

**Carnegie-Stout Public Library
Board of Trustees'
Meeting Minutes of October 28, 2010**

The Board of Trustees of the Carnegie-Stout Public Library (C-SPL) met in the Board Room at 4:00 p.m. on Thursday, October 28, 2010.

Present: President Diann Guns, Vice President Paula Connors; Trustee David Hammer(*arrived at 4:10 p.m.*); Trustee Fred Miller; Secretary Kristen Smith; Trustee Michael Willis; Library Director Susan Henricks; and Recorder Denette Kellogg
Excused: Trustee Elizabeth Leeper

1. President Diann Guns called the meeting to order at 4:05 p.m. and the agenda was adopted.

"Moved to adopt the meeting agenda of Thursday, October 28, 2010 "

Motion: Connors
Second: Willis
Vote: Aye – 5; Nay – 0

2. Approval of Library Board of Trustees' Minutes of Thursday, September 30, 2010. Miller reported that on page three, paragraph two, the comment about the heater and air conditioning running at the same time came to him from a concerned patron at the Grand Reopening activities.

"Moved to approve the Board minutes of Thursday, September 30, 2010 with the change to the first sentence of page three, paragraph two to read, 'Miller reported on receiving a comment from a concerned patron at the Grand Reopening that heat and air conditioning were running at the same time.' "

Motion: Connors
Second: Smith
Vote: Aye - 5; Nay - 0

3. Board President's Report:

- Communication with Dubuque City Council for September 2010. Guns reported that the summary will be reviewed at the November Board meeting.

4. Motion to Receive and File Informational Items:

Trustee Hammer entered the meeting at 4:10 p.m.

A. Library Director's Report Summary and Update: Henricks provided a written summary of the following items to the Library Board with the following additional comments:

- 1) Library Financial Report – Henricks reported that the month of September marked twenty-five percent of the fiscal year lapsed with twenty-four percent of the budget expended. Revenue was at seventeen percent. Henricks reported that revenue may appear low at this point, but that State and County funds come in a lump sum later in the year which will bring revenue up to budgeted amounts.

Henricks distributed a revised Library Gift Trusts report. The first report from the City had interest distributed incorrectly for the month of September.

Henricks provided an update on the Library budget process with a meeting scheduled with the City Manager for the Operations budget on November 15. Henricks reviewed the Improvement Package (IP) requests and recommended ranking for the Library's nine submissions.

Henricks reported on meeting with the City Manager in regard to the Library's Capital Improvement Projects (CIPs). Henricks reported that there is a placeholder in the budget for replacement of the defective elm veneer in the event the contractors do not come through. The City Attorney and City Engineer will be sending a letter to each of the parties involved in the problem; OPN Architects, Durrant and Tricon.

- 2) Library Use Statistics – Henricks reported on the problems with the gate count over the past few months. In-house circulation and visits were down in September; three and twelve percent respectively. The Library was also closed in September for three days for the final construction move which is also reflected in the gate counts. 3M, the manufacturer of the gates, has been contacted and has been making service calls. A review of how patrons are

counted if they enter the old doors and exit the other doors is currently being done.

Use of digital resources has increased with fifteen of the eighteen databases realizing an increase.

- 3) Construction Update – Henricks provided an update on the renovation construction process. The heating, air conditioning and ventilation contract expense reviewed at last month's Board meeting will not be paid for from contingency fees. The City will budget \$4,500 toward the contract for Library in this year's budget and the annual agreement will be covered in the operational budget in future years.

Henricks reported that Steve Brown of City Engineering has requested that Kaiser repair and paint any areas needed in the Rotunda dome and that we seek a different contractor for the mezzanine ceiling. The repair work in the mezzanine will be done by another contractor.

Guns reported that the Board had requested that Brown review problems with the paint and glass floor the Board has been waiting for a status report and recommendations in this regard. Guns asked that Henricks contact City Engineering for follow-up on these issues.

The punch list is being worked on with input from Henricks and Willis.

Henricks reported that Library furniture and other special items temporarily in storage during renovation are scheduled to be returned the week of November 15.

- 4) Grant Update – Henricks reported on the grant that Gail Chavenelle has been developing with the Library to create and install a large sculpture outdoors. The grant has been awarded to the Library by Mediacom. Henricks distributed the drawing of the proposed sculpture called, "Family Reading," and the Board reviewed and concurred with the submission.
- 5) Personnel Update – Henricks reported that Amy Muchmore and Becky Heil have been hired as part-time Library Aides to

work at the Recommendations Desk. They will begin working in November. Miller asked about the qualifications for this position. Henricks reported that these employees must have the skills to conduct an interview to find out what the requestor needs, create pathfinders on topics, develop Readers' Advisory pages on the web page, as well as market the service inside and outside the Library.

Henricks reported that the Library's Staff Development Day was held on October 21, 2010. Presenter Warren Graham spoke on the topic of security and how to deal with difficult patrons. Henricks provided a summary of the staff evaluations which rated the day a 4.89 on a rating scale of one to five with five being excellent. Henricks provided specific feedback on some of the staff comments. The Library has zero tolerance for inappropriate behavior, which the Behavior Policy reflects. Some new information from the training will be added to the Behavior Policy which will be updated and presented at an upcoming Board meeting for review and approval. Guns reported on her experience that includes that responsibility of employees to report any and all problems.

Henricks reported that she will be meeting with the new Captain of Police that took over the Community Policing Program. The Library has a Police sub-station at the Library, but police presence has not been active at this office during the renovation. The Board agreed on the importance of this visibility of a police presence to deter problems the Library has had previously.

- 6) Consultant Update – Henricks reported on the contract and reference check for Susan Baerg Epstein, Ltd. regarding the proposed to work with the Library's Technical Services department to evaluate work flow and processes. Henricks reported on receiving one positive reference check and is waiting for a second. Per the Board's direction from the September board meeting, she will be moving forward with the contract upon review of the second reference.

The Board reviewed the agreement and questioned some of the financial information. Henricks indicated that the agreement calls for the Library to choose from a selection in Attachment A of the agreement which can be completed

once the consultant arrives on site. Miller suggested to flowchart some of these tasks. Henricks reported that she would check with the Consultant in this regard.

- B. Library Comment Cards - The Library Board reviewed the eight comment cards received. Henricks reported on the comments about the lines at the main Circulation Desk. After discussion, the plan calls for the two entrance door kiosks to have self-check machines and a staff person to assist patrons. A self-check machine will be introduced at the second queue at the Circulation Desk that will include a dual monitor so that staff can see what is taking place and be right there to assist if patrons have a problem. The plan is to also raise the threshold for fines to \$10.00 so that patrons checking out will not need to come to the main desk unless their current fines exceed \$10.00 or more.

Henricks reported on other comments and concerns with the poor design of the new audio visual shelving and the bottom shelf of materials being so low to the floor it makes it difficult to browse and find materials. Various options, including raising the shelving, are being reviewed to fix the problem.

"Moved to receive and file the informational update from the Library Director on the Library Financial Report, Library Use Statistics, Construction Update, Grant Report, Personnel Update, Consultant Update and Library Comment Cards."

*Motion: Smith
Second: Willis
Vote: Aye – 6; Nay – 0*

5. Items for Action/Discussion – Renovation and Construction Report: The Board reported it discussed this item under the Director's report.
6. Communications/Public Comment:
 - Henricks reported on the Christmas Tree Lighting Ceremony to be held at the Library on Sunday, December 5 at 2:00 p.m.
 - Henricks reported on the annual Board, Volunteer and Staff Christmas reception scheduled from 3:00 to 4:30 p.m., on Wednesday, December 15, 2010.
7. Library Board Adjournment - The Board adjourned at 5:22 p.m.

"Motion to adjourn."

Motion: *Willis*
Second: *Smith*
Vote: *Aye – 6; Nay – 0*



Kristen Smith, Board Secretary