

PRESENT

Kristine Anderson, Murthy Srinivas, Kara Simon, Paul Rojas, Library Regional Manager Denise Bugallo, and Librarian Services Manager Mary Comstock

REGIONAL MANAGER UPDATE

- Phase 2: Books Returns starting back up at Redmond 6/30, Curbside Pickup 7/7.
Hours for these services will be limited, due to the expected volume of materials being returned, limited number of employees that can be working in the building at any one time, and the way in which materials must be handled. Patrons may experience some confusion with the new process, which will lead to employees needing to educate as well as process materials. Denise expects to learn from how the process goes at other libraries, some of which are starting Book Drops and Curbside Pickups a week earlier than Redmond. Things may be slow at first as logistics for these new processes are learned by patrons and employees.

Book Dropoff: Materials must be returned through the manual book drop, during the hours posted on the KCLS website at <https://kcls.org/curbside/>. Returned materials will be quarantined for 3 days, during which time they will remain on a client's account, and any late fees accrued during that time will be waived. Items checked out before quarantine are due back 7/15.

Holds Pickup: Patrons need to call ahead for picking up holds, or schedule a time through the myLIBRO app. The dedicated cell number for scheduling with the Redmond Library is (425) 507-3099. July 1-15 will be reserved for holds that were placed before quarantine. New holds will be allowed to be placed after that. Holds will be picked up outside of the building, minimizing contact with patrons as much as possible. Hold time has been extended to 14 days.

To help patrons who may not be aware of new procedures, the Redmond Library will have new signage describing where to go and what number to call, etc. to help educate patrons. Currently patrons are notified by robo-call or e-mail when a hold is available. Denise hopes that the messaging will include information about the new procedures.

Staffing: During this phase, small groups of workers will be scheduled together in "cohorts." Each cohort has about 5 LTAs, 5 pages, and 1 manager and 1 librarian. Meanwhile, some librarians are still working from home, as most work can be done remotely. Some staff in the building doing circulation functions, but a lot being done from home. On average 10-12 employees in building per shift. This could be challenging if there are a lot of materials coming in, and patrons requiring assistance.

The new services are taking more staff, and Denise expects that to be true at every phase of reopening. She isn't sure at this point how many of the library's staff will be coming back to the building. Some staff may be in a high risk category for coronavirus, and others have retired during the pandemic. The library is currently in a hiring freeze situation, as expenses are outpacing revenue for this year.

Social Distancing: Murthy expressed concern about how traffic will be handled in the parking lot, given social distancing rules. Some staff may have to be outside to keep an eye on parking and making sure social distance is maintained. It may be necessary to cone off sections of the lot if there's a traffic jam for example. Denise will be in Redmond next week to help cohort teams to figure things out. She wants staff and patrons feel comfortable.

PROGRAMMING

Genre Bags: Since patrons won't be able to browse through the library shelves, Mary Comstock said the library will be doing genre bags of 5 books of a requested genre. Mary said there are a lot of Choice Reads in the building, and they have prepared by sorting the books by genre, so they can be pulled off the shelf to fill requests quickly.

Summer Reading: "Imagine Your Story" – Prizes (curated stacks of books that can be kept) will be awarded by random draw per library.

Economic Empowerment Group – helping people with resources (have asked Mary Comstock to go into more detail about this program).

Redmond Reads: Mayor Birney created a video talking about the program, which was posted on City of Redmond social media sites (Facebook and Instagram). It's hard to tell how many people are participating.

StoryWalk: Signboards that tell a story as you walk, which might be displayed along the river trail, pending approval from the city. Mary said the library is trying to come up with ways to engage people are not just online. Another possibility may be to have movies presented on the side of the building.

Mary further said that a lot of work is being done online right now, as people can't come in to the building, and they are seeing a wide age range of users for those programs and downloads.

Farrel McWhirter storytimes had to be cancelled, as well as all other in person programming, due to Covid.

LIBRARY BOARD ITEMS

- Murthy asked what Library Board members could do right now to support the library. While no volunteers can be helping in the building at this time, there is an opportunity for the board to help the public understand the changes in procedures at the library by posting about in on social media.
- Redmond Reads - Kris will ask all the board members to see if they are interested in participating. Mary offered to get physical copies of the book to Library Board members if they want, although they can also read the blog entries, or "chapters," online. She asked that if they do, they consider doing a short video clip that could be used to promote the program on social media.

ADJOURNMENT

Meeting adjourned at 7pm.