

**Carnegie-Stout Public Library
Board of Trustees'
Meeting Minutes of September 29, 2011**

The Board of Trustees of the Carnegie-Stout Public Library (C-SPL) met in the Board Room at 4:00 p.m. on Thursday, September 29, 2011.

Present: President Paula Connors; Vice President Mike Willis; Secretary Frederick Miller; Trustee John Anderson-Bricker; Trustee David Hammer; Trustee Diann Guns; Library Director Susan Henricks; Recorder Denette Kellogg and Jennifer Long

Excused: Trustee Jenny Harris

1. President Paula Connors called the meeting to order at 4:02 p.m. and the agenda was adopted.

"Moved to adopt the meeting agenda of Thursday, September 29, 2011."

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

Hammer questioned why Item 5.B. Library Exterior Signage Review was placed on the Agenda. Henricks stated it was in case the Board wanted to add anything to the previous discussions on the signage based on the latest communication from the Historic Preservation Commission.

2. Approval of Library Board of Trustees' Minutes of Thursday, August 25, 2011.

"Moved to approve the Board minutes of Thursday, August 25, 2011."

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

3. Board President's Report:

- A. Communication with Dubuque City Council for August 25, 2011.

"Moved to receive and file the Communication with the Dubuque City Council from August 25, 2011."

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

Anderson-Bricker then asked for an explanation on how the twenty-five percent reduction in funding to libraries by the legislature will affect Carnegie-Stout. Henricks reported the Library will not really notice it since it is a relatively small amount of money; however, what will be felt more is the cuts to the State Library's funding because they fund the majority of the cost for one of our most popular databases.

Miller asked for clarification on the terminology of "Lending Library" mentioned in the third point of the Update and it was decided that for clarification in the future it would be referred to as the "Lending Library Vending Machine".

- B. Swearing in of Trustee David Hammer: President Paula Connors noted that David Hammer needed to be sworn in for his new four-year term. Hammer was then sworn in by Connors.

4. Motion to Receive and File Informational Items:

- A. Input from Board Member Frederick Miller: Miller addressed the Board in reference to the Library's Long Range Planning process and thanked the Board members and Henricks for meeting with him about his questions and their feedback. He reported he researched strategic plans and the process and noted that he found a great variance in form and substance of what is printed and published and what is placed on the Internet. He also noted that other libraries use in-house surveys with drop boxes, focus group meetings, web-based questionnaires, and mass media promotion for public input such as advertisements in newspapers. He provided some information on investigating some issues the Board has reviewed in the past few months. He then concluded with discussing the Intercultural Competency Training he attended.
- B. 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 August marked seventeen percent of the fiscal year as lapsed. Revenue was at twelve percent of the budget projections. Henricks reported that financial reports for

FY11 came in at about \$22,000 under budget and that the budget planning process for FY13 has begun.

Guns questioned if the change in the Fines Policy which raised the fine level to ten dollars to remove a barrier in using the self-check machines is working. Henricks stated that tracking has begun on the self-check machines and their use. August showed 10,209 self-check machine check-outs and there have been more self-check machines and three DVD unlocks installed and will continue to be monitored and success should be easier to identify in the coming months.

- 2) Library Use Statistics – Henricks reported that there was a fifteen percent increase in the number of visitors and a thirteen percent increase in the number of circulations over this time last year. July and August circulations of downloadable material are 1,740 titles. Henricks also reported that Sony e-Reader circulation will begin the week of September 26 and is at the Reference Desk.
- 3) Lending Library – Henricks reported that the lending library, located at the Asbury Plaza Hy-Vee, was installed and is working. She noted that advertisements are running in the Telegraph Herald, Golden View, 365 ink, Julien's Journal, and on the Library website. The book/AV drop box is also installed at the Asbury Plaza Hy-Vee.

Willis inquired about the lending library vending machine and what were the problems that were noted in the report. Henricks stated that the machine was asking for a dollar if the patron used the wrong keypad and there is no place to put money into the machine, the paper was curling and not coming out of the machine correctly, and the first two days there were technical issues which have been corrected. The van is now equipped with an unlocking device so maintenance can unlock any DVD that was left locked.

Henricks stated that, so far, children's books and DVDs have been the most popular. Anderson-Bricker questioned if eventually there would be a whole row of popular titles and Henricks replied that eventually that could happen, depending on funding.

Miller stated he felt the machine needed a sign on top stating it is "Carnegie-Stout Public Library". Henricks responded that an LED sign has been ordered and is coming. Henricks also stated that a thirty-second television ad is coming and she will send the final ad to the Board.

- 4) Personnel Update – Henricks reported that she sent a recommendation to City Personnel for the part-time Library Aide position in Adult Services. Currently there is a vacancy in I.T. due to a promotion, for which candidate testing and interviews have begun. Henricks also reported that she has requested that a position at the Recommendations Desk become a full-time position, with the additional cost for benefits to be funded by a part-time vacancy, which would be left unfilled; however, this was declined.

Guns inquired as to the need for the change from part-time to full-time. Henricks reported it is more about retaining a strong staff. Henricks reported that since there is a shortage of jobs for professional librarians, the Library has attracted professionals in paraprofessional positions due to the salaries; however, retention will be difficult because they want benefits and a full-time position in their field. Guns questioned how the savings will be seen from Betty Baule's retirement if a person has been promoted to her position and a new full-time person is hired. Henricks stated that since Betty was at the top of her rate, and had longevity, the new people start at the bottom of the pay range with no longevity which accounts for a savings of over \$50,000 by 2017. Also, a separate vacancy would not be filled, which would provide for \$13,000 annually that could be reallocated to benefits for a full-time position.

Henricks reported that next to the Circulation Desk, the Recommendation Desk is the second busiest.

- 5) Construction Update – Henricks reported that Wisconsin Window Concepts has been in to repair the shade in the auditorium. Tim Wilgenbush, foreman from Tricon, came September 30, 2011 to meet with Wisconsin Window Concepts (who was at the Library to reinstall the shade) about the issues with the shade and reported that he believes the shade is still incorrectly installed. Tim also reported that a Wisconsin Window Concepts repair person

broke a glass panel in the skylight in the auditorium and a tear was found in the shades from France. Tim stated they would repair the glass and repair or replace the shade that was torn. Miller asked if the shade was now repaired and Henricks responded she did not believe so.

Henricks stated that Wisconsin Window Concepts is coming back Thursday, October 6, 2011, to determine if debris is settling on the glass. Guns questioned if the manufacturer suggested a barrier to stop the debris. Susan stated she did not recall seeing anything about that in their report and would need to review the material from the manufacturer. Guns stated that if the debris continues to be an issue after the shade is properly installed, then OPN would need to be contacted about the design problems.

Steve Brown, City Engineering, sent a draft of the letter regarding outstanding issues with Tricon Construction Group for Barry Lindahl's review. Willis questioned if the attachment noted on the letter was included. Henricks stated she did not receive the attachment. The Board requested Henricks review and approve the attachment so that the letter could be sent to Tricon as soon as possible.

Guns questioned how the Heating Ventilation and Air Conditioning (HVAC) system is working. Henricks reported that Engineered Controls, Geisler Brothers, and another company were in September 30, 2011, to try to balance the system. Henricks reported progress has been made but she needs to review concerns expressed by Maintenance staff regarding open issues.

C. Library Comment Cards - The Library Board reviewed the comments cards.

"Moved to receive and file the informational update from the Library Director on the Library Financial Report FY12 and Budget FY13, Library Use Statistics, Lending Library Update, Personnel Update, Construction Renovation Update and Library Comment Cards."

*Motion: Miller
Second: Hammer*

Vote: Aye – 6; Nay – 0

5. Items for Action:

A. Long Range Plan: Community Survey – Henricks reviewed what Himmel & Wilson, Library Consultants, would include in their cost to conduct a community survey as requested from the previous Board Meeting, and stated it would be a mail survey that would be expected to yield scientific data that can be generalized to the population as a whole with a ninety-five percent confidence level. Himmel & Wilson would begin by visiting with the Library Board and Henricks to explore areas of interest to the Board and to create the survey tool which can also provide the framework for the Library's Strategic Plan. Himmel & Wilson's fee included conducting the survey, analyzing the data, and presenting the results. Henricks questioned Himmel & Wilson on how they would receive back the desired four-hundred surveys required to achieve the desired results and was informed that they would send out around a thousand surveys, with more surveys released if needed. Henricks reported that Himmel & Wilson stated that the more promotion done to inform the public of the upcoming survey, the better the results. Guns asked Henricks for her recommendation. Henricks reported that her concern with doing a telephone survey is that many cell phone numbers in Dubuque do not have a telephone number with a 563 area code, and many younger people do not have landlines. Henricks recommended the mail survey over phone for these reasons, with Himmel & Wilson administering and reporting on the survey due to their experience in working with libraries.

"Moved to contract with Himmel & Wilson, Library Consultants, to conduct the Library's community survey with the funding to come from the Maher Trust Fund."

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

B. Library Exterior Signage Review: Henricks reported that the Historic Preservation Commission (HPC) was interested in seeing a new sign design and shared the letter written from the HPC to the Board of Trustees requesting that their initial recommendations for the signs be adopted. The new design was sent; however, unchanged except for color. The Board agreed to follow their original plan to only change the color of the sign. Hammer expressed his frustration at the amount of time the Board has spent on the sign issue. Lange Sign

acknowledges that they did not have a permit in hand when they installed the sign. Henricks asked if painting the columns could be done, even if the signs are left, as they are chipping and peeling.

"Moved to go before the City Council, with Henricks representing the Board, and ask for a waiver on the signs, with the understanding to the incongruity of the paint color on the columns that the Board recommends repainting the columns and the top and ask the City Council to waive the signs with that recommendation."

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

6. Communications/Public Comment: Henricks informed the Board she had spoken with Brad Brown from OPN Architects and the Library has won a design award. Henricks reported she will get a copy of the award and present it to the Board upon its receipt.
7. Library Board Adjournment - The Board adjourned at 5:17 p.m.

"Motion to adjourn."

*Motion: Miller
Second: Anderson-Bricker
Vote: Aye – 6; Nay – 0*

Frederick K. Miller
Frederick K. Miller, Board Secretary