

**Library Director's Report
August 2020**

RESTORATION OF SERVICES and REOPENING LIBRARY BUILDINGS

We are again looking to pilot a self-pickup hold system that we had delayed in July during the last spike of COVID. I have been involved in planning committees discussing how the City will begin to restore service and open buildings more to the public, and we are doing the same at MPL to determine how we will be able to open our buildings more to the public. Libraries around the country are beginning to fully reopen to the public and I have been monitoring how it has been working. So far libraries who have opened to the public have not report any positive cases coming from the workplace. These are libraries that are following many of the same procedures that MPL is for handling of materials, wearing masks, social distancing, and staff hygiene guidelines. In addition, MPL will communicate to staff the PHMDC-required policies for hygiene, cleaning, and protective measures, and we will require all staff to sign off on receipt/acknowledgement of these policies.

The City of Madison is revamping many city policies associated with reopening. There is policy being developed covering mandatory temperature checks, illness reporting protocol, possible childcare accommodations, flexible scheduling, and teleworking. I am directly involved in developing policy for teleworking and how internal communication will be handled by the City. Internal communication is currently being led by Tana Elias. These policies will provide general guidance for city agencies, but the library may implement additional policies or guidance in these areas. As always safety is our top priority for staff and the public and if there are ways to improve on our practices we will change and adopt.

BUDGET 2021

We have received requests from both Finance and the Mayor's office for more information related to our 2021 budget proposal. I will be presenting the 2021 CIP to the Finance committee on September 9th, and I will provide an update to the board at the September board meeting. The Mayor's Executive CIP budget has shifted some of the numbers to other years but none of our items have been removed, and the siding request for the Library Maintenance Center was added to the budget.

RACIAL EQUITY

The Racial Equity Change Team has completed an analysis of our consequences chart for addressing youth behavior in our libraries. (Report is contained in the packet) This very thorough report exposes many faults in our current system. One of the primary takeaways is that youth are not separated from adults in our behavior policy. This has led to a very inconsistent staff response in addressing youth behavior in our libraries. The investigation of our behavior policy as it impacted youth also revealed some major concerns on how it may impact adults from an implicit bias perspective. Another significant need within our system is for more staff training in de-escalation and relationship building with youth. The report points out several staffing challenges, including a lack of teen librarians. Overall, we need to do a better job with the staffing we have now, which will require more training. In addition, it illustrates how important it is to have more staff of color in our libraries. One factor that will still need to be completed as we move forward to address these issues is more communication with the public to gain their perspective and input on how we can improve our policy.

In response to one of the RECT's recommendations made to the Library Board I have followed up with the City's training team on racial equity to determine if library board members may be eligible to receive the same training as staff receive in this area. I received an affirmative response that this training could be extended to board members. I see this as an important step forward for our organization to have board members trained in alignment with our staff. There is new training currently under development and I will follow up with the board when it will be made available. It will be up to the board to determine if you would want to pursue this option, including the possibility of making it a requirement as part of the of the onboarding of new members.

MPL is taking a leadership role with the City in advancing racial equity in the City's RFP process. Working in partnership with the Department of Civil Rights and City Engineering, MPL will be piloting the City's first RFP submission to include racial equity as part of the scoring of the vendors. The initial proposal was to include a 5% weight on how the company addressed racial equity within its own organization. I requested, and it was added, an additional 5% weight on how the company will incorporate racial equity in the project's design program. Since this is a new component to the City's RFP process we will be watching it very closely on well it works, and how it may lead the way for all City RFPs to have some racial equity component.

ALA/IIDA LIBRARY AWARDS

Despite the pandemic and the cancellation of the annual ALA conference, some awards are still be presented virtually. I was a juror for the ALA/IIDA Library awards given to libraries of all sizes and types for their interior design achievements by the ALA and the IIDA, Commercial Interior Design Association. The winners included a library built in a park in Brampton, Ontario, and I made a special note to follow up on the project. If you would like to see the winning projects, I have provided a link. The Best of Show went to a spectacular project at Temple University in Philadelphia.

<http://www.iida.org/content.cfm/ala-library-interiors>

IMAGINATION CENTER AT REINDAHL PARK

The RFP for the pre-design and estimation work has been released by City Engineering. The proposals are due September 28, 2020. The 356 page document includes for the first time an inclusion of racial equity elements as part of the response. (Noted in the RE section of my report.) The RFP includes the option for the City and the selected designer to continue working together to fully develop the project, or for either party to decide to discontinue working together at the end of the pre-design period. If a change would be necessary, a new RFP will be issued, and the design work would continue with a different firm.

WIRELESS PRINTING

MPL has installed a platform at all libraries that will allow for wireless printing of documents. Using the ePRINTit app, residents will be able to send their printing needs to a MPL library to be printed. The document will be placed in an envelope and delivered through our curbside delivery. I have been testing this out on some of the lengthy documents that I need to review, and it has worked extremely well. Thanks to staff at Ashman Library for accommodating my requests.

This service may be an enhancement to our Financial Navigator work, providing print outs of documents resulting from those transactions. I could also see wireless printing being utilized by teleworking City staff who may require access to a printer.

FORWARD FEST

Since my arrival to Madison I have always attended the annual Forward Fest that highlights the tech and entrepreneurial communities in the city. In recent years, the Fest has also included a social good series which typically is staged at Central Library. This year's Fest was completely virtual, but the social good sessions still recognized MPL for our continued support of this aspect of the Fest. I felt the Fest this year was extremely strong since they could pull in expertise from all over the country to connect with attendees. Sessions were also recorded and could be viewed later. The social good sessions were excellent since they were able to focus on current issues that could not have been planned months ago when a typical in person commitment needs to be made. I've shared links to the sessions with the RECT.

ELECTIONS

The libraries that acted as polling places in the recent August election were recognized in a Common Council resolution on September 1, 2020 along with other community organizations that made their spaces available for this purpose.

STAFF RECOGNITION

The pandemic has caused us to hit the brakes on most of our programming, especially the programs that could not be moved online. Despite that challenge, we just released an update on The Bubbler in Time of COVID <https://www.madisonpubliclibrary.org/impact/bubbler-time-covid> We are always striving to continue this important work despite the limitations.

UPDATE ON MEETINGS, COMMITTEES, & TEAMS

City

Mayor's Management Team
Mayor's Human Service Committee
Performance Excellence Transition Team
Racial Equity & Social Justice Strategic Planning
Deputy Mayor Check-in
Digital Inclusion Team*
Emergency Operations Center (EOC) Planning Team*
Funding and Recovery – Government Services Team*
Team*: Co-sponsor of the Policies Team and the Communications Team

Administration and Communications Check-in (Nightly)*

All Staff Town Hall (bi-weekly)*

Budget Convenings

External

South Central Library System Library Directors

Dane County Directors

Wisconsin Resource Library Directors with DPI (bi-weekly)*

Urban Libraries Council Directors (weekly)*

MPL

Library Management Team (meeting weekly)*

*Represents either a new assignment/meeting or the frequency of the meeting has changed since the COVID 19 crisis.