

**Carnegie-Stout Public Library
Board of Trustees
Meeting Minutes of August 25, 2011**

The Board of Trustees of the Carnegie-Stout Public Library (C-SPL) met in Meeting Room #2, at the Grand River Center, 500 Bell Street, Dubuque, Iowa, at 4:00 p.m. on Thursday, August 25, 2011.

Present: President Paula Connors; Vice President Mike Willis, Secretary Frederick Miller; Trustee Diann Guns (arrived at 4:15 p.m.); Trustee John Anderson-Bricker, Trustee Jenny Harris (arrived at 4:38 p.m.), Library Director Susan Henricks, Recorders Denette Kellogg and Jennifer Long

Excused: Trustee David Hammer

1. President Paula Connors called the meeting to order at 4:11 p.m. and the agenda was adopted.

"Moved to adopt the meeting agenda of Thursday, August 25, 2011."

Motion: Mike Willis
Second: Frederick Miller
Vote: Aye - 4; Nay - 0

2. Approval of Library Board of Trustees' Minutes of Thursday, June 30, 2011, and Thursday, July 28, 2011.

"Moved to approve the Board Minutes of Thursday, June 30, 2011."

Motion: Mike Willis
Second: John Anderson-Bricker
Vote: Aye - 4; Nay - 0

Approval of Library Board of Trustees' Minutes of Thursday, July 28, 2011.

"Moved to approve the Board Minutes of Thursday, July 28, 2011, with the spelling correction on page 5, Item B, Paragraph 3, of hydra thermographs to be corrected to hygrothermagraph."

Motion: Mike Willis
Second: Frederick Miller
Vote: Aye - 4; Nay - 0

3. Board President's Report - Communication with Dubuque City Council for July 28, 2011.

"Moved to receive and file the Communication with the Dubuque City Council from Thursday, July 28, 2011, and the Tentative Library Board Meeting Dates through September 2012."

Motion: *Diann Guns*
Second: *Mike Willis*
Vote: *Aye – 5; Nay – 0*

4. Motion to Receive and File Informational Items:

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

- 1) Library Financial Report – Henricks reported that eight percent of the fiscal year has passed with nine percent of the budget expended. During a State Library meeting Henricks attended in Des Moines last week, she reported that the State Librarian confirmed that funding from the State of Iowa to libraries will be cut a total of twenty-five percent. Henricks reported that the utility bills for the coming year will be able to be covered this year; however they will be higher than planned on due to the boilers running twenty-four hours a day, seven days a week. Guns requested that Henricks talk to KJWW, the HVAC construction program engineer, about this and report back to the Board.
- 2) Library Use Statistics – Henricks reported that Library visits were up twenty-five percent last month, which likely was record setting. Desk top Internet use is stable; however the circulation of lap tops increased seventy percent and is very popular with patrons. The Lending Library will be installed at the Asbury Hy-Vee on September 6, 2011. It will include a drive-up materials return box in the parking lot. The vending machine will hold 246 items and will contain the newest and most popular materials, including children's books.
- 3) Personnel Update – Henricks reported that interviews for the part-time Library Aide position for the Recommendations

Desk will begin and seventy-five applications were received. Ten applicants have Master's Degrees in Library and Information Science. Part-time Library Assistant Karen Kritz also retired and interviews will begin for this position soon.

- 4) Long Range Plan Update – Henricks recommended that a community survey be administered by an outside organization using scientific methods. She contacted a couple of companies and discussed the different types of surveys with them and their costs. The options are telephone surveys and mail surveys which both have strengths and weaknesses.
- 5) Renovation – Open Issues – A meeting was held on Thursday, August 18, 2011 for the Heating Ventilation and Air Conditioning (HVAC) system. Scot Geisler, from Geisler Brothers, two mechanical engineers from KJWW (including the designer), three representatives from Engineered Controls, Fred Miller from the Board, Steve Brown from City Engineering, and three library staff members attended the meeting. The outcome was that KJWW would be in contact with Library Maintenance staff daily to receive an update on the system's performance and will work directly with contractors to resolve the outstanding issues. The belief is that within three weeks the HVAC system will be fully operational.

Henricks reported no further progress has been made on the letter from the City Attorney to Tricon Construction Group outlining our concerns with a deadline for completion of corrective measures. Henricks will follow up with City Engineering.

Tricon met with the manufacturer of the non-functioning shade over the skylight in the auditorium. The manufacturer found some problems with the installation which was performed by Tricon's subcontractor, Wisconsin Window Concepts. Tricon has been providing Henricks with weekly updates and the last report was that the manufacturer would write up a summary of their findings. It has been twenty-four months since the shade was installed and it has operated seven months out of the twenty-four. As a resolution is negotiated, if the shade is kept, Henricks would

like to insist on an extended warranty as the warranty is four years and two have already passed.

- 6) Art Subcommittee Meeting Minutes – Henricks reported that the Art Subcommittee is currently receiving applications for the Art @ Your Library® art exhibits and will be reviewed at the September meeting.

- B. Library Comment Cards - The Library Board reviewed the two comment cards.

"Moved to receive and file the informational update from the Library Director on the Library Financial Report, Library Use Statistics, Long Range Plan Update, Personnel Update, Renovations – Open Issues, Art Subcommittee Meeting Minutes, and Library Comment Cards."

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

5. Items for Action/Discussion: Community Survey - Henricks provided proposals from AltaVista Research and Himmel & Wilson, Library Consultants. AltaVista Research proposes telephone surveys, which would include cell phones, with the target being 400 completed surveys that will be approximately seven to eight minutes in length. Himmel & Wilson, Library Consultants, can conduct telephone surveys, mail surveys, and web-based surveys. Henricks suggested an outside firm conduct the surveys due to the amount of time it would require and that the information would be more readily accepted by City Officials. Guns stated she is in favor of a survey, however, questioned doing only telephone surveys as AltaVista Research proposes since many people no longer have land lines. Miller questioned if the survey would be only for people on the west end or if it would be for the whole community. Henricks responded it would be a community wide survey. Harris wanted to clarify that AltaVista Research would do land lines and cell phones or mail survey; however, she wanted to make sure she understood correctly that the Himmel & Wilson, Library Consultants, proposal included phone surveys, mail surveys, and web surveys. Henricks stated that this was included in the strategic planning; Henricks thought it included all but the staff and public focus groups. Henricks stated she would get clarification on what is exactly included with each company for just the survey. Miller questioned whether on the library card database, a patron's age and usage is tracked. Henricks stated that birthdates are entered, but once a person is issued an Adult card, it is not age specific. Guns stated it is important to

reach out to those not using the Library and to get their support for future spending. Guns stated it is most important to know what both traditional Library users and non-traditional Library users are wanting. Harris is concerned about the web survey being ignored because it is easier to click "No" than to say "No" to a live person. Henricks stated she would rather have a phone or mail survey over the web survey, and she would like to be involved in the development of the survey questions.

The Board requested that Henricks contact Himmel & Wilson, Library Consultants, and ask for a quote for just the survey and exactly what would be included for that cost and then report back to the Board.

6. Library Board Adjournment - The Board adjourned at 5:26 p.m.

"Motion to adjourn."

Motion: Harris
Second: Anderson-Bricker
Vote: Aye - 6; Nay - 0

Frederick K. Miller
Frederick K. Miller, Board Secretary