

MINUTES

ROLL CALL: Diane Leja, Greg Redlin, Katy Beem, Kelsey Collier-Wise, Gabrielle Strouse, Martha Muellenberg (left at 12:00)

OTHERS PRESENT: Daniel Burniston

On a motion by Collier-Wise, seconded by Muellenberg, the minutes of the July 20, 2018 meeting were approved. All present voted aye.

On a motion by Collier-Wise, seconded by Beem, the agenda was approved. All present voted aye.

There were no visitors present to be heard.

On a motion by Collier-Wise, seconded by Muellenberg, the reports of the director were accepted. All present voted aye.

On a motion by Collier-Wise, seconded by Redlin, the July and August expenditures were approved. All present voted aye.

REPORTS:

Foundation – Four new Public Access PCs and two new Staff PCs have been received and paid for by the Foundation. These will replace the six oldest PCs in building as part of the ongoing Technology replacement plan. Our new laptop, also purchased by the Foundation, has been set up and is now in use. The HDMI connection on the laptop is making it much easier to use as adapters are no longer needed to connect to the TV in the Kozak Room. We are also in the process of purchasing and setting up 10 Android Tablets, 2 iPads, 2 laptops and 2 Chrome Books for patron in library use.

Friends – Edie's Book Store resumed this fall with the sale on Sept 7/8. With the Ribs & Rods event going on nearby the Friends reported a very successful sale with over 175 visitors and \$741.50 raised. The 8/19 Craig Johnson event went exceedingly well with a capacity crowd and a great presentation. The Friends donated \$600 back to the library from the proceeds.

OLD BUSINESS:

The Library Director thanked the Library Board Members that attended the City Council budget work session on 8/15 when the library presented. The Library Director answered Council members questions and no concerns were raised about the library's budget request. The first reading of the 2018 Revised and 2019 Budget Ordinance was read on 9/4 and the second on 9/17.

The agenda item regarding the library strategic plan was pushed back to the end of the meeting and ultimately tabled until next time due to time constraints.

NEW BUSINESS:

As per library policy, staff are eligible for a 2% step increase on the library pay chart every other year based on a performance evaluation by the library director and approval by the Library Board. The Library Director recommended that the step increase for Youth Services Librarian Beth Samenus be awarded, the request was reviewed by Library

Board Members. On a motion by Redlin, seconded by Muellenberg, the step increase for Beth Samenus was approved. All present vote aye.

The Library Director provided a summary of the library's current bank accounts, as well as some other possible alternatives. The Library Board discussed the options as well as the timing of any possible change. On a motion by Redlin, seconded by Collier-Wise, the decision was made to close our accounts with the Bank of the West, open new checking accounts with First Bank & Trust, and keep Diane Leja, Martha Muellenberg and Daniel Burniston as authorized signors on the accounts. Library Board members felt the added convenience of having the accounts all with one bank and being able to easily move funds between savings and checking using online banking made more sense at this time. It was also noted that First Bank & Trust was offering higher interest rates and was a South Dakota banking company with strong connections to the community and community activities.

The Library Director reviewed the request received from Pastor Elmer "Sandy" Aakre at First Baptist Church asking for the opportunity to purchase the land behind the old library building. The land is City owned property, and the City manager has asked for the Library Board's input before asking the City Council for their decision. The Library Board discussed the benefits of selling vs. retaining the land. The only identified benefit at this time was the proceeds the City would receive from the sale of the land. It was also noted than any proceeds were likely to be minimal based on the size and location of the land. The following points were raised in favor of retaining the land:

- The Library cannot expand the current building upwards due to the foundation, without tearing it down and constructing a new building. In the event another expansion was planned the most cost-effective option would be to expand behind and to the North of the library where this piece of land is located.
- The land requires minimal maintenance and no taxes are paid on it as it is City property. The cost of keeping the land was minimal.
- The spaces outside the library does get used sporadically for programming and activities.
- The future of the old Carnegie Library building, should the law office it's currently rented to ever close or leave, is undecided at this time. There have been a variety of ideas expressed by several people, including connecting it to the current library. It would be inadvisable to sell the land behind it until a long-term plan for the building and its use has been made as the land may be needed.
- Community members, especially minors, currently use the back path as a short cut to the library. A newer building may impact traffic patterns through that area.
- Complaints have been received in the past regarding minors climbing on the buildings and drainpipes and damaging them. Moving the building closer to the library is likely to increase this problem.
- Concerns were raised about possible drainage issues and increased risk of flooding in the library basement posed by having more occupied land closer to the library.
- Parking around the library is already limited and can fill up during large events and programs. The planned use for the land could potentially increase parking issues depending on attendance and set up.

On a motion by Redlin, seconded by Collier-Wise, the Library Board recommended that the City not sell the land behind the old library. All present voted aye.

The Library Board discussed the library's open hours on Dakota Days. The Library Director noted that given the limited access to the library due to a considerable portion of Main Street being closed, the limited attendance in the library seen on Dakota Days morning, and to support staff participating in the parade (to market the library) it may be advisable to reduce the library's open hours on that day. On a motion by Redlin, seconded by Muellenberg, the decision was made to adjust library hours on the day of the 2018 Dakota Days Parade to 1pm to 5pm. All present voted aye.

The Library Board reviewed and discussed an updated draft of the library's meeting room policy. The policy updates reflect a more informational and informative policy, and the use of more positive language in line with the library strategic plan. The main discussion centered around the availability of the room for reservation after library open

hours. Discussion covered the balance of accessibility vs building security, maintenance and staffing. Library Board members provided input for an updated draft for the next meeting. No action was taken at this time.

The Library Board reviewed and discussed an updated draft of the mobile hotspot policy. When the policy was originally implemented the service was new and offered by a limited number of libraries. Based on our experiences since the service has started, as well as reviewing other libraries policies, some updates were made. Most of the updates were informational and to make the policy easier and clearer for patrons. The main changes were to specify a limit of one hotspot check-out per household and to provide that late return of a hotspot will result in the loss of hotspot borrowing privileges for one month. On a motion by Redlin, seconded by Strouse, the updated mobile hotspot policy was approved. All present voted aye.

The Library Board reviewed a draft of customer service standards to be included in the library employee training manual and handbook. Exemplary customer service was identified on the strategic plan, and by the current Library Board, as a priority focus for the library. The new Customer Service Standards lays out what the expectations are and guidance for achieving those standards. On a motion by Redlin, seconded by Collier-Wise, the Library Board accepted the customer standards. All present vote aye.

The Library Director reviewed some of the recent challenges regarding staff training.

- The considerable number of hours the library is open to the public per week, more than any other public library in South Dakota currently - limits times available for staff training.
- The way the staff schedule is stretched to cover so many hours – no one time when all staff are present.
- The mixture of part-time and full-time staff covering different times of day and different availability.

The library director suggested dedicating one day per quarter (four days a year) where the library will close until approximately noon. These days would be used for uninterrupted training time on topics such as library services and programs, customer service, electronic resources, CPR, active shooter and other identified areas. These days would be held on a weekday morning with advanced notice to minimize the impact to patrons. On a motion by Redlin, seconded by Collier-Wise, the decision was made to close the library until 12pm one day per quarter for staff training. The day each quarter to be determined by the Library Director so as best minimize any impact to library patrons.

The next meeting is scheduled for Thursday, October 18th, 2018 at 12pm.

On a motion by Collier-Wise, seconded by Redlin, the meeting was adjourned at 12:22 pm.

Respectfully submitted,

Daniel Burniston
Library Director