

**LIBRARY BOARD MEETING MINUTES
TUESDAY, SEPTEMBER 18, 2007; 8:00 AM
BENNETT MARTIN PUBLIC LIBRARY
LINCOLN, NEBRASKA**

BOARD MEMBERS PRESENT: Lynda Anderson, Marlene Cupp, Fred Hoke, Jeff Kirkpatrick, Shirley Maly, Jim O'Hanlon, April Stevenson. Absent: None

OTHERS PRESENT: Carol Connor, Library Director; Greg Mickells, Assistant Library Director; Paul Jones, Accountant; Sheila Jacobs, Outreach Services Supervisor; Carol Swanson, Gere Branch Supervisor; Jodene Glaesemann, Walt Branch Supervisor; Julie Beno; Bennett Martin Public Library Manager; Julee Hector, Eiseley Branch Library Supervisor; Pat Leach, Youth Services Supervisor; Kent Remmenga, Information Services & Technology Librarian; Suzan Connell, Library Resources Coordinator; Gary Meier, Buildings & Grounds Superintendent; Nicole Zink, Executive Director, Foundation for Lincoln City Libraries; Denise Pearce, Mayoral Aide.

The meeting was called to order at 8 a.m. by President Marlene Cupp. Ms. Cupp announced the Open Meetings Law of the State of Nebraska was posted on the southwest wall of the room.

APPROVAL OF AGENDA: The Agenda/Meeting Notice was posted according to the Open Meetings Law of the State of Nebraska. Ms Anderson moved approval of the agenda as posted. Second by Ms. Maly. Roll Call Vote: Anderson, Cupp, Hoke, Kirkpatrick, Maly, O'Hanlon, Stevenson - aye. Motion carried 7-0.

PUBLIC COMMENT ON AGENDA ITEMS: None

APPROVAL OF MINUTES: Mr. O'Hanlon moved the minutes of the August 14, 2007, meeting be approved as mailed. Second by Ms. Anderson. Roll Call Vote: Cupp, Hoke, Kirkpatrick, Maly, O'Hanlon, Stevenson, Anderson - aye. Motion carried 7-0.

STANDING COMMITTEE REPORT:

Committee on Administration - It was moved by Ms. Maly, second by Ms. Anderson, to adopt the Naming Policy as presented. Roll Call Vote: Hoke, Kirkpatrick, Maly, O'Hanlon, Stevenson, Anderson, Cupp - aye; Motion carried 7-0.

It was moved by Ms. Maly, second by Ms. Anderson to adopt the Cooperation with Nonpublic Entities Policy. Roll Call Vote: Kirkpatrick, Maly, O'Hanlon, Stevenson, Anderson, Cupp, Hoke. Motion carried 7-0.

It was noted the policies had been reviewed and approved by the City Law Department. The policies go into effect immediately.

Committee on Buildings & Grounds: No action.

Committee on Finance: Mr. Kirkpatrick presented the recap of expenditures for August 2007 listing claims in the amount of \$696,802.77 from operational funds and \$134,428.49 from other funds for a total expenditure of \$831,231.26. Mr. Kirkpatrick moved to approve the recap of expenditures and

payment of all claims. Second by Ms. Anderson. Roll Call Vote: Maly, O'Hanlon, Stevenson, Anderson, Cupp, Hoke, Kirkpatrick - aye. Motion carried 7-0.

Mr. Kirkpatrick moved approval to submit request to Mayor Beutler to release library fiscal year 2006-07 reappropriated operational funds in the amount of \$250,000. Second by Ms. Anderson. Roll Call Vote: O'Hanlon, Stevenson, Anderson, Cupp, Hoke, Kirkpatrick, Maly - aye. Motion carried 7-0.

It was noted that the reappropriated funds are to be used for early retirement pay outs and branch parking lot lighting repairs.

SPECIAL COMMITTEE REPORTS:

Downtown Library Development - No action.

Foundation for Lincoln City Libraries Liaison - No action.

Joint Facility Development & Use - No action.

One Book - One Lincoln Community Reading Program - No action.

Polley Music - No action.

Technology - No action.

Trustee Development - No action.

PRESIDENT'S REPORT:

Committee Appointments - Ms. Cupp announced the following committee appointments:

Administrative:

Shirley Maly, Chair
Lynda Anderson
Marlene Cupp

Building & Grounds:

April Stevenson, Chair
Fred Hoke
Lynda Anderson

Finance:

Jeff Kirkpatrick, Chair
Jim O'Hanlon
Marlene Cupp

Nominations:

Lynda Anderson, Chair
Shirley Maly

Downtown Library Development:

Jeff Kirkpatrick, Chair
Fred Hoke
April Stevenson

Foundation Board Representatives:

Jim O'Hanlon
Fred Hoke
April Stevenson

Newsletter:

Shirley Maly

One Book - One Lincoln:

Shirley Maly, Chair
Jeff Kirkpatrick

Planning:

Lynda Anderson, Chair
Marlene Cupp
Jim O'Hanlon

Technology:

Jim O'Hanlon, Chair
Lynda Anderson
Jeff Kirkpatrick

Polley Music & Polley Task Force:

Shirley Maly, Chair, Polley Music
April Stevenson, Chair, Polley Task Force

Trustee Development:

Marlene Cupp, Chair
Jeff Kirkpatrick
Fred Hoke

Ms. Cupp welcomed Fred Hoke to the Board. Ms. Cupp provided opening remarks for this, the first Board meeting of the new fiscal year. The following was read into the record.

I believe this is going to be a challenging year for the library in three areas. The first is financial. Those of us who have served on the Board know that the tight City budget affects the Library along with all City departments. I am sure we will be asked to make difficult decisions about required cuts to the Library budget and those cuts affect not only the current operation of the Library but future operation as well.

The second area that I feel the Board must concentrate on is the Library staff. WE have a superb staff that has managed to deal with the demands of the growth of services at the same time as they adjust to curtailment of resources. This staff is stretched and as a Board we must be aware of this situation. Morale issues must be recognized and the Board must make sure that staff knows we appreciate their effort and hard work. When we make decisions we must always keep in mind what affect those decisions may have on staff. Saving jobs and relieving the stress on the staff should be major considerations in our decision making.

The third element that we will be dealing with is change. We are in an age of change, especially technical advances, and we will be called upon to make some decisions about how we address change. We must work to balance the interests of our core supporters, those who gave us such flowing reviews in the survey taken several years ago, with the demand for new innovations and changes. We must make certain that such changes will provide efficiencies in services, relieve work demands on staff and help relieve some of the financial costs for the Library. But we must not leave our core support behind in our rush to be technologically up-to-date.

Strategic planning is essential in wise decision making and for that reason I have created a new subcommittee that will investigate, assess and plan strategies for the future of the Library. Lynda Anderson will chair this committee and Jim O'Hanlon, Vice-President of the Board, and I will serve on the committee and report back to the Board with suggestions for a new mission statement and short term goals to help the Board make decisions regarding the budget and help us face the changing landscape of the Library.

I look forward to the coming year and I hope all of you do too.

OLD BUSINESS: No action.

NEW BUSINESS:

Ratifying Resolution - Ms. Maly moved, second by Mr. Kirkpatrick, to approve a resolution ratifying any past and future signatures of Carol Connor, Library Director, as it relates to two annuities from AmerUs Annuity Group and Scudder Gateway Annuities and the Glennis Marcine Leapley Memorial Trust, gifts of Ms. Glennis Leapley. Resolution was prepared by City Law Department. Roll Call Vote: Stevenson, Anderson, Cupp, Hoke, Kirkpatrick, Maly, O'Hanlon - aye. Motion carried 7-0.

Approval of Keno Funds Proposal - Ms. Anderson moved, second by Mr. Kirkpatrick, to approve the Keno fund fiscal year 2007-08 proposal as submitted by staff. Roll Call Vote: Anderson, Cupp, Hoke, Kirkpatrick, Maly, O'Hanlon, Stevenson. Motion carried 7-0.

Approval of Hompes Revenue Allocation - Mr. Kirkpatrick moved, second by Ms. Maly, to authorization the expenditure of \$20,000 from Hompes funds as requested by the Library Director. Roll Call Vote: Cupp, Hoke, Kirkpatrick, Maly, O'Hanlon, Stevenson, Anderson - aye. Motion carried 7-0.

LIBRARY DIRECTOR'S REPORT: Carol Connor reported the 2003 customer survey indicated that 85.6% of library customers were either "very" or "extremely satisfied" with the library. That was the second highest customer satisfaction level in 21 libraries surveyed by the consultants. In 2005 one of our objectives was to increase that satisfaction level by a few points. Using the "Good to Great" model, the then Assistant Library Director suggested changes that would increase efficiency and provide greater customer satisfaction.

In 2007, Greg Mickells, Assistant Library Director, introduced the model of customer centered service which builds on the very good customer service being provided by staff to the public. Both models which are based on change are customer service oriented. Libraries are becoming more of an access point for customers. Change in public libraries has been a constant over the last few years. The increased pace of change in our society is impacting the need to enhance the service model at the library. I expect this change will now occur more quickly.

Collections, in response to public interest, are changing and will continue to change more rapidly. We will be focusing more on popular materials in print and non-print while increasing non-print materials.

Reorganization is another aspect of change. Traditionally staff has changed work locations primarily through promotional opportunities. Other public libraries have had a practice of reassigning staff to meet library service objectives. Since the 1980's Omaha Public Library has used this approach. We will be implementing this model shortly. Obviously, technology is impacting public library service and is a significant factor in allowing the customer the option of

self service. Libraries are making changes in areas such as technical processes, looking at processing options. Discussions in the profession are underway regarding the need for the Dewey system. Some libraries are adopting a browsing system similar to a book store. Change and limited resources are impacting staff morale and in some areas it is a concern.

Fiscal constraint is another factor this fiscal year. A minimum wage increase for unclassified staff had to be absorbed in this year's budget and two more increases are scheduled which will impact us further. The PAGE contract eliminated the beginning step in pay ranges this fiscal year which also has a small impact. A reduction in Keno funds resulted in a 5% reduction in media funding. This comes at a time when the public expects greater diversity in format while continuing to have access to a range of titles.

In conclusion, the public library exists to serve the community and our goal is to provide the service our library customers expect with the resources available to us.

ASSISTANT LIBRARY DIRECTOR'S REPORT: Mr. Mickells reported the lighting project at Gere and Anderson Branch Libraries is progressing. The Clark Enersen Partners is finalizing specifications on the project with Request for Proposals being released soon.

Arnold Library Project - Plans for the building and grounds are pretty much set. The plans still show the parking close to the library doors for better access. Lincoln City Libraries will be meeting with the architect soon to discuss interior design and finishes.

One Book - One Lincoln - Programming and community discussion sessions have been arranged. The Programming Taskforce has done a great job putting together a fabulous collection of programs. For the first time the program will feature a teleconference with the author. This will take place on November 16th at the NETV studios. Carol Swanson did an excellent job of scheduling the book discussions. New this year is our presence at Sheldon's College Night, and outdoor events planned at Pioneer Park and the Sunken Gardens.

Foundation Thanks - Thanks to funding from the Foundation for Lincoln City Libraries, the Library has been able to purchase additional gaming technology. The technology has allowed for additional programming at Eiseley Branch and soon to be at Walt Branch. Since Eiseley Branch began offering the gaming technology in conjunction with other youth services, we have not had to hire an off-duty police officer. Julee Hector, Branch Supervisor, reported that the NW Police Command commented to her that they were surprised to stop receiving calls to the library since school reopened. Eiseley Branch is still seeing a large count of students after school but thanks to the creative efforts of staff, behavior issues are under control. Eiseley Branch will also be receiving an AmeriCorps volunteer to help with the youth programming. This was made possible by a partnership with the Parks and Recreation Department. The Goodrich Middle School Community Learning Center is also planning to partner with Eiseley Branch to assist with the program.

Online Seminars - Mr. Mickells will forward the website for Library Board members for a variety of seminars on current topics for libraries. Among those are a number of seminars on

Library 2.0. The seminars are very well done and should provide a continuing education opportunity on current library trends. (<http://www.sirsidynixinstitute.com>)

State-wide Committee - Mr. Mickells has been invited by the Nebraska Library Commission to sit on a state-wide committee discussing the future of Nebraska libraries. First meeting will be Oct. 2nd at the Nebraska Library Commission.

Visit by Nebraska State Senator - Nebraska State Senator Tony Fulton will be conducting a storytime at Bennett Martin Public Library today at 10:15 a.m. Pat Leach, Youth Services Supervisor, reported that Senator Fulton has a full schedule to visit each branch library to promote literacy to the community and show his support for literacy.

FOUNDATION FOR LINCOLN CITY LIBRARIES EXECUTIVE DIRECTOR'S REPORT: At the September 13 Foundation Board meeting at Gere Branch Library, Norm Langemach was elected to the Foundation Board. The first reader for *Leaders Are Readers* starts Tuesday, September 18th. The Lincoln Journal Star donated advertising for the program this year. The Foundation gives a big thank you to Pat Leach and library staff for making the guest readers feel welcome. The Friends direct mail campaign will be starting in the next couple weeks. The Storybook mail piece concept was conceived by Kristi Shoemaker, the marketing consultant that the Foundation employed last spring, and the design was done by Meghan Stratman. The Foundation will be hosting a Friends appreciation breakfast at Bennett Martin in late October, and plans are progressing on "The Grapes of Wrath" fundraiser at the State Theatre on November 11.

PUBLIC COMMENT: None

ADJOURNMENT: There being no further business the meeting was adjourned at 9:30 a.m.