



BOARD MINUTES – REGULAR MEETING – SEPTEMBER 20, 2017

The Board of Trustees of the Meridian Library met for its regular meeting at 7:00 pm on Wednesday September 20, 2017 in the Large Conference Room at the Library on Cherry Lane.

BOARD OF TRUSTEES PRESENT: Megan Larsen, Chair; Dustin Barrett, Vice-Chair; Christina Hirsch, Treasurer; Doug Rutan, Trustee; Howard Little, Trustee; **ABSENT:** None

LIBRARY STAFF PRESENT: Gretchen Caserotti, Director; Jeanie Gerwig, Finance Manager; Camille Hampton, Public Services Assistant Manager; Cheri Rendler, Materials Services Manager; Dawn Cronk, Administrative Assistant

GUESTS: Andy Billington

- 1. Call to Order:** Megan Larsen, Chair; called the meeting to order at 7:00 pm
- 2. Guest Comments:** Andy Billington came to the meeting at 8:02 pm to inform the board he does not like the soda vending machine. He feels it is not healthy and bad for the environment. Caserotti spoke to him after the meeting.
- 3. Consent Agenda:**
 - a. Regular Meeting Minutes August 16, 2017
 - b. Special Meeting Minutes August 16, 2017
 - c. Job Descriptions: Materials Services Manager, Collection Development Librarian, Resource Specialist, Page Supervisor, Library Page
 - d. Salary Schedule; Update with changes from August
 - e. Policy: Unattended Children (Youth) Policy revision
 - f. Policy: Interlibrary Loan Policy revision

Barrett requested to remove item “a” & “f” from the consent agenda and make it 3.a. Barrett made a MOTION to accept removing “a” and “f” from the consent agenda, Little seconded, all in favor, none opposed, MOTION passed.

- 3. a** Barrett made a request for clarification on item “a” on the Regular Meeting Minutes. A correction that Barrett, not Larsen called the meeting to order, and also adjourned the meeting on August 16, 2017. A clarification on “f” the Interlibrary Loan

Policy revision read 1-6 weeks not 1-64 weeks (the 4 was struck out so not visually clear). Little made a MOTION to accept corrections to items “a” & “f”, Barrett seconded, all in favor, none opposed, MOTION passed.

- 4. August 2017 Financial Reports: Monthly Statements and Listing of the Bills:** Jeanie said we are working diligently to end the year as previously reported to the board. Rutan made a MOTION to approve the August 2017 financial reports, monthly statements and listing of bills, Barrett seconded, all in favor, none opposed, MOTION passed.
- 5. Director Report:** October 1 the library will be eliminating juvenile overdue fines. Macey made a flyer with talking points. We had a successful Human Library event, and the feedback was very positive. Hirsch inquired if we would do it again? Yes, there were citizen requests to offer one appropriate for children. Overall we completed Summer Reading with a 6.7% increase. Staff picnic was a hit. Staff received Solar Eclipse pins for their patience about solar glasses, and programs about the solar eclipse were well attended. Jen Smart had her last day, she’s been here 20 years. It is time for Staff Awards; Caserotti handed out packets with the nominations and would like Trustees scores returned in early October, awards are given at Staff Day. The keynote speaker is Rebecca Miller of Library Journal magazine. This year’s organizational value theme is Empathy and we will have an emotional intelligence workshop at Staff Day. Jenny Engstrom from King County Library System will present that workshop. Larsen asked about lost DVD’s. Lost DVD’s numbers are still high, but considered “normal” rates compared to loss rates around the country. The blue ray loss rate has improved (fewer missing) as they are behind the counter. Cheri is monitoring these collections closely.
- 6. Patron Complaint: Raul Mendez** sent a letter of concerns and complaints. Caserotti provided his correspondence in the board packet as well as historical communications on the holds and other service complaints from the citizen. He believes his concerns are not reaching the board and are not being solved. He would like to know how we handle complaints and ILS holds system. Caserotti addressed in 2 parts; how we accept feedback from patrons and the ILS holds issue. We take all complaints and concerns seriously. There are suggestion boxes at all branches. We have forms for them to fill out if necessary. Verbal feedback is provided by the circulation staff on the front lines, written goes to the Director with the form on the website going to the staff and Board depending on the submission. We realized our 1 older, stand-alone self-check had a customer survey we were unaware of and was not being checked. That has been disabled so as not to mislead patrons. An annual customer satisfaction surveys will go out starting this January. Citizens are always welcome to attend & give

comment at the monthly board meetings. There are formal materials forms to fill out concerning items in or not in our collection. Barrett thanked Camille on how she responded to Raul Mendez's emails. We are consistent throughout the district, we hold doors open for all patrons. Regarding the holds procedure and process – Christina asked what the steps are there for complaints the staff can follow. Staff can work with patrons on the holds queue and let them know to place holds on Meridian items first. Front line staff get a manager to handle the situation if it escalates. There are 11 libraries in the consortium, not all are open access. The algorithm on holds is something we cannot change. The library owning the item has priority that their patrons get the item first and is clear in the LYNX agreement. In this case, the items being placed on hold aren't owned by MLD or there is a duplicate record which is impacting his place in the holds queue. MLD staff have tried various strategies to help him within parameters of what we have the ability to do. Caserotti will bring the issue up at the upcoming LYNX Director's meeting to see if there is a way to improve the way the media catalog records are created & merged. Some libraries put the item in the catalog before they have it and allow holds, libraries order from many different vendors so none of the records are the same. We agree it is poor service, but we cannot direct other libraries on how to order, or when to place item records in the catalog. It can be frustrating for patrons. MLD staff will continue to work with Mr. Mendez on solutions to his struggle with the system and will follow up with him following this meeting.

7. Branch Expansion Discussion

- a. Piper Jaffray Memo Discussion – Caserotti had shared a memo from the financial advisor last month and invited comments or questions. We want to get an update at current market, and revise our long-range facility plan, as we need to expect a 10% increase in construction costs each year. Doug wants a more detailed spreadsheet, and how the timeline will work with costs and when we can build. We are still looking for space for unBound.
- b. Library Foundation Creation –Caserotti is meeting with school foundation leads to help with creating our own foundation. Continued research and conversations happening.

8. **Hillsdale Temporary Library Proposal Update:** Caserotti has a conceptual design. Travis & Caserotti met on designing the inside of the storage container. The Russell Corporation have put numbers to the project, it is a high estimate as they have added things we don't need included. We are pursuing ways to get things donated or sponsorships so we can open a Tiny Library next spring for 16 hours a week with seasonal programs in the summer, and a collection geared toward children. Caserotti will have more updates next

month. We will need to pay for conduit on site now in order to save costs down the road (while the Y is under construction). We should have something from legal in 2 weeks. Trustees indicated consensus to move forward with paying for the conduit. The YMCA, and Lila Hill are okay with where we want to place the storage container near Howry Lane where the main entrance will be. Should we use reserves to pay for it, or annual budget to cover some of the cost? Legal will advise on this answer. Treasure Valley Children's Theatre has a 40' container they will give us if we can help them find storage for their items. The board wants to move forward with this plan. Caserotti will keep the board informed.

With no further business before the Board, Chair Larsen adjourned the meeting at 8:03 pm.

The next regular Library Board of Trustees meeting is scheduled for 7:00 p.m., Wednesday, October 18, 2017 in the Large Conference Room at the Library on Cherry Lane.

RESPECTFULLY SUBMITTED AND APPROVED

Gretchen Caserotti, Library Director

Megan Larsen, Board Chair