67
Damage		316.97		160.24		477.21
Fines/Fees		5,256.89		120.32		5,377.21
Interest on Checking		5,528.74		-		5,528.74
Lost Item		954.18		47.44		1,001.62
Replacement Card		140.00		-		140.00
State Aid		29,803.83		25,838.65		55,642.48
Tax Receipts		1,825,257.63		205,590.97		2,030,848.60
Temporary/Out of County Patron		10.00		20.00		30.00
Total Budgeted Income		1,872,937.64		231,821.89		2,104,759.53
Other Income						
5K Run / Advertising Income		2,934.95		900.00		3,834.95
Book Sale		7,684.68		700.00		8,384.68
Donation		66.00		0.75		66.75
Fundraising		649.19		3.00		652.19
Accessories	94.00		3.00		97.00	
Book Bags	33.00		-		33.00	
Coffee Bar	110.00		-		110.00	
Earbuds	19.00		-		19.00	
Flash Drives	37.00		-		37.00	
Gumballs	356.19		-		356.19	
Passports		12,455.00		-		12,455.00
Restitution		7,023.57		-		7,023.57
State Scholarship Money		5,400.00		-		5,400.00
Total Other Income		36,213.39		1,603.75		37,817.14
TOTAL INCOME, OPERATING BUDGET		\$ 1,909,151.03		\$ 233,425.64		\$ 2,142,576.67
Checking Balance as of 08.31.2020	\$2,859,515.24					

WEBSALES

February 27, 2020 - August 26, 2020

<u>Description</u>	<u>Date Sold</u>	<u>Income</u>	<u>PP Fee</u>	<u>Ship Fee</u>	<u>eBay Fee</u>	<u>Total Fees</u>	<u>Total</u>
Beginning balance		\$ 97.49				\$ 42.90	\$ 54.59
Secret of Roan Inish DVD	3/4/2020	20.00	0.92	2.80	2.40	6.12	13.88
FoxTrot: FoxTrotius Maximus	4/2/2020	10.05	0.61	2.80	1.21	4.62	5.43
Sears 1986 Spring/Summer Catalog	4/27/2020	30.00	1.22	2.80	3.60	7.62	22.38
Jekyll DVD	4/29/2020	10.02	0.61	2.80	1.20	4.61	5.41
Oxford English Dictionary (1989)	6/30/2020	700.00	21.68	*	84.00	105.68	594.32
Agatha Christie's Poirot Series 10 DVDs	7/6/2020	8.75	0.57	2.80	1.05	4.42	4.33
Victoria Seasons 2 and 3 DVDs	7/28/2020	10.02	0.61	2.80	1.20	4.61	5.41
The Strain Season 4 DVDs	7/31/2020	9.00	0.56	2.80	1.08	4.44	4.56
Soul Eater DVD set	7/31/2020	10.05	0.61	2.80	1.21	4.62	5.43
Steven Universe First Season DVDs	8/4/2020	10.02	0.61	2.80	^	3.41	6.61
Unforgotten Season 2 DVDs	8/4/2020	10.02	0.59	2.80	^	3.39	6.63
Midsomer Murders Series 17, 18, 25 DVDs	8/9/2020	10.02	0.61	2.80	^	3.41	6.61
Oliver Wiswell	8/18/2020	10.05	0.61	2.80	^	3.41	6.64
Alfred Hitcock Presents	8/25/2020	10.02	0.61	^	^	0.61	9.41
Insertion fees					1.40	1.40	-1.40
Discounts/Adjustments			0.03		-9.18	-9.15	9.15
Subtotal		\$ 955.51				\$ 196.12	\$ 759.39
Transfer May 19, 2020		\$ 48.83				\$ 10.02	\$ 38.81
Transfer August 26, 2020		\$ 866.57				\$ 166.57	\$ 700.00
Ending Balance		\$ 40.11				\$ 19.53	\$ 20.58

* shipped by USPS

^ on next report

Saline County Library
Operating Budget - Expense Report
Through August 31, 2020

<u>Line</u> <u>Item</u>	<u>Budget Classification</u>	<u>Current</u> <u>Budget</u>	<u>Current</u> <u>Expenses</u>	<u>Current</u> <u>Balance</u>	<u>Percentage</u> <u>Expended</u>
Personnel - Salaries					
	Salaries	\$1,616,974.46	\$1,075,910.72	\$541,063.74	67%
Personnel - Benefits					
600	Social Security Matching	\$125,000.00	\$77,693.46	\$47,306.54	62%
800	Noncontributory Retirement	\$240,000.00	\$161,611.83	\$78,388.17	67%
900	Healthcare	\$228,000.00	\$126,716.44	\$101,283.56	56%
1000	Worker's Comp	\$6,000.00	\$4,096.00	\$1,904.00	68%
1100	State Unemployment	\$5,000.00	\$2,817.78	\$2,182.22	56%
1200	Other Fringe Benefits	\$1,000.00	\$227.50	\$772.50	23%
	TOTAL Benefits	\$605,000.00	\$373,163.01	\$231,836.99	62%
	TOTAL Personnel Fund	\$2,221,974.46	\$1,449,073.73	\$772,900.73	65%
Supplies					
1600	Printing	\$10,000.00	\$3,385.59	\$6,614.41	34%
1700	General Office Supplies	\$30,458.71	\$13,022.39	\$17,436.32	43%
2000	Janitorial Supplies	\$8,000.00	\$6,395.67	\$1,604.33	80%
3300	Service Contracts	\$120,000.00	\$74,867.99	\$45,132.01	62%
Professional Services					
4500	Engineering and Architectural	\$0.00	\$0.00	\$0.00	0%
4800	Other Professional Services	\$15,000.00	\$8,046.62	\$6,953.38	54%
4900	Telephone	\$30,000.00	\$13,249.67	\$16,750.33	44%
5000	Postage	\$10,000.00	\$5,121.17	\$4,878.83	51%
Transportation					
2500	Fuel for Library Vehicle	\$3,000.00	\$618.75	\$2,381.25	21%
5200	Mileage Reimbursement	\$1,606.15	\$354.70	\$1,251.45	22%
5300	Travel (airline and rental car, etc)	\$7,000.00	\$849.41	\$6,150.59	12%
Advertising and Marketing					
5500	Advertising and Marketing	\$22,588.01	\$17,428.35	\$5,159.66	77%
Insurance					
5800	Fire and Extended Coverage	\$15,000.00	12435.00	\$2,565.00	83%
5900	Vehicle Insurance	\$4,000.00	2607.54	\$1,392.46	65%

Saline County Library
Operating Budget - Expense Report
Through August 31, 2020

<u>Line</u>		<u>Current</u>	<u>Current</u>	<u>Current</u>	<u>Percentage</u>
<u>Item</u>	<u>Budget Classification</u>	<u>Budget</u>	<u>Expenses</u>	<u>Balance</u>	<u>Expended</u>
Utilities					
6100	Electricity	\$75,600.00	\$44,564.64	\$31,035.36	59%
6200	Gas	\$15,000.00	\$9,879.04	\$5,120.96	66%
6300	Water	\$5,000.00	\$1,312.10	\$3,687.90	26%
6400	Waste Disposal	\$5,155.00	\$2,988.74	\$2,166.26	58%
Repairs and Maintenance					
6500	Buildings and Improvements	\$50,000.00	\$4,242.97	\$45,757.03	8%
6600	Machinery and Equipment	\$40,000.00	\$4,990.48	\$35,009.52	12%
Miscellaneous					
7300	Dues and Memberships	\$5,000.00	\$1,911.00	\$3,089.00	38%
7900	Meals and Lodging	\$7,500.00	\$2,667.86	\$4,832.14	36%
8200	Refunds	\$7,400.00	\$5,467.49	\$1,932.51	74%
8500	Programming	\$81,347.20	\$39,248.40	\$42,098.80	48%
8600	Computer Software	\$63,187.00	\$61,017.64	\$2,169.36	97%
8700	Staff Development	\$6,000.00	\$350.00	\$5,650.00	6%
8752	Fundraising	\$17,818.90	\$152.11	\$17,666.79	1%
Materials					
8800	Books, Magazines, and other sources	\$550,000.00	\$286,761.10	\$263,238.90	52%
Capital Outlays (from State Aid)					
9100	Building and Furniture	\$100,000.00	\$1,546.43	\$98,453.57	2%
9300	Machinery and Equipment	\$60,021.65	\$16,872.33	\$43,149.32	28%
Grant 2019					
G2019	John Cotton Dana Award Grant	\$9,085.56	\$0.00	\$9,085.56	0%
Total 2020 Budget		\$3,596,742.64	\$2,091,428.91	\$1,505,313.73	58%
Anticipated Millage Fund		\$3,118,024.00			
Anticipated State Aid		\$119,215.31			
Anticipated Fines, Fees and Copies		\$25,000.00			
Anticipated Interest		\$20,000.00			
Anticipated Rollover		\$275,000.00			
		\$3,557,239.31			
				Checking Balance as of 08.31.2020:	
				\$ 2,859,515.24	

2020 Budget Modification Form

Date: 09.21.2020

[illegible]

Library Director's Report

September 2020

Restructuring

As always after we have staff positions vacated, we take a look at the overall functioning of the departments and see if changes should be made. This time we had three vacancies close together in three different departments so it was an ideal time to make a big change.

Youth Services has been hovering very near the edge of being understaffed for a while. With multiple programs on multiple days often involving all age groups, we filled in with Public Services staff or Admin staff when necessary. We think a solution for this is to add hours to one of the library assistants in the department, Becca Griffin.

When looking at Tara's position, we noted how much the Collections Department's workload had changed in the last few years. At least part of those hours can be used to add to the Youth Services position. The other hours will be evaluated and decided on later.

The other area we looked at was Adult Services. The department was split between programming, outreach, and the genealogy/local history/non-fiction collection maintenance. The overarching thing they all have in common is community so we are renaming the department Community Outreach. We discovered something interesting during the pandemic--there's a whole world of programming that we have not tried with adults that is hugely popular--virtual trivia night, gameshow night, and table talks. It could be that it's only because of the pandemic, but it also could be because we've been bound by the idea that programs are in the library during certain hours and follow certain narrow library-ish or literary ideas. We had an inkling because Harry Potter night for adults and the Mini-Golf program were big hits. We want to try having the programmer be from the Communications or Marketing fields. Programs attract users. We think programs for adults is an area that should grow so we'd like to add another staff position and have two programmers eventually.

One of the departments we don't expect to grow is Public Services. Adding self-check machines to cut down on the repetitive checkout procedure and allow staff to handle complicated patron issues or more reader's advisory away from the desk should make the number of staff we have adequate. Before Erin Waller made her big staff reshuffle, we didn't have assistant managers. I find the extra layer of management redundant so the public services assistant manager position will be eliminated. Rebecca will step into the Public Services Manager

position after Rick's retirement. I really feel that we have enough staff to provide great service at both the Circ Desk and the Ask Here Desk, especially if they aren't having to help out the Children's desk. That position will be repurposed as a programmer later in the year.

I'm including a copy of the organizational chart. You'll see that the Community Outreach Department doesn't have a manager--they will report to Janine. Again, it just seemed like an extra layer of management for no reason. Alissa will be the Community Librarian and handle all genealogy/local history, community partnerships with organizations like the CADC, the Workforce Center, and Saline Cares and work with the programmers on history/genealogy programs. Becky will continue as the Outreach Librarian (when the pandemic allows) providing programs to outlying areas (in conjunction with the bookmobile when possible), running the homebound program and purchasing large print materials. Janine will be ordering non-fiction. The new programmer will be recruited internally first and we're hoping some staff will be interested in the position. The person will work closely with Kari and Jordan and develop some great new programs!

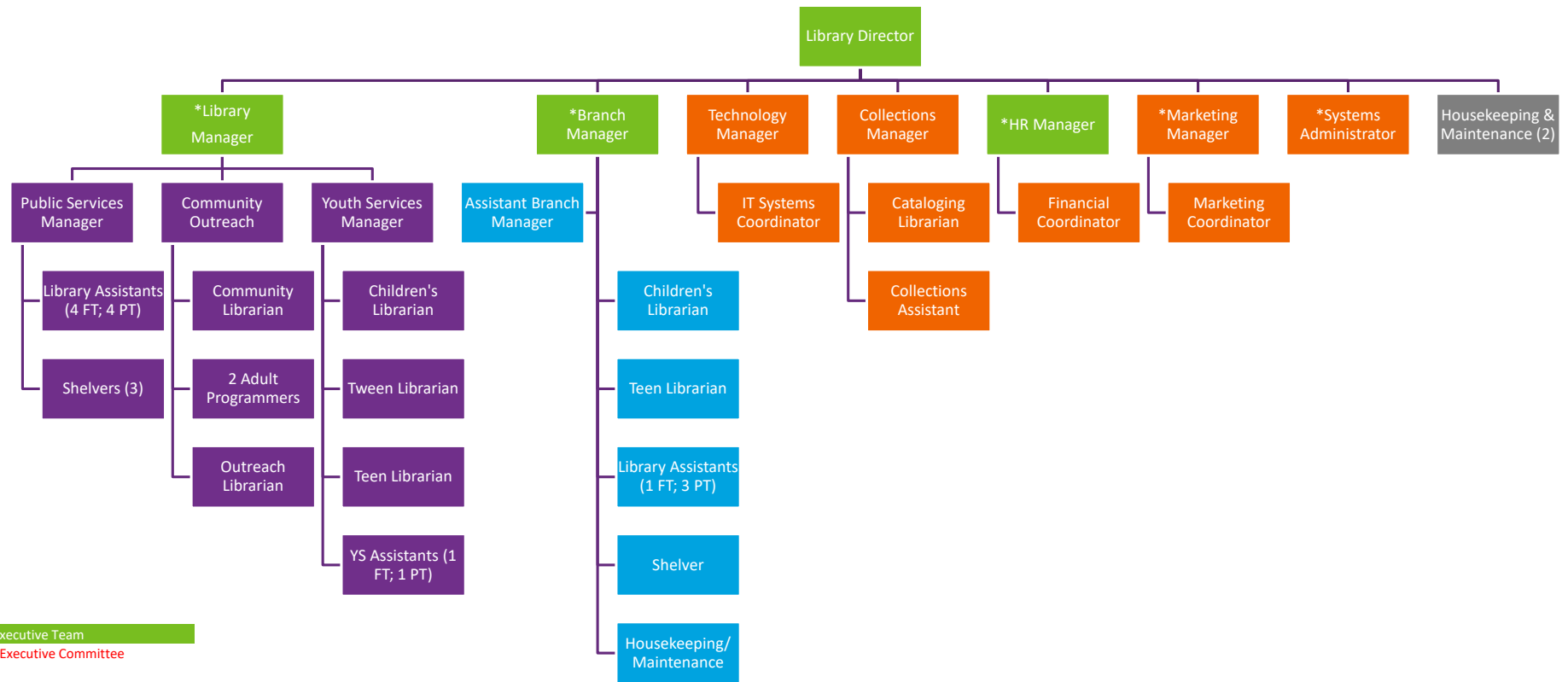
OCLC ILL Changes

Staff member Brian Roberson and the IT dept. have been working to get patron-initiated Interlibrary Loans via OCLC installed. Patrons will be able to request an item via ILL when not finding what they want in our catalog. Formerly they had to fill out a paper form. Brian had to take the forms, enter the data and re-do the search. This should streamline the process.

Submitted by,

Patty Hector
Library Director

Saline County Library Organizational Chart



Revised 9/4/2020

Library Management Team Report

Bryant Branch

September 2020

- Anna Wagnon and Rachel Wallace have been diligently working through a huge seed donation the library received. The plan is to start a Seed Library with all the seeds we have been given. Most of the seeds we currently have are not suitable for fall planting, so the hope is to have the Seed Library up and going by the end of the year so that patrons will have seeds ready for spring planting. Here is a super simple explanation for how the Seed Library will work:
 - Patrons will be able to pick up three seed packets every three weeks.
 - Most of the seeds are super tiny, so there isn't a specific number of seeds in most packets
 - There will be laminated cards for patrons to look through detailing the plants and plant specific information.
 - Patrons will bring the laminated card to the front desk where staff will keep a spreadsheet with the patron's name and card number and plant types.
 - The spreadsheet is to keep track of popular seeds, what needs to be restocked, and how many different patrons are using the service.
- Branch staff have going through the DVD collections to make sure everything is correct with the items. As they go through, they have been checking the condition of the discs. Anna is responsible for our disc cleaning and has been working through the ones that are in need of cleaning.
- Three of our Saline County school districts are up and going with Sora through Overdrive. Below are the number of checkouts through September 16th. The local schools started back on August 24th, so this is for less than one month of circulation on a brand new platform. Also, these checkouts are strictly children's and young adult materials; Sora does not allow access to adult content.
 - **Benton School District:** 1,962
 - **Bryant School District:** 947
 - **Harmony Grove:** 217
 - **Bauxite** is still in the implementation stage. Overdrive had an overwhelming response from schools wanting to begin using Sora due to the new aspect of virtual learning that many are choosing during the pandemic. They should be up and going by the end of this week (September 18th) or next week at the latest.

- At the branch, we are averaging 4.5 curbside patrons per hour, and just over 7 computer lab users per day. We provided 24 notary services during the month of August.
- Again, I would like to reiterate that all the staff of SCL are so appreciative of the Board's continuing support and mindfulness of the safety of staff and the safety of the community. During our curbside services and modified computer lab access, we have been able to fill the needs of our patrons while maintaining safe procedures. We can still interact with patrons, just not in quite as close proximity as we did prior to the pandemic.

Submitted by,
Leigh Espey
Branch Manager

Library Management Team Report
IT
September 2020

The IT department has continued providing support by maintaining network connectivity for patrons and staff. We have also been looking into ways to streamline how we support the MidArk regional libraries: 1) working with Promas to find a cost-effective remote-support solution; 2) looking for ways to unify our productivity software (e-mail, Microsoft Office) across the MidArk region with the goal of saving everyone time and money in the long run; and 3) meeting the technical needs (hardware and software) of each library so that staff and patrons have consistent access to the internet and the tools to succeed that solid hardware and a well-run network can provide.

During this time, we continue to look at ways to improve how to best provide for the technological needs of the moment. We are also keeping an eye on and planning for the future of Saline County Library.

Submitted by,
Rob Walton
Technology Manager

Library Management Team Report

Library Manager

September 2020

Staff Appreciation

We couldn't do what we do without our wonderful staff. This pandemic has taught us a lot about ourselves. We have been thrown in the midst of a highly unusual situation with this pandemic. This pandemic has brought out every single human emotion in each of us in so many ways. There have been ups, downs, joys, and sorrows, yet we keep pressing, providing, and pushing to provide the very best that we can for our patrons. While everyone during this pandemic has been at various stages at various times, it has proven that coming together is a process. Every single staff member brings something unique, dynamic, and awesome to the table. Thanks for all you do.

ALA Census Grant

In November 2019, I submitted a grant proposal to the American Library Association from the Library Census Equity Fund for \$2,000 to help assist with the 2020 Census in hopes to pool resources with the Complete Count Committee for the county. Due to the pandemic, additional funding was made available and our library was selected. So far, we have promoted the Census via social media, placing bookmarks from the State Library in curbside service holds, incorporating in our Game Show Night trivia, and acquired Census Children's books from ALA to be used in take home activity kits. We are in the process of purchasing tablets, and potentially hotspots with the funding, which will be repurposed to utilize for some of our Homebound Patrons. We are excited to bring Homebound patrons service in a new way.

Adopt a Street Clean Up

Library Staff participated the week before school started in our Adopt a Street Clean-up. It was a fun community service project and we all enjoyed Sonic Drinks after. We had 10 staff members to participate, collected 10 bags of trash, and thank Benton Economic Development for arranging pick-up of the collected trash. Big thanks to Shelli Poole for advertising on mySaline.com. Our next Adopt a Street Clean Up will be Wednesday, November 18.

Staffing Shift

We wish Public Services Department Manager, Rick Johnson, well as he begins a new chapter in his life. Rick has worked for the library for the past 6 1/2 years, and we wish him well in his retirement. Congratulations to Rebecca Kidder, who has worked as the Assistant Manager of the Public Services Department, as the new manager of the department. Congratulations to Rebecca Griffin in her new role as the Youth Services Department Full-Time Library Assistant.

Community Outreach Department

Due to recent staffing changes and retirements, the Adult Services Department has been renamed the Community Outreach Department. We have learned during this pandemic the appeal of virtual programming for adults. Game Show Nights, DIY Upcycling, and Table Talk have continued to be popular. Last month, one of the most popular programs was Self-Defense Taekwondo with a little over 1,000 views. We are exploring different types of programs to offer patrons. Every Tuesday night, there is a session called Active Minds, an educational type program that explores different topics where older adults are the target audience. We are hoping to increase participation in that program. Big thanks to Youth Services, Public Services, and Marketing for all working collaboratively together.

National Voter Registration Day

We will be participating in National Voter Registration Day tomorrow. We were provided lots of posters and stickers, in which we have shared with various community partners and other Mid-Ark libraries. The Secretary of State's office has also provided materials as well.

What's Next....

Though the pandemic has made our world seem small, it has opened up innovation for opportunities. Over the next few months, many of the staff from the Public Services Department, Community Outreach Department, and Youth Services Departments will be participating in virtual conference experiences that they may not have had an opportunity to experience otherwise. Many will be participating in the ArLa Virtual Conference: Charting New Waters, the ALA Yalsa Symposium, and the Association of Bookmobile & Outreach Services Out Doing Outreach Conference.

Sara Martin & Wendy Christy will be doing presentations for the Arkansas State Library Storytime Emporium, a virtual library development program for librarians to explore how they serve patrons of all ages. Becky Fisher will be the recipient of the Lorrie Shufft Paraprofessional Award at the ArLa Conference this year. I have been continuing to work on various Equity, Diversity, & Inclusion task force library committees.

With Gratitude,
Janine D. Miller, MLS
Library Manager

Library Management Team Report

Marketing

September 2020

Library Card Sign-Up Month is in full swing! We have 63 businesses offering discounts and 17 sponsors. AR Car Clinic filled our gap in sponsorships to allow us to have the full \$2000 in sponsorship donations to help pay for printing and two billboards. We also add a LSCUM Virtual Challenge this year through Beanstack. Two prizes are being offered with this challenge: \$100 gift card to any local business (sponsored by Arkansas Medical Staffing) or a 10" Amazon Fire Tablet. Right now we don't have many people signed up for the challenge so I would like to push that a bit more.

Email Blasts have taken off this year since we have Patron Point and our buildings are not open. Jordan and I have concerns about emailing out patrons too often so we are trying to segment our patrons. This takes a lot of time since it has not been done before and involves looking into profiles to see what segments work best. In the long run, this will help us target emails specifically for children's programs to parents of kids, genealogy and history email blasts to those who have clicked on similar program links or send emails to patrons who live in a certain area.

We have set up the option for "Browsing Reservation" but there are a few kinks we are working on.

We purchased Niche Academy. We have started uploading our prerecorded programs. Once those are up on the site, we will put links on the website and social media for patrons to access. You can view database tutorials here: <https://my.nicheacademy.com/salinecountylibrary>. You can also create a Niche account to save tutorials so you can create a library of videos you are watching and see which ones you have completed.

Reading Rumble packets have been sent to schools and teachers are getting back with us. So far I have heard back from Bryant, Bauxite and Harmony Grove.

Library of Things page has been created to help highlight our non-traditional items. When the website is restructured (in the process) this will be more relevant and highlighted better. You can view the current page here: <https://www.salinecountylibrary.org/resources/library-of-things>

Thank you,

Kari Beesley
Marketing Manager

Library Management Team Report
Public Services
September 2020

The Public Services Department is continuing to work hard. Curbside is still going strong along with several reference questions throughout the day. Just in August, we had about 120 patrons per day take part in curbside, 380 patrons used the computers, and answered over 420 reference questions.

We are continuing to assist heavily with the genrefication project with shifting materials and relabeling all items. The department is also working on moving all new materials to a new location in the library. The movie night packs are getting more popular by the day, which the staff is loving. We are also working on cleaning all DVDs that need it to prevent any issues for our patrons. The entire department is being trained in the Makerspace and Ask Here areas to help in the future.

There are four employees within the department that are looking forward to attending the ArLA Virtual Conference in October. We are grateful for this opportunity to continue our education and knowledge to better assist our patrons.

Submitted by,
Rebecca Kidder
Public Services Assistant Manager

Library Management Team Report
Youth Services
September 2020

The youth services team has been busy preparing for fall. We have put together a great line up of virtual programs designed to reach all ages. Loose parts play kits with instruction videos for our youngest patrons up to online gaming for our teenagers. We have been pleasantly surprised with program attendance these first two weeks, average attendance: 7.

Becca, Jennifer, and Kama have been hard at work making fall take home bags, new felt stories for storytime, organizing/cleaning the Makerspace and youth services workroom, and weeding the E, J, and YA collections.

We are in the process of planning new ways to reach families including scheduling guest storytellers that can share their recorded story on their Facebook page or website, such as a police officer, fire fighter, doctor, or local kid friendly business owner, special themed holiday videos, and on location stories around the county.

Submitted by,

Sarah Beth Lesko
Youth Services Manager

Recommendation for Re-Opening to the Public

I am recommending that we keep the services we have going at both branches: no-contact curbside pickup of holds, self-service computers with printing, pocket librarian for readers advisory, phone and email help, notary and virtual programming, self-service faxing/scanning, and allow patrons inside with strict guidelines.

We would like to use an appointment system to limit the number of people and the amount of time they are here to an hour. They would be required to wear masks as there is a state mandate for masks. Anyone who can't wear a mask would be accommodated by our curbside delivery and pocket librarian services.

We would like to wait until October 5th to open so that we can finish our genrefication project and some other items we have been moving around and to get PR lined up.

Recommendation for Premium Pay for Manager on Duty

The executive team is recommending that the library offer a \$50/eight hour day of premium pay for staff who work as the manager on duty, but do not hold the position of manager. We already have instances of non-managerial staff serving as the person in charge, but receiving no compensation. The branch has only two managers (branch manager and branch assistant manager) so full time staff fill in as the manager on duty for the Saturday rotation.

This would also give us the option of adding more staff to the Saturday rotation in Benton and to a Sunday rotation when we eventually open on Sundays.

Being in charge of a public facility is a huge responsibility requiring experience and training. We think there are non-managerial staff who are capable of handling the responsibility and deserving of extra compensation for taking that on.

The impact to the personnel budget would be minimal.