



Mesa County Libraries
BOARD OF TRUSTEES
 — BOARD MEETING —

MINUTES

Date/Time: Thursday, February 25, 2016– 5:30 p.m.

Location: 443 N. 6th St., Grand Junction, CO, Central Library/ Monument Community Room

| No. | Item Type | Agenda Item |
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| 1 | Opening | Call to order and attendance <ul style="list-style-type: none"> • Barnett called the meeting to order at 5:30 p.m. • TRUSTEES PRESENT: Elaine Barnett, Cindy Cyphers, Dean DiDario, Laurie Tashiro, Jean Yale • TRUSTEES ABSENT: Barry Blanchard • STAFF PRESENT: Laurie Cole, Tim Davis, Karen Kllanxhja, Bob Kretschman, Austin Mullenix, Patti Roberts, Joseph Sanchez, Shana Wade, Wynnell Webster, Gail Yerbic • OTHERS PRESENT: Jerod Hanson and Bryan Wiley, both of Home Loan Insurance Approval of Agenda [changes] <ul style="list-style-type: none"> • Re-order items 7 and 8 to fall after item 12 • February should be March in item 13 • Cyphers moved to approve the agenda with the above changes; Tashiro seconded. Motion passed unanimously. |
| 2 | Action | DiDario moved to approve the January 28, 2016, Minutes as presented; Yale seconded. Motion passed unanimously. |
| 3 | Information | Citizens to be heard – no citizens to be heard |
| 4 | Information/ Discussion | Director and Administrative Updates <ul style="list-style-type: none"> • <i>Director Report, presented by Sanchez</i> <ul style="list-style-type: none"> ○ Read aloud an email submission via our website that listed and praised many Library eResources: Overdrive, Rosetta Stone, Zinio, and the 970West Studio. • <i>Financial Report, presented by Cole</i> <ul style="list-style-type: none"> ○ Reviewed the financial reports and answered questions. Of the budget, 7.5% has been collected and 8% expended. <ul style="list-style-type: none"> ▪ The Comparative Balance Sheet has begun the shift to full accrual on track for a full accrual year-end draft in March and an audited version to be presented in June. Annual audit process begun Monday, February 29th. • <i>Statistics Report, presented by Wade</i> <ul style="list-style-type: none"> ○ Downloaded circulation and eResources are off to a strong start; circulation and visits are up a little. ○ Use of meeting rooms, study rooms, and rooms at branches is seeing continuing growth. ○ Increasing impact with social media. • <i>Foundation Report, presented by Kllanxhja</i> <ul style="list-style-type: none"> ○ Received \$865 of donations this month, \$290 earmarked for Wild Colorado. ○ Liquor license was approved by the city for “Table of Content,” the first Foundation fundraiser since 2002. |
| 5 | Information/ Discussion | Austin Mullenix, Head of Public Services, highlighted statistics and presented a short slide show including pictures of the staff of Public Services: <ul style="list-style-type: none"> • Review of the last year: <ul style="list-style-type: none"> ○ Self-Checkout Kiosks: 88% of items are checked-out using the kiosks ○ Automatic Material Handlers (AMH): 53% of patron returns are run through the sorter, 65% of staff returns ○ Inventory Wand used to recover over 100 missing items during its first search ○ Streamlined several procedures and the overall layout of the department |

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| | | <ul style="list-style-type: none"> ○ Focused on becoming more lean and efficient ○ Words on Wheels routes are currently undergoing reorganization for greater efficiency. There are currently 270 active WoW patrons. ○ Improved training procedures ○ Underwent 2 p-type migrations ○ Implemented a new online self-registration system ○ Reduced daily courier turnaround times <ul style="list-style-type: none"> ▪ Average deliveries = 30 totes per day ▪ Average outgoing courier = 25 totes per day ▪ Average daily incoming courier turnaround = 6.5 hours ○ Average Shelving Turnaround Rate = 26 hours ○ Outreach events included Truck'r'Treat, Autism Conference at CMU, Farmer's Market, and Words on Wheels Presentations at nursing homes and assisted living facilities ● 2012 – 2015 Comparative Statistics Among Public Libraries place the Library above the mean in the categories of population, registrations, e-circulation, library visits, and total annual circulation. ● Goals for the future: <ul style="list-style-type: none"> ○ Improve customer service, management of the collection and measurement of procedures ○ Improve service quality, increase efficiency and streamline procedures by: <ul style="list-style-type: none"> ▪ Greeting 90% of all patrons ▪ Reaching a 5-hour daily average courier delivery turnaround rate ▪ Reaching a 22-hour daily average shelving turnaround rate ▪ Reaching a 90% rate of shelving accuracy ● Full-Time Library Assistants: <ul style="list-style-type: none"> ○ <u>Sean Edens</u> – Technology specialist, a talented photographer/videographer, troubleshoots issues, creates Prospector reports, runs 2 WoW routes, and trains new hires; <u>Katie Peters</u> – Prospector expert, a skilled leader within the department, manages several inventory lists, runs 2 WoW routes, and is involved in training new staff; <u>Elizabeth Peters</u> – Lead trainer of Pages, volunteers and shelvees, manages other inventory reports and runs 2 WoW routes; <u>Andy Hamilton</u> – Newest full-time assistant, skilled in statistics and process improvement, organizes volunteer procedures, runs 2 WoW routes, and trains new hires. ● Part-Time Library Assistants: <u>Wes Dickson</u>, <u>Aaron Farris</u>, <u>Desi McGee</u>, <u>Kurt Mill</u>, <u>Nate Trumbo</u>, <u>Stacy Sopher</u>, <u>Amberlee Read</u> ● Library Aides: <u>Joshua Montgomery</u>, <u>Nikki Lesley</u> ● Library Pages: <u>Rachel Davis</u>, <u>Sean Edwards</u>, <u>Patti Swisher</u>, <u>Cammy Lohr</u>, <u>Kylie Richardson</u> |
| 6 | Information/ Discussion | <p>Bryan Wiley, of Home Loan Insurance, presented an overview of Library insurance coverages. Some notable coverages are as follows:</p> <ul style="list-style-type: none"> ● Commercial Property, Blanket Coverage, e.g., books and historical documents ● Commercial General Liability Coverage, e.g., patron falls ● Commercial Cyber Coverage, e.g., data breach, ransomware, and cyber extortion ● Not-For-Profit Directors & Offices, EPLI & Fiduciary – Employment Practices (EPLI), e.g., wrongful termination and discrimination |
| 7 | Information/ Discussion | <p>Trustee Recruitment</p> <ul style="list-style-type: none"> ● March 1st – Final interview by the County Commissioners of two candidates: <u>Chris Mahre</u>, lawyer with Mahre & Associates, and <u>Dean Harris</u>, lawyer with Bechtel & Santo |
| 8 | Information/ Discussion | <p>The recent weather closure due to snow resulted in many library employees scrambling to cover these unexpectedly unpaid hours. Sanchez requested the Board to consider modifying the Compensation sub-section of the Emergency Closing policy when they review the Employee Handbook later this year.</p> |
| 9 | Information/ Discussion | <p>After reviewing the Privacy policy, only one change was noted – a grammatical error on the first page, resulting in an agreement to change “The Library will do not sell...” to “The Library will not sell...”</p> |
| 10 | Action | <p>Yale moved to re-adopt the Privacy Policy with the above change; Tashiro seconded. Motion passed unanimously.</p> |

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| 11 | Information/ Discussion | Wade presented several reports created with Analytics on Demand, Gale Cengage by matching patron addresses to the Experian credit reporting database. The Library is embracing data to make decisions and designing a data road map leading to better patron services. |
| 12 | Information/ Discussion | <p>Sanchez presented the 2016 PEW study, "Libraries at the Crossroads" as the gold standard of annual reports in library standards. While overall MCPLD is in a better place than the study shows most libraries nationally, there is still valuable information the Library can draw from it to create measurable and accountable goals.</p> <ul style="list-style-type: none"> ● On the topic "move print books out of public locations to free up space for tech centers, reading rooms, meeting rooms, and cultural events," the Should Definitely Do outweighed the Should Definitely Not Do responses for the first time ever on a PEW study. ● Borrowing print books and asking librarians for help is on a decline. ● Many people are unaware of the many Library e-resources. |
| 13 | Information/ Discussion | <p>Other Board Business</p> <ul style="list-style-type: none"> ● Barnett introduced Patti Roberts, the new Human Resources Manager ● Suggested agenda items for next meeting <ul style="list-style-type: none"> ○ Alpine Wealth Investment Presentation ○ Trustee Vacancy Update ○ Policy Review ● Time & location of March meeting <ul style="list-style-type: none"> ○ Thursday, March 31, 2016, Central Library Monument Community Room at 5:30 p.m. |
| 14 | Information | No announcements (Upcoming events nor other information) |
| 15 | Closing | Cyphers moved to adjourn the meeting at 7:15 p.m.; Yale seconded. Motion passed unanimously. |



Board President – Elaine Barnett



Board Secretary – Dean DiDario

Date: *MARCH 31, 2016*