

Board of Trustees Proceedings
William P. Faust Public Library of Westland
Wednesday July 15, 2020

A regular meeting of the Board of Trustees for the William P. Faust Public Library of Westland was held on Wednesday, July 15, 2020, By Electronic Zoom (use the language you used previously)

1. Call to Order.

The meeting was called to order at 7:00 P.M. by Board Vice President Gayle Nicolson.

MEMBERS PRESENT: Gayle Nicholson, Kathryn Sample, Gary Chappell, and
Jen Koralewski

MEMBERS ABSENT: James Higgins

ALSO PRESENT: Ishwar Laxminarayan, Director
Dan Wetterstrom, IT Dept. Head
Paula Scarlett, Administration Assistant

2. Action on Agenda

None

3. Citizen Comments on Agenda Items

Katie Dover-Taylor, Reference Librarian – wanted the Board to know that very rarely is there a unanimous vote by staff for one company and its product. After reviewing the companies that Dan Wetterstrom set up for us to see and hear about their Public Computer Management System, it was hands down that TBS was the way to go. On average during non-COVID-19 days the Library was printing about 200 print jobs. The existing software we use is very difficult to use for staff, and even harder for the Patron. TBS' application is very user friendly and patrons will be able to use their credit card or download the app to their phones for contactless payments, which is ideal with COVID-19 imposed restrictions and safety.

Regarding the WiFi Hot Spots, the staff is excited to start offering them to the Patrons. Our Library has been a crucial place for residents to access the internet in recent years and with the Library closed the need is still out there. Please consider this Hot Spot & WiFi Policy a huge asset to the Library and to our Patrons.

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4. Business

4a. Election of Officers

Election of President

Motion by Gayle Nicholson, supported by Kathryn Sample

RESOLVED to open nomination for Library Board President.

Gayle Nicholson - Aye

Gary Chappell - Aye

Kathryn Sample - Aye

Jen Koralewski - Aye

Motion carried

Motion by Kathryn Sample, supported by Gary Chappell

RESOLVED to nominate James Higgins for Library Board President.

Motion by Gayle Nicholson, supported by Kathryn Sample

RESOLVED to close nominations for Library Board President.

Gayle Nicholson - Aye

Gary Chappell - Aye

Kathryn Sample - Aye

Jen Koralewski - Aye

Motion carried

Motion by Kathryn Sample, supported by Gary Chappell

RESOLVED to elect James Higgins Library Board President.

Gayle Nicholson - Aye

Gary Chappell - Aye

Kathryn Sample - Aye

Jen Koralewski - Aye

Motion carried

(In James Higgins absence, we will confirm his acceptance at the next meeting)

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Election of Vice President

Motion by Kathryn Sample, supported by Jen Koralewski

RESOLVED to open nomination for Library Board Vice President.

Gayle Nicholson - Aye

Gary Chappell - Aye

Kathryn Sample - Aye

Jen Koralewski - Aye

Motion carried

Motion by Kathryn Sample, supported by Jen Koralewski

RESOLVED to nominate Gayle Nicholson for Library Board Vice President.

Gayle Nicholson accepted nomination

Motion by Gary Chappell, supported by Kathryn Sample

RESOLVED to close nominations for Library Board Vice President.

Gayle Nicholson - Aye

Gary Chappell - Aye

Kathryn Sample - Aye

Jen Koralewski - Aye

Motion carried

Motion by Gary Chappell, supported by Kathryn Sample

RESOLVED to elect Gayle Nicholson Library Board Vice President.

Gayle Nicholson - Aye

Gary Chappell - Aye

Kathryn Sample - Aye

Jen Koralewski - Aye

Motion carried

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Election of Secretary

Motion by Gary Chappell, supported by Jen Koralewski

RESOLVED to open nomination for Library Board Secretary.

Gayle Nicholson - Aye

Gary Chappell - Aye

Kathryn Sample - Aye

Jen Koralewski - Aye

Motion carried

Motion by Kathryn Sample, supported by Jen Koralewski

RESOLVED to nominate Gary Chappell for Library Board Secretary.

Gary Chappell accepted nomination

Motion by Chappell, supported by Sample

RESOLVED to close nominations for Library Board Secretary.

Gayle Nicholson - Aye

Gary Chappell - Aye

Kathryn Sample - Aye

Jen Koralewski - Aye

Motion carried

Motion by Kathryn Sample, supported by Jen Koralewski

RESOLVED to elect Gary Chappell, Library Board Secretary.

Gayle Nicholson - Aye

Gary Chappell - Aye

Kathryn Sample - Aye

Jen Koralewski - Aye

Motion carried

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Election of Treasurer

Motion by Gary Chappell, supported by Jen Koralewski

RESOLVED to open nomination for Library Board Treasurer.

Gayle Nicholson - Aye

Gary Chappell - Aye

Kathryn Sample - Aye

Jen Koralewski - Aye

Motion carried

Motion by Gary Chappell, supported by Jen Koralewski

RESOLVED to nominate Kathryn Sample for Library Board Treasurer.

Kathryn Sample accepted the nomination

Motion by Gary Chappell, supported by Jen Koralewski

RESOLVED to close nominations for Library Board Treasurer.

Gayle Nicholson - Aye

Gary Chappell - Aye

Kathryn Sample - Aye

Jen Koralewski - Aye

Motion carried

Motion by Gary Chappell, supported by Jen Koralewski

RESOLVED to elect Kathryn Sample Library Board Treasurer.

Gayle Nicholson - Aye

Gary Chappell - Aye

Kathryn Sample - Aye

Jen Koralewski – Aye

Motion carried

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4b. Dates of 2020-2021 Library Board Meetings

Motion by Gary Chappell, supported by Kathryn Sample

RESOLVED to open for discussion regarding dates of Board Meetings.

Gayle Nicholson - Aye
Gary Chappell - Aye
Kathryn Sample - Aye
Jen Koralewski - Aye

Motion carried

Gary proposes that if need be that Meetings are moved for any reason, it not be on the same day as a Westland City Council meeting.

Motion by Gary Chappell, supported by Kathryn Sample

RESOLVED to approve the dates for the Library Board Meetings, on the 3rd Wednesdays of the month.

Gayle Nicholson - Aye
Gary Chappell - Aye
Kathryn Sample - Aye
Jen Koralewski – Aye

Motion carried

4c. Approval of Bills for June 2020.

Motion by Kathryn Sample, supported by Gary Chappell

RESOLVED to approve June 2020 bills as presented.

Gayle Nicholson - Aye
Gary Chappell - Aye
Kathryn Sample - Aye
Jen Koralewski – Aye

Motion carried

4d. Library operations Update

Starting June 29, 2020, the Non-Supervisory staff will be coming back from temporary furlough at 50% of their fully scheduled hours, and the Maintenance staff returned to work at 100% on June 22, 2020. Supervisory staff will also return at 100% on June 29, 2020. We plan to open the library will open in

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phases. Initially, we felt that setting up a table for Patrons to pick up their holds at the front door vestibule would be our best option at this time. This option doesn't allow patrons in the actual Library, where they may ask to use the copy rooms, fax machines, and restrooms. The staff was happy with this decision for the first few weeks. Dan is looking into extending our wireless service, so Patrons can use our WiFi while in the parking lot. Here are some of the many questions that the staff is being asked by patrons: When are you going to open? When will the computers be available? When can I come in and use the copiers? Can I pick up tax forms or browse through the library collections?

How do we expand on the services that we have now? What is the next step or phase? We don't have a date on the lobby opening as of yet. But we envision the Security guard station will be moved up to the front of the lobby by the double doors. They will oversee the number of people in the lobby and make sure that the mask and social distancing requirements are being met. Restrooms would be open to one person at a time. We are considering repurposing the Meeting Rooms as a mini computer lab and the new arrivals browsing area. The partition would be in place, and Meeting Room A would be the Computer Lab set-up with four computers and allow eight people by appointment only. Patrons will be able to use the computers for 45 min starting at the 15 min mark of each hour. (i.e., 10:15. 11:15) The first 15 minutes would allow the staff to wipe down the areas, along with replacing the keyboard covers and mouse covers that we have purchased. Meeting Room B will be transformed into a small browsing area. All books will be on carts with markings on the floor to remind patrons of the Social Distancing requirements. The former Security desk will now be converted into a work area for Circulation and Reference staff.

Plexiglas barriers will be set up in this area. Patrons will not be able to gain access to the Library beyond the title flooring in the lobby. We envision that a copier and a laptop computer for our catalogs will also be set up for the Patrons. We have decided to allow patrons a maximum of 30 minutes' access in the lobby area for these services. In consultation with the Fire Marshall, we have determined that the total patron occupancy in the lobby will be limited to 20. We have spoken with the Police Chief as well the attorney regarding the Governor's new Executive Order pertaining to facemasks. We have just received all of this information today and will review how to proceed before opening. Dan is looking into software where we can help patrons remotely with computer issues without having to get too close to their workstations.

Personal Protection Equipment has been provided to all the staff and the public desks. Water fountains have been turned off and we are only permitting one person or one family in the restroom at a time.

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Gary was wondering how staff would enforce the wearing of facemasks by patrons. He wouldn't want to put his family or employees in any position that might cause any confrontation. We will speak with the Police Chief and the library attorney to work out all of the details before opening the lobby.

Jen wanted to know more about the social distancing with the youth department and was very pleased that the Library was giving away books at the local elementary yesterday! Cari Fry explained that we do have the Summer Reading Program going on right now, and youth have three ways to participate this year, 1 – download and print from home, 2 – pick one up from the Library, and 3 – download the schedule from an app on the internet. We are doing Storytime online still. We have craft projects available at the Library door that families can pick up. We have a lot of different programs that we will be doing outside while social distancing. The Wayne Westland School District has received a \$30,000 grant from the state of Michigan to purchase and pass out books to the community.

Gary suggested we get with Craig Welkenbach from the City to get onto WLND to get the word out about all of the activities going on at the Library. Ishwar indicated that the City receives our newsletter and posts that on their site as well.

Lynne Hagman from the Friends of the Library group, offered books if more were needed. The Farmers Market will not be having their usual Kids Day, so the Friends would not be giving away any books this year.

The staff has done an excellent job of clearing out the backlog of over two thousand books that have been returned to the Library. We are quarantining materials returned for 72 hours and then heating them also.

Kathryn asked if the Teens were scheduling anything special for the summer, Ishwar explained that several Dungeons & Dragons sessions have taken place and will be continuing throughout the summer, along with other programs TBD.

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4e. Public Computer Booking and Access Management Proposal

Gary Chappell moved for the denial of this item before anything was discussed.

Motion by Kathryn Sample, supported by Gayle Nicholson

RESOLVED to open discussion of the proposal

Gayle Nicholson - Aye

Gary Chappell - Aye

Kathryn Sample - Aye

Jen Koralewski – Aye

Motion carried

Ishwar introduced Dan Wetterstrom, the IT Department head, to talk about the new proposal for new hardware/software for public computer booking and access management. y. This system will help with handling money, and it accepts Credit Cards as well as Apple Pay and Google wallet. This system will have several different options available – print and release where you can print from home and come to the Library and pick it up.

Gary is against this proposal because the cost is higher than what we are paying right now and has a lot of hidden fees. Ishwar acknowledged that we would be spending more with this new system than we are presently paying, but the features outweigh the cost and will greatly relieve staff for many mundane tasks such as adding monies to any Library cards. Patrons will now be able to pay for their print jobs themselves without staff intervention. The license on our current system has expired. This isn't just about convenience but being at the forefront of new technology. We want to showcase the Library as a place where cool stuff happens, and to make it easy for the Patrons and our staff. Ishwar strongly urges the Board to think about this as moving forward, the cost of doing business, and consider this an upgrade to the infrastructure of the Library.

Motion to withdraw the denial of this item by Gary Chappell.

Motion to approve by Jen Koralewski, supported by Kathryn Sample

RESOLVED to approve the Public Computer Booking and Access Management Proposal

Gayle Nicholson - Aye

Gary Chappell - No

Kathryn Sample - Aye

Jen Koralewski – Aye

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Motion carried

4f. Wireless Hotspots Policy

Motion by Gary Chappell, supported by Gayle Nicholson

Ishwar gave a brief description of how the wireless hotspots will benefit our community, We are starting with 11 to test the waters and see what the community thinks. Hotspots will be part of the collection that can be checked out the same way as a book. The Hotspots do not cost us anything, and we will only be paying for the Internet service We are planning on ordering more in the coming weeks in anticipation of heavy demand. Hotspots will check out for 7 days, and patrons will have to sign an agreement agreeing to the policy that also includes a fine of \$5.00 a day for late returns. We will also have the capability to turn the device off if lost or not returned. Currently, the replacement cost is \$85. We are providing a sturdy case that houses the Hotspot. Gayle spoke to the new school Superintendent this morning, and if the schools only have virtual instruction, he may want to know how to get a hold of these hotspots. Gary wanted to know how we will determine if it is broken or defective. Staff responded that it will be checked in and returned to the Circulation desk so that it will be examined and tested upon return.

Motion by Kathryn Sample, supported by Gary Chappell

RESOLVED to approve Wireless Hotspot Policy as presented.

Gayle Nicholson - Aye

Gary Chappell - Aye

Kathryn Sample - Aye

Jen Koralewski – Aye

Motion carried

5. Citizen Comments

Lynne Hagman wanted to introduce herself to Jen Koralewski. Lynne is the liaison to the Board of Trustees from the Friends of the Library. She also has been the secretary for the last 13 years. Lynne wanted to know the dates of the different phases of opening, so she can include this in with her newsletter that will be sent out to their members next week. They would like more information on the Wireless Hotspots.

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Cari Fry noted that the staff will be able to use the hotspots at the Library's Outreach events, where we can now issue library cards, and register patrons for programs on-site..

Katie Dover-Taylor wanted to thank Gary Chappell for bringing up the subject of the face masks, which has been a concern of the staff. She wanted to let the community know that we are available at this time and not just when they are in the Library itself.

6. Board Member Comments.

Jen wanted to thank Dan for all of his hard work during this time and for researching the Public Computer Management system. She is excited about all of the upcoming activities in the Youth area and she hopes that everyone continues to stay safe.

Gary wanted to congratulate Jen for joining the team and is looking forward to working together. He is also excited about offering the WiFi hotspots, and anticipated that we should plan ahead to order more so that we don't run out of stock.

7. Next Meeting Topics

Ask the Friends of the Library to rejoin the regular meetings
Discussion on Eliminating Overdue fines
Yearly Performance Review of the Director
Researching alternative options for financial/ accounting services
Review of Personnel Committee
Confirmation of Acceptance of Office of President by James Higgins

8. Adjournment

Motion by Gary Chappell, supported by Kathryn Sample

RESOLVED to adjourn the meeting.

Gayle Nicholson - Aye

Gary Chappell - Aye

Kathryn Sample - Aye

Jen Koralewski – Aye

Motion carried

Meeting adjourned at 8:54 P.M.