



SHOREWOOD LIBRARY BOARD OF TRUSTEES
APPROVED MINUTES
June 13, 2012

Members Present: Catherine Hansen, Mariann Maris, India McCanse, Jean Gurney, Kim Grady, Stephanie Snyder Excused: Anne O'Meara
Others Present: Carey - Library Director, Carrie Babb – Circulation Supervisor, Angela Andre – Administrative Assistant

The meeting of the Shorewood Library Board of Trustees was called to order by Secretary Hansen at 4:35 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. Grady, seconded by Ms. Snyder, and passed 6-0 after a vote.

Ms. Hansen prompted a discussion about the value of the data that is presented on the activity report. She wonders if the check-in count is useful information for the trustees. Ms. Carey said number gives a sense of the volume that staff is handling and that the information is used internally for staffing considerations. After several questions, Director Carey explained the distinction between the number of Paging Slips Received, Reciprocal Borrowing, and Holds Places; three other items reported on the document.

- Paging slips received: items in our collection that are requested by other libraries
- Reciprocal borrowing: these are items checked out by non-Shorewood residents including those put on hold and taken off of the shelf by the patron.
- Holds placed: holds placed by Shorewood residents on any item at any library

Friends of the Shorewood Library Liaison Report – Jean Gurney

- The Friends Board has welcomed some new members
- A committee has been formed to organize a celebration for the library building's ten year anniversary.
- The Friends are interested in creating some 'Free Little Libraries' in Shorewood
- Their membership brochure is being revamped

RFID Update

Library staff and mk technicians continue to do some tweaking to the staff side of the software. One feature they are working to install would give patrons the option of having their receipts e-mailed to them. Director Carey also reported that since the self-checks have been

put out for public use, there have been very few questions or need for assistance. Many patrons who are newly acquiring pin numbers in order to use the self-check will now have other services open to them such as using CountyCat and placing holds. Ms. Maris inquired about the level of staff help at this time and Ms. Babb responded that clerks are always available to assist patrons and they do need to go to a staff member to set up a pin number. She has witnessed an overall positive response from patrons regarding the new check-out system. The machine seems to be very intuitive to use even without any instructional signage.

Construction Project Update

A memo was distributed to the trustees updating them on the progress with the contract from Triad. The architects and lawyers have reviewed the document and Beth will be signing it and delivering it tomorrow. Once the contractors receive the signed contract, they will submit a schedule for completion of the project. Much of it will be done off-site.

Print Payment Kiosk

This item was introduced at the last Board meeting as part of the entire revamp of library service. In examining the types of services provided and in moving towards a more convenient and self-service model for patrons; Ms. Carey and Ms. Babb noted that patrons must come up to the front counter in order to put money on their card to pay for print-outs. A payment kiosk placed by the public computers would be both more convenient for the public but time-saving for clerks. Ms. Gurney agreed that this would be a big public service and it was the consensus of the trustees that Director Carey should continue to look into this purchase.

Based on her research, Ms. Carey believes she would not have to purchase the unit from the software provider because a middleware exists to let the software talk to the hardware.

In order to highlight the volume of one-on-one service still in demand at library check-out desks, Ms. Hansen shared her experience working at the Waukesha library's front desk. Even though their data shows that 68% of their patrons are using the open holds and self-check systems, there was still a constant flow of patrons needing staff assistance for other issues such as card registration and payments.

Review of Fines and Fees Policy

The Board reviews this policy on a yearly basis. This year staff is not recommending any changes be made except to be in line with the change in the Village's fee for insufficient funds on check payments which went from \$25 to \$35. Ms. Maris motioned and Ms. Grady seconded to make this change to the policy. The motion passed unanimously after a vote.

Homework Help Review

The trustees received a memo outlining the participation and feedback for the trial run of this program. The attendance averaged three or four students per day, most were not Shorewood residents. According to Ms. Sheff, the program's tutor, the majority of students needed hands on help, not just a quiet study place.

Ms. Maris drew attention to the fact that the program began in April, near the end of the school year. Numbers may increase if it were to go on again in the fall, and be publicized in August.

Ms. McCause offered to assist in coordinating services with the Service Learning Department at UWM whose students will be looking for work for the fall semester. These students could

volunteer as tutors in the program. Ms. Grady suggested that they might also be present at school registration in order to promote the program. Ms. Snyder reported that she heard positive feedback from a family that utilized the service. To the question of whether the program should go on again in the fall, Ms. Hansen suggested that they revisit the topic at this Board's July meeting. In the meantime, Director Carey will meet with Ms. McCause to frame out some ideas and discussion points.

Hiring 20 Hour a Week Employee

Director Carey explained that during her evaluation last month, the trustees encouraged her to get more help to cover the reference desk so that she would be able to focus on her goals. Since then, she was informed that two clerks have resigned and the Young Adult Librarian will also be leaving at the end of the summer. She would like to take this shift in employees as an opportunity to make staffing decisions based on the evolving future of library services. It is a chance to step back and look at changes in our service model that are effected by such things as self-check-outs and reference/information desk needs; and to get a sense of the types of services that are currently provided and what is still needed. It is also a chance to examine the duties of each employee and the structure of our staff. During this time of evaluation to fill the gaps in staffing, Director Carey would like to hire temporary workers for the summer, and ask one of the interns to work more hours. One clerk will likely be hired as well. She will have more to share regarding these changes at the meeting in July.

Library Ten Year Anniversary

This was briefly discussed during the Friends of the Shorewood Library report.

Trustee Essential Handbook Discussion

The first chapter of this handbook which is available in full at the DPI (Department of Public Instruction) website was distributed to the trustees. It was a suggestion of Ms. Hansen that as a way to understand the duties of this Board and keep it on track; they take on one chapter at a time – one for each meeting. Director Carey also suggested that this first chapter be given to the Village Trustees and to applicants to this Board.

Other Informational Items

- Board member and staff introductions
- Ms. Maris will be missing the July meeting
- Staff would like to resurrect the Google sites as a place to post the policy manual and packet archives for Trustee access.

Action Items for Future Consideration

- Homework Help Program
- Staffing Evaluation

Adjournment: Ms. McCause motioned; Ms. Maris seconded, and the Board unanimously agreed to adjourn at 6:03 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, July 11, 2012 at 4:30p.m.**, in the Friends' Room of the Shorewood Library.

