

**Carnegie-Stout Public Library
Board of Trustees
Meeting Minutes of August 25, 2016**

The Board of Trustees of the Carnegie-Stout Public Library (C-SPL) met in the Lacy Board Room at 4:00 p.m. on Thursday, August 25, 2016.

Present: Vice President Patty Poggemiller; Secretary Mike Willis; Trustee Robert Armstrong; Trustee Pat Maddux; Trustee Christy Monk; Trustee Jon Trotter; Director Susan Henricks and Recorder Denette Kellogg.

Excused: President Jenny Weiss

Public Present: Thomas Barton, Reporter, Telegraph Herald, Dubuque, Iowa

1. Board Vice President Patty Poggemiller called the meeting to order at 4:02 p.m.

"Moved to adopt the meeting agenda of Thursday, August 25, 2016."

Motion: Willis
Second: Maddux
Vote: Aye – 6; Nay – 0

2. Approval of Library Board of Trustees' Meeting Minutes of Thursday, July 28, 2016.

"Moved to approve the Board Minutes of Thursday, July 28, 2016 with the following changes: page 1, item 1., second paragraph change the date listed from July 2016 to July 2020; and, page 5, item number 4, third paragraph, first sentence, change to read, "Three library assistant positions are vacant. Recruitment for these positions is underway."

Motion: Trotter
Second: Maddux
Vote: Aye – 6; Nay – 0

3. Board President's Report:

- A. Review of Tentative Board Meeting Dates through August 2017 – The Board reviewed the tentative meeting dates for the upcoming year and concurred with meeting the fourth Thursday of each month, with the exception of November and December 2016 when they will meet the third Thursday due to holiday schedules.

B. Poggemiller reviewed the Communication with the Dubuque City Council for July, 2016.

"Moved to receive and file the Communication with the Dubuque City Council from Thursday, July 23, 2016."

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

4. Motion to Receive and File Informational Items:

A. Library Director's Report Summary and Update – Henricks reported that the Library had a pest prevention inspection today and the building is once again free from pests, including bed bugs. Henricks provided a written summary on the following topics to the Library Board with additional comments:

- 1) Library Financial Report Closing of Fiscal Year 2016 (FY17) – The Board reviewed the operational revenue and expenditure reports. Henricks reported that July was the first month of FY-2017 and represents 8% of the fiscal year lapsing. Expenditures were at 7% and revenue income was at 6% of projections.
- 2) Library Use Statistics – Henricks reported that the number of items checked out decreased 9% compared to the same time last year. The decrease is associated with books. During the board meeting in July, causes for the reduction in business were discussed and follow-up took place during the library's management team meeting. Several potential contributors to the decline were discussed: breadth and depth of collection, bed bug scare, crime, and the new county library branch in Asbury. As mentioned during the last board meeting the collection will be reviewed using a statistical approach and a collection development tool that the library has access to for a year. This tool can aid in identifying gaps in the collection where demand may not be met as well as items that languish and will not likely circulate. The outcome of this analysis will be presented as it becomes known.

Poggemiller suggested that the library consider doing a "pop up" type registration for the youth summer reading programs at local grocery stores and the Farmer's Market. Henricks agreed with this suggestion to promote offsite registration for this program and to also offer library card signup at the same time.

Second is the possibility of people believing that the library has bed bugs. We continue to receive calls inquiring about bed bugs on a weekly basis and when out in the community staff are routinely asked about the status of this issue. Bed bugs are a serious issue in the community, but the library has preventative measures in place to accompany monthly inspections and the facility remains bed bug free. Despite this, it is most difficult to change perceptions.

A third possibility that may influence business is crime. People perceive this area of the community to be unsafe. The library has not experienced violence, but again, it is most difficult to change perceptions.

The last variable considered in discussion was the potential impact made by the new branch of the County Library System in Asbury. People living in the west side of Dubuque may find it more convenient to go to the Asbury library as an Open Access (OA) borrower than to visit Carnegie-Stout downtown. Circulations by the County Library to Dubuque residents totaled 21,779 in FY 2016, which represented an increase of 20% compared to FY 2015. The 21,779 OA transactions completed by the County Library is equivalent to 3.5% of our total circulations.

Henricks believes that each variable contributes to a degree, but the greatest influence has been the opening of the new library in Asbury. It is clear that the opening of this library has made a difference, because since its opening the total increase of check outs to Dubuque residents from the County library has increased 302%.

Henricks recommend a community survey that can be generalized to the entire community, with a confidence level of at least 95%, take place. This survey's goals should focus on getting at why people are not using the library as well as the desire for west side service.

Henricks provided an update on the ongoing issues with providing accurate gate counts with the electronic gates. Originally the gates were under counting and statistics for FY-16 were changed to reflect this with manual comparisons provided by Library volunteers. Now, it appears the gates are over counting as a separate counting device has been installed to check the accuracy of the main counters. Henricks has been in contact with Tech Logic, Inc., the vendor for the gates, about this ongoing problem. Henricks reported she has asked the vendor to come

for an onsite visit to either fix the problem or remove the gates for a full refund and will keep the Board updated on this issue.

- 3) Maker Space Project Update – Henricks reported that a construction update meeting was held on August 10 and Board member Christy Monk represented the Operations Committee at the meeting. The meeting went well and the projected completion date is September 23. Maddux reminded everyone that the library technologies involved must come together. He noted that work needs to take place to make sure everything works properly and that the staff members who will oversee and be responsible for the area receive training in order to launch the new space in a knowledgeable and professional manner.
- 4) Marketing Update – Henricks reported that billboards to advertise the Maker Space will begin to appear in September and banner ads on the TH website will also run mid-September to mid-October beginning with “coming soon” and moving to the message of “now open.”

A campaign for digital advertising through OnMedia will begin September 1 for three months and it, too, will start with “coming soon.” This is a new advertising approach for the library; however, 83% of the target market should be reached.

- 5) Delinquent Borrowers – Henricks provided a detailed report reviewing procedures for recovering materials from delinquent borrowers. The Library has a notifying process that includes multiple notifications, an invoice, and a collection agency. The goal is to have the materials returned to the collection. If the notification process is not effective, the next step is legal action resulting in charges of theft for the patron following the provisions provided for by Iowa Code.

The Board members discussed the procedures and recommended that the procedures be established for earlier legal intervention when theft has taken place.

- B. Library Comment Cards Received – The Board reviewed the comment card received and concurred with the responses.

“Moved to receive and file the informational update from the Library Director including the Library Financial Report, Library Use Statistics, Maker Space Project Update, Marketing Update, Delinquent Borrowers, and Library Comment Cards.”

Motion: *Maddux*
Second: *Monk*
Vote: *Aye – 6; Nay – 0*

5. Action Items:

A. Library Expenditures – Henricks provided an itemized report of FY-17 August expenditures for Board review and identified expenditures for the annual renewals of the cataloging contract with the Online Computer Library Center (OCLC) and the renewal of the Tutor.com, an annual subscription.

"Moved to approve Library expenditures for August, 2016."

Motion: *Armstrong*
Second: *Trotter*
Vote: *Aye – 6; Nay – 0*

B. West Side Service Options – Henricks provided alternative service options for Westside service expansion as requested by the Board at its July, 2018 meeting to replace the vending machine that was removed from the Asbury Plaza Hy-Vee. She spoke with the Asbury Hy-Vee Store Director about the possibility of offering a service point at the store in the future as the Lending Library has been removed. He offered to review a future request, but was hesitant to commit due to the operational issues with the previous Lending Library machine.

Henricks provided a follow up about the lending library machine that will be sold. She has contacted the vendor, Public Information Kiosk, Inc. to see if a service contract could be available to the new buyer when the machine is sold. She is waiting to hear back and will provide an update at the next meeting. The plan was to sell the machine to a Library at the Iowa Library Association Conference to be held in Dubuque in October.

The Board reviewed the alternative service options provided by Henricks. They agreed that a community survey is needed to identify what the community wants—from collection and technology to off-site service points in the western part of the city.

The Board discussed the possibility of partnering opportunities with the County Library. Henricks agreed to meet with the Director of the County Library System, which could be followed with a meeting of both Board committees to further discuss opportunities.

"Moved to charge the Library Director to explore avenues of service collaboration with the Dubuque County Library."

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

C. Holiday Calendar/Closing through January 2018 – The Board reviewed the proposed holiday and closing calendar for the Library through January 2018.

"Moved to approve the Library Holiday and Closing calendar through January 2018."

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

D. Background Checks for New Hires – Henricks reported the Board previously reviewed this topic of performing background credit checks but the City had not moved forward with implementation of the policy at that time. The City has begun implementation of reviewing a candidate's credit history as part of a background check. The policy applies to candidates that handle money. The Board discussed the pros and cons of this practice including the cost impact to the library, and how and why the City is using this tool. The Board requested additional information on this issue and suggested the City Personnel Manager could be invited to the next Board meeting to provide additional information.

"Moved to table the new policy on Background Checks for New Hires and to request information from the City Personnel Manager on how and why the City is using this tool and the criteria for which this is used to determine eligibility of an applicant for hire."

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

6. Communications/Public Comment – Henricks reported that the Library has earned its accreditation through June of 2020 and shared the accreditation certificate with the Board.

7. Library Board Adjournment – The Board adjourned at 5:07 p.m.

"Motion to adjourn."

Motion: Trotter
Second: Maddux
Vote: Aye - 6; Nay - 0

Michael Willis *9/22/16*

Michael Willis, Secretary of the Board **Date**