

QUEENS LIBRARY
BOARD OF TRUSTEES
THURSDAY, MAY 21, 2020
MINUTES

A meeting of the Board of Trustees was held virtually via WebEx on Thursday, May 21, 2020. The meeting was called to order at 6:00 PM by Chair of the Board, Haeda Mihaltses.

I. Roll Call

Attendee Name	Title	Status	Arrived
Haeda Mihaltses	Chair of the Board	Present	
Robert Santos, Esq.	Vice Chair of the Board	Present	
Earl G. Simons, Ed. D.	Secretary	Present	
Lydon Sleeper O'Connell	Treasurer	Excused	
Eli Shapiro, Ed. D., LCSW	Assistant Treasurer	Present	
Judy E. Bergtraum, Esq.	Board Member	Present	
Julissa Gutierrez	Board Member	Present	
Matthew M. Gorton	Board Member	Present	
James M. Haddad, Esq.	Board Member	Present	6:26 PM
Pauline Healey	Board Member	Present	
Richard Hogan	Board Member	Present	6:17 PM
Andrew P. Jackson	Board Member	Present	
Deborah King	Board Member	Present	
Carl S. Koerner, Esq.	Board Member	Present	
Michael E. Rodriguez, Esq.	Board Member	Present	
George Russo, Esq.	Board Member	Present	6:31 PM
Edward Sadowsky, Esq.	Board Member	Excused	
Terri Thomson	Board Member	Present	

Eve Cho Guillergan, Esq.	Rep - Speaker	Present	
Elizabeth Guzman, Esq.	Rep - Public Advocate	Present	
Kapil Longani, Esq.	Rep - Mayor's Office	Excused	
Allan Swisher, Esq.	Rep - Borough President	Present	
Jimmy Yan, Esq.	Rep - Comptroller	Present	
Dennis M. Walcott	President & CEO	Present	
Nick Buron	Chief Librarian & Sr. VP	Present	
Justin Deabler, Esq.	General Counsel & Sr. VP	Present	
Sung Mo Kim, Esq.	Chief Operating Officer & Sr. VP	Present	
Gitte Peng	Chief of Staff & Sr. VP.	Present	
Michael Tragale	Chief Financial Officer & Sr. VP.	Present	
Jonathan Chung	Director of Government Affairs	Present	
Justin Carroll, Esq.	Associate General Counsel	Present	
William Goldband	VP, Information, Technology & Development	Present	
Sara Hausner-Levine, Esq.	Deputy General Counsel	Present	
John Katimaris	VP, Capital Projects	Present	
Jacqueline Martinez	Director, Human Resources	Present	
Amy Mugavaro	Executive Director, QPLF	Present	
Sharon Myrie	VP, Programs & Services	Present	
Chauncie Brooks	Sr. Manager, Infrastructure and Support	Present	
Elizabeth de Bourbon	Director of Communications	Present	
Danielle Walsh	Community Library Manager, South Jamaica	Present	

II. Committee Reports

For the safety of all participants, the board of trustees and committee meetings were held virtually via WebEx.

As a result, the Finance & Investments Committee and Buildings & Grounds Committee meetings were cancelled and all committee agenda items were addressed at the full Board of Trustees meeting. There are no recommended motions for these committee reports.

A. Finance & Investments Committee - May 21, 2020

B. Buildings & Grounds Committee - May 21, 2020

III. Agenda

A. Action Item(s)

1. Amended By-Laws (ID # 2249)

Recommended Motion for Consideration by the Board of Trustees:

I move that the Board of Trustees approved amending the By-Laws to delete the following phrase in Article V, Section 7: "...in November of each year...", and to adopt substitute language in Article V, Section 7 "...no later than November of each year..." as referenced in the attachment hereto.

RESULT:	ADOPTED [Unanimous]
MOVER:	Judy E. Bergtraum, Esq.
SECONDER:	Julissa Gutierrez
AYES:	Mihaltses, Santos, Esq., Simons, Ed. D., Shapiro, Ed. D., LCSW, Bergtraum, Esq., Gutierrez, Gorton, Healey, Jackson, King, Koerner, Esq., Rodriguez, Esq., Thomson
EXCUSED:	O'Connell, Haddad, Esq., Hogan, Russo, Esq., Sadowsky, Esq.

2. Annual Report for Library Systems and Annual Report for Public & Association Libraries (ID # 2248)

Recommended Motion for Consideration by the Board of Trustees:

I move that the Board of Trustees accept the Queens Borough Public Library's Annual Report for Library Systems and Annual Report for Public and Association Libraries.

RESULT:	ADOPTED [Unanimous]
MOVER:	Haeda Mihaltses
SECONDER:	Judy E. Bergtraum, Esq.
AYES:	Mihaltses, Santos, Esq., Simons, Ed. D, Shapiro, Ed. D., LCSW, Bergtraum, Esq., Gutierrez, Gorton, Healey, Jackson, King, Koerner Esq., Rodriguez, Esq., Thomson
EXCUSED:	O'Connell, Haddad, Esq., Hogan, Russo, Esq., Sadowsky, Esq.

3. Approval of Bills for the Month of April 2020 (ID # 2272)

Recommended Motion for Consideration by the Board of Trustees:

I move that the Board of Trustees approve the April 2020 bills in the aggregate sum of \$3,213,865.

RESULT:	ADOPTED [Unanimous]
MOVER:	Haeda Mihaltses
SECONDER:	Julissa Gutierrez
AYES:	Mihaltses, Santos, Esq., Simons, Ed. D, Shapiro, Ed. D., LCSW, Bergtraum, Esq., Gutierrez, Gorton, Healey, Jackson, King, Koerner, Esq., Rodriguez, Esq., Thomson
EXCUSED:	O'Connell, Haddad, Esq., Hogan, Russo, Esq., Sadowsky, Esq.

4. Approval of Bills for the Month of March 2020 (ID # 2273)

Recommended Motion for Consideration by the Board of Trustees:

I move that the Board of Trustees approve the March 2020 bills in the aggregate sum of \$4,038,854.

RESULT:	ADOPTED [Unanimous]
MOVER:	Haeda Mihaltses
SECONDER:	Julissa Gutierrez
AYES:	Mihaltses, Santos, Esq., Simons, Ed. D., Shapiro, Ed. D., LCSW, Bergtraum, Esq., Gutierrez, Gorton, Healey, Jackson, King, Koerner, Esq., Rodriguez, Esq., Thomson
EXCUSED:	O'Connell, Haddad, Esq., Hogan, Russo, Esq., Sadowsky, Esq.

5. Approval of Bills for the Month of February 2020 (ID # 2274)

Recommended Motion for Consideration by the Board of Trustees:

I move that the Board of Trustees approve the February 2020 bills in the aggregate sum of \$3,696,811.

RESULT:	ADOPTED [Unanimous]
MOVER:	Haeda Mihaltses
SECONDER:	Julissa Gutierrez
AYES:	Mihaltses, Santos, Esq., Simons, Ed. D., Shapiro, Ed. D., LCSW, Bergtraum, Esq., Gutierrez, Gorton, Healey, Jackson, King, Koerner, Esq., Rodriguez, Esq., Thomson
EXCUSED:	O'Connell, Haddad, Esq., Hogan, Russo, Esq., Sadowsky, Esq.

6. Acceptance of Financial Reports for the Period Ending April 2020 (ID # 2275)

Recommended Motion for Consideration by the Board of Trustees:

I move that the Board of Trustees accept the Budget Reports for Board-approved operating funds and Balance Sheets for all funds as of April 30, 2020.

RESULT:	ADOPTED [Unanimous]
MOVER:	Haeda Mihaltses
SECONDER:	Michael E. Rodriguez, Esq.
AYES:	Mihaltses, Santos, Esq., Simons, Ed. D., Shapiro, Ed. D., LCSW, Bergtraum, Esq., Gutierrez, Gorton, Healey, Jackson, King, Koerner, Esq., Rodriguez, Esq., Thomson
EXCUSED:	O'Connell, Haddad, Esq., Hogan, Russo, Esq., Sadowsky, Esq.

7. Acceptance of Financial Reports for the Period Ending March 2020 (ID # 2276)

Recommended Motion for Consideration by the Board of Trustees:

I move that the Board of Trustees accept the Budget Reports for Board-approved operating funds and Balance Sheets for all funds as of March 31, 2020.

RESULT:	ADOPTED [Unanimous]
MOVER:	Haeda Mihaltses
SECONDER:	Deborah King
AYES:	Mihaltses, Santos, Esq., Simons, Ed. D., Shapiro, Ed. D., LCSW, Bergtraum, Esq., Gutierrez, Gorton, Healey, Jackson, King, Koerner, Esq., Rodriguez, Esq., Thomson
EXCUSED:	O'Connell, Haddad, Esq., Hogan, Russo, Esq., Sadowsky, Esq.

8. Acceptance of Financial Reports for the Period Ending February 2020 (ID # 2277)

Recommended Motion for Consideration by the Board of Trustees:

I move that the Board of Trustees accept the Budget Reports for Board-approved operating funds and Balance Sheets for all funds as of February 29, 2020.

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RESULT:	ADOPTED [Unanimous]
MOVER:	Haeda Mihaltses
SECONDER:	Deborah King
AYES:	Mihaltses, Santos, Esq., Simons, Ed. D., Shapiro, Ed. D., LCSW, Bergtraum, Esq., Gutierrez, Gorton, Healey, Jackson, King, Koerner, Esq., Rodriguez, Esq., Thomson
EXCUSED:	O'Connell, Haddad, Esq., Hogan, Russo, Esq., Sadowsky, Esq.

B. Report Item(s)

1. Payroll for the Month of April 2020 (ID # 2278)

RESULT:	PRESENTED
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2. Payroll for the Month of March 2020 (ID # 2279)

RESULT:	PRESENTED
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3. Payroll for the Month of February 2020 (ID # 2280)

RESULT:	PRESENTED
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4. Purchases Over \$5K Report - April 2020 (ID # 2281)

RESULT:	PRESENTED
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5. Purchases Over \$5K Report - March 2020 (ID # 2282)

RESULT:	PRESENTED
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6. Purchases Over \$5K Report - February 2020 (ID # 2283)

RESULT:	PRESENTED
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7. Personnel Report - April 2020 (ID # 2250)

RESULT:	PRESENTED
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8. Personnel Report - March 2020 (ID # 2251)

RESULT:	PRESENTED
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9. Personnel Report - February 2020 (ID # 2252)

RESULT:	PRESENTED
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IV. Report of the Chair of the Board

Haeda Mihaltses, Board Chair, reported that due to the state mandate regarding the COVID-19 pandemic, on March 16 the Library was temporarily closed. Since the closure, she, along with trustees Judy Bergtraum and Carl Koerner, have been meeting with the Library's management

council regularly, to receive updates on the status of the Library. Ms. Mihaltses reported that since closing, we have lost one staff member to COVID-19. She thanked the board and staff for attending this virtual board meeting and commended the Library staff for all their hard work, dedication, and teamwork during this time.

V. President's Report

Dennis M. Walcott, President and CEO, thanked the board for their continued support during these difficult times. Mr. Walcott stated that the Library staff has done outstanding work with moving the Library into the virtual world, with providing an array of various programs and services offered to both patrons and staff. He also stated that all lines of staff have been involved in this process. All the hard work and dedication that staff has put into this new normal is appreciated.

Mr. Walcott asked Sung Mo Kim, Chief Operating Officer and Sr. VP, to report on the status of the Library and plans to move forward. Mr. Kim reported that prior to the Library closing there were several impending projects to complete, which included sanitizing all Library locations. In preparation for the unknown, Capital Facilities and Maintenance (CFM) stepped up the sanitizing efforts and minor in-house repairs, and was successful at completing these tasks. However, since the state mandate to pause all major capital projects and/or repairs, all Department of Design and Construction (DDC) projects, as well as all in-house maintenance projects are suspended. However, the A/C and HVAC systems at Central and Flushing require special attention; these systems have been powered on and will be maintained to prevent any problems in the future. He thanked CFM for their efforts and implementing a team to inspect and maintain the branches, in the case of flooding and/or leaking concerns while the branches are closed.

Mr. Kim also thanked Information and Technology Development (ITD) and CFM for their hard work and dedication. To date, ITD has equipped approximately 400 staff with VPN access and laptops to work remotely, and continues to provide technical support to staff. He thanked William Goldband, VP of ITD, for his foresight to increase the bandwidth throughout the library system. This initiative laid the groundwork to support the substantial amount of staff working remotely during this time.

Mr. Kim also reported that the Investigation and Security Department (ISD) has been working diligently to ensure that the branches are monitored and secured and the Health and Safety (H & S) and Human Resources (HR) departments have been reaching out to staff regularly to do wellness check-ins and assist staff with coping during these difficult times. H & S has also provided staff with virtual mental health programs.

Mr. Walcott asked Mr. Kim to provide the board with update regarding the next steps in the Library's future. He reported that the leadership team has been assessing the concerns of staff and the Union regarding the Library reopening process. He stated that there have been several meetings held to address these concerns. The Library has been

collaborating with Brooklyn Public Library (BPL) and New York Public Library (NYPL) to brainstorm various ideas in regards to the model of service the library systems will provide, as well as consistency when preparing and implementing safe reopening procedures.

Ms. Mihaltses asked that the Library procure an adequate amount of face coverings, masks, and thermometers for staff and patrons. Mr. Kim agreed and reported that the purchasing department is currently working to procure these items.

Mr. Walcott also reported that the Library has been working on an internal phasing process. This phasing process will include gradually opening various branch locations, while monitoring and accessing the safety procedures. This phasing process will include, but not be limited to, postponing programs and events, which will include several city and state initiatives, that the library usually provide to our patrons.

Board trustee, Eli Shapiro inquired about funding the Library received to advocate and assist patrons with completing the Census application. Gitte Peng, Chief of Staff and Sr. VP, stated that the Census team has been working closely with NYPL, BPL, and the City to ensure that the Library is doing its best to continuously promote and encourage patrons to complete the Census.

Ms. Peng stated that it was previously reported to the board that the Library hired Census navigators to assist patrons with completing their applications. These navigators are completing these tasks virtually by scheduling programs and Q & A sessions in a variety of languages. Mr. Walcott and a Census representative presented at the first Q & A session, interacting and providing resources and information to attendees. She also stated that direct mail is another platform used to advocate and inform the community.

Mr. Walcott asked that Nick Buron, Chief Librarian and Sr. VP, report on the status of library services and virtual programs and events offered. Mr. Buron reported that virtual programming has increased tremendously, providing approximately 50 various weekly virtual programs and events to connect with patrons, such as ESOL classes, adult learning, homework assistance, public health outreach, and older adult outreach, to name a few. To date, the staff have assisted approximately 1,500 patron questions via chat and/or email, and has processed approximately 2,500 new library card applications to gain access to library e-books and other e-materials. Collection Development Department (CDD) has increased e-content expenditures to meet the demand. Hotspots and Wi-Fi access will continue to be offered to keep patrons connected. As for staff, a variety of virtual professional development training and meetings are scheduled for staff to engage in.

Mr. Buron also reported that Governor Cuomo recently gave the Queens Library a shout-out for the COVID-19 Queens Memory Project. The project enables the Library to curate pictures, videos, and other materials of Queens residents, which is uploaded to our platform and gives residents a place to connect during the pandemic.

Ms. Peng also reported that the marketing team has been instrumental in ensuring patrons have access to the virtual programs and services offered, whether through social media or the website, to continue to meet the demand.

Board trustee Andrew Jackson asked, via chat, if the online programs and services offered will continue to be offered after the pandemic is over. Ms. Peng responded that these programs and services have been a major way for the Library to connect and will continue to be offered to the public.

Mr. Jackson also asked how the Library continues to reach residents that are not connected and/or do not have devices to access the Library virtually. She reported that the Library has collaborated with the NYC Department of Education (DOE) to ensure that library content is accessible through the devices distributed to students and their families, and has also collaborated with other local organizations, such as homeless shelters, to promote the programs and services offered.

Mr. Walcott asked that Amy Mugavero, Executive Director of QPL Foundation (QPLF), report on the status of QPLF. Ms. Mugavero reported that the annual fund of individual giving, mail, and email campaigns continues to hold strong, even during these times. The Foundation fundraising has surpassed this year and last year's goals, with 800 new donors, and an exponential increase in individual giving. Ms. Mugavero also reported that private foundations have expanded their funding opportunities, giving the Foundation an opportunity to apply for new grants and funding and will report any updates to the board in the status of awards received.

Ms. Mugavero reported that current donors have also given additional gifts and grants. TD Bank provided a \$50,000 donation to fund the BrainFuse platform offered to youth, and the Elmezzi Foundation donated \$10,000 to meet technology needs, as well as provide programs and services. However, corporate funding programs has decreased, due to business closures and economic decline during the pandemic.

Ms. Mugavero also reported that the Gala has ultimately been canceled, in which the Foundation raised \$271,000. Donors that have donated, sent sponsorships, and/or pledges, were asked if the funds received can be kept and repurpose towards the annual fund. As a result, approximately \$222,000 has been secured. She stated that the fundraising world has changed dramatically and the Foundation will continue to work diligently to expand funding for library programs and services.

Board trustee Eli Shapiro, asked if the Foundation has considered options to have a virtual dinner or gala in lieu of the Gala. Carl Koerner, QPLF Board Chair, stated the Foundation is exploring several options and other ideas to interact with donors in the future.

Mr. Walcott asked that Jonathan Chung, Director of Government and Community Affairs (GCA), report on the status of Library advocacy efforts. Mr. Chung reported that GCA continues to engage with elected officials and community boards to promote programs

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and services despite branch locations closed. He reported that GCA would continue with advocacy through email campaigns and virtual story times with elected officials, as well as launching a social media campaign to promote library advocacy that will include patron testimonials. He reported that the Library was not called to testify before the City Council because the Library did not receive severe budget cuts. However, GCA will continue to advocate for future funding and highlight the programs and services provided.

Lastly, Mr. Walcott asked Sharon Myrie, VP of Programs and Services (PSD), to provide an update to the board on the status of the Library programs and services offered. Ms. Myrie reported that the STACKS program has had a difficult time finding ways to provide virtual afterschool services to the youth, and to support youth and their families over the summer. With the lack of resources available for youth to engage in and connect to organizations to provide support and assist, the programs and services department is working diligently to find ways to promote and engage young patrons to utilize the STACKS programs.

1. Key Performance Indicators Report - April 2020 (ID # 2244)

RESULT:	PRESENTED
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2. Key Performance Indicators Report - March 2020 (ID # 2243)

RESULT:	PRESENTED
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3. Key Performance Indicators Report - February 2020 (ID # 2242)

RESULT:	PRESENTED
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VI. Approval of BOT Minutes

1. Approval of Minutes of the Board - February 27, 2020 (ID # 2239)

Due to technical difficulties, Robert Santos, Esq. departed at 7:05pm and was excused from this portion of the meeting.

Recommended Motion for Consideration:

I move that the Minutes of the Board of Trustees and Committee meetings be approved as submitted.

RESULT:	ADOPTED [Unanimous]
MOVER:	Haeda Mihaltses
SECONDER:	Earl G. Simons, Ed. D.
AYES:	Mihaltses, Simons, Ed. D., Shapiro, Ed. D., LCSW, Bergtraum, Esq., Gutierrez, Gorton, Haddad, Esq., Healey, Hogan, Jackson, King, Koerner, Esq., Rodriguez, Esq., Russo, Esq., Thomson
EXCUSED:	Robert Santos, Esq., Lydon Sleeper O'Connell, Edward Sadowsky, Esq.

VII. Adjournment

1. Motion to Adjourn (ID # 2241)

Due to technical difficulties, Robert Santos, Esq. departed at 7:05pm and was excused from this portion of the meeting.

Recommended Motion for Consideration:

I move that the meeting be adjourned.

RESULT:	ADOPTED [Unanimous]
MOVER:	Earl G. Simons Ed. D
SECONDER:	Eli Shapiro Ed. D LCSW
AYES:	Mihaltses, Simons Ed. D, Shapiro Ed. D LCSW, Bergtraum Esq., Gutierrez, Gorton, Haddad Esq., Healey, Hogan, Jackson, King, Koerner Esq., Rodriguez Esq., Russo Esq, Thomson
EXCUSED:	Robert Santos Esq., Lydon Sleeper O'Connell, Edward Sadowsky Esq.

The meeting was closed at 7:13 PM.

Secretary