



**SHOREWOOD LIBRARY BOARD OF TRUSTEES**  
**MINUTES - DRAFT**  
April 18, 2012

Members Present: Catherine Hansen, Mariann Maris, Anne O’Meara, Jean Gurney, Jeff Schmeckpeper, Stephanie Snyder

Excused: Kim Grady

Others Present: Beth Carey - Library Director, Angela Andre – Administrative Assistant

The meeting of the Shorewood Library Board of Trustees was called to order by President Schmeckpeper at 4:40 p.m. in the Friends’ Room of the Shorewood Library.

Statement of Public Notice: Ms. Andre stated that the meeting had been posted and noticed according to law.

Citizens to be heard on items not on the agenda: None.

Consent Agenda: A motion to approve the entire consent agenda was made by Ms. Maris, seconded by Ms. Maris, and passed 6-0.

Director’s Evaluation

Ms. Maris moved and Ms. Gurney seconded a motion to adjourn into closed session at 5:00 p.m. under the provisions of sec. 19.85(1)(c), Stats., for the purpose of discussing employment, promotion, compensation, and performance evaluation of employees. Motion passed unanimously.

The motion to adjourn from Closed Session and reconvene in Open Session was made by Jean Gurney at 6:00 p.m, seconded by Mariann Maris. Approved.

Friends of the Shorewood Library Liaison Report – Jean Gurney

Ms. Gurney reported that the Friends are working to bolster their Board of Directors with a recruiting campaign. They are hoping that two or three potential new members will be coming to the next meeting.

As they are coming to the end of their supply of donation envelope/brochures, the Friends are in the process of redesigning the document.

Once again, the Friends will participate in Shorewood’s public art project by sponsoring one of the large heart sculptures that will be decorated by area artists and positioned throughout the Village. The price of sponsorship is \$295.

### Ban of Mr. Macfarlan

The police report from an incident that occurred last month in the library and Village Hall states that Mr. Macfarlan displayed a knife and proceeded to harm himself with the knife. Mr. Macfarlan was sent a letter advising him not to return to the library pending a review of the incident; he was informed that this item would be on the Library Board's agenda and was sent a copy of this agenda. Ms. Carey noted that at the time of the incident, it took six officers to restrain Mr. Macfarlan. She is recommending that he be banned from entering the library for a period of one year from the date of the incident. Ms. Hansen so moved. The motion was seconded by Ms. Maris and passed 6 – 0 after a vote. Mr. Macfarlan will receive a letter informing him of this Board's decision.

### Auermiller Change

In a memo distributed to the trustees, Director Carey noted the current approved plan for spending the grant money. She is requesting that the gift also be used to replace the library's full collection of Children's Board Books for various reasons involving the condition of our current collection and to accommodate the RFID system transition. The cost would be between \$2,500 and \$3,000. Ms. Hansen motioned to approve the use of Auermiller funds to replace the Board Books in addition to the previously approved items. Ms. Maris seconded and the motion passed 6 – 0 after a vote. Any books that are in a decent shape will be donated to an organization in need.

### RFID Update

Since drafting the latest staff update which was also forwarded to the trustees, Director Carey reported that the ad for project bids has appeared in the Daily Reporter. The architects will be dropping off the most recent, revised plans tonight at 6:00 p.m.

Last week Ms. Carey worked along with the technician from mk Sorting Systems to identify all outstanding issues and signed off to ensure those things would be addressed and fixed. Ms. Carey stated that she would like to have one self-check unit put out for patron use as soon as possible so that they can troubleshoot any other issues that may come up. She will be able to do that once one software glitch (which is restricting the reading of Milwaukee Public Library tags) can be fixed. (Right now any item can be read by barcode, but staff will hold off on putting out the self-check until all items can be read by RFID tag.) Other libraries with RFID systems will receive samples of our tags so that they may coordinate their own software to read them.

Ms. Hansen asked Director Carey if she has been satisfied with mk's service and response thus far. Ms. Carey answered that she has been impressed with their quick response and noted that the tech would work with the main headquarters in Germany while he was here; meaning that many issues would be worked on overnight and resolved by the next morning.

Signs and bookmarks have been distributed to inform and prepare patrons that they will need to know their pin numbers to use our new check-out system.

As for the construction project bids, Director Carey is putting emphasis on the heavy traffic presence in the area being worked on. Contractors are being asked to begin working at 7:00a.m. so as to get a lot done before the library opens; they will do much of the construction off-site for the first two or three weeks and then take about two weeks to install on-site. After

careful consideration, staff has decided that the best place for the temporary circulation desk will be in a highly visible space near the YA area.

#### Possible Addition to RFID Project

As explained in a memo, staff is working to improve customer service on large issues (such as issuing library cards and resolving problems); and moving towards a more convenient, all-encompassing self-service model whenever possible. Director Carey and Circulation Supervisor Babb have found that financial transactions such as applying money to a patron's card for printing could be made much more convenient with the installation of a payment kiosk. With the current system, patrons must come up to the desk to apply funds to their card for printing. The process requires several steps for staff. Beth noted that last year this library collected \$5,500 in printing fees, which at 10 cents a page, represents 55,000 pages. Ms. Carey and Ms. Babb will also be looking into the possibility that the same kiosk may also be used for fine payments. The kiosk that is offered by our computer management software vendor is compatible and would allow a person to pay with coins or bills. It has an installation cost of \$8,095 and there is an annual license and maintenance fee of \$1,081. Mk Sorting Systems also has a payment kiosk that can be connected to the self-check machines with the same functions. After an inquiry from Ms. O'Meara, Ms. Carey explained that neither of these machines accept credit cards and although patrons can use credit cards make payments at any public computer or catalog station, there is not a swipe option. Director Carey will research this and see if there are swipe options available that would make it more convenient for patrons to pay fines. She noted that the Police Department and the Village just consolidated their credit card service under one vendor. She will look into whether the Library could work with the Village system as well.

#### Charging for Non-Pick-Up of Holds

This item has been tabled until Circulation Supervisor, Babb can attend the meeting.

#### 2012 Budget Review

The trustees reviewed the report outlined by Ms. Carey as well as her highlight of any unusual lines and found it to be in-line with appropriate year-to-date spending.

#### Technology Policy

At a previous meeting, Ms. Hansen suggested that the Board consider adding policy regarding use of library computers and networks for download and storage of personal items (music and software downloads, etc.) Director Carey noted that there is policy in place that covers email and internet use to which language about personal storage could easily be added. She summarized the policy saying that it restricts personal use of the internet to before or after work and outlines some standards for emailing.

Ms. Gurney inquired as to whether there exists the capability to go on an employee's computer and check how much time has been spent on certain sites if staff is suspicious about a certain person's actions. Ms. Carey stated that although she was not aware of how to do that, she is fairly certain that the capability exists.

Mr. Schmeckpeper stated that if a policy is to be created, they should take an all or nothing approach. Some downloads may create issues of conflict with the network or programs. He mentioned that one option may be to alter computer settings so that they do not allow downloads.

Director Carey will draft the language for this policy addition and present it to the Board at a future meeting.

Action Items for Future Consideration

- Technology Policy Revision
- Information about options for swipe credit card payments
- Charging for non-pick-up of holds

Adjournment: Ms. Maris moved; Ms. Hansen seconded, and the Board unanimously agreed to adjourn at 6:35 p.m.

Recorded by Angela Andre, Administrative Assistant and submitted by Beth Carey, Director of Library Services.

The next regular meeting of the Library Board will be held on **Wednesday, May 9, 2012 at 4:30p.m.**, in the Friends' Room of the Shorewood Library.

A handwritten signature in cursive script, appearing to read "Beth Carey". The signature is written in black ink and is positioned in the lower-left quadrant of the page.