



**SHOREWOOD
PUBLIC LIBRARY**

SHOREWOOD LIBRARY BOARD OF TRUSTEES

APPROVED MINUTES

July 11, 2012

Members Present: Catherine Hansen, India McCause, Jean Gurney, Kim Grady,
Stephanie Snyder Excused: Mariann Maris

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

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

Election of Officers

Ms. Gurney nominated Secretary Hansen for Board President. Ms. Gurney seconded and with a vote of 3-0, Ms. Hansen was elected as President of the Shorewood Library Board of Trustees. Ms. Gurney and Ms. Snyder both declined their nominations for the Secretary position. Ms. Hansen nominated Ms. Maris for Secretary. Ms. Gurney seconded. The members present agreed to elect Ms. Maris as Secretary, stating that she had previously expressed interest.

Ms. Hansen stated that one more member is needed to fill the Finance Committee. The trustees agreed that Ms. McCause and, if appointed to this committee, Mr. Mike Schulte will serve on the Finance Committee. Ms. Snyder was appointed to the Personnel Committee. Ms. Hansen will contact Mr. Schulte about his role on the Finance Committee.

Friends of the Shorewood Library Liaison Report – Jean Gurney

- The year 2013 will mark the 10th Anniversary of the Village Center building and the 110th Anniversary of the Shorewood Public Library and a committee has been formed to plan a celebration. Tentatively planned for February 9th, and 10th, a multi-event weekend is in the works to be inclusive to all ages and to involve local businesses. The Senior Center, Health Department, and Historical Society will also be involved.
- The Friends sponsored a preem in the recent Shorewood Criterium bike race
- This year's Friends sponsored Summer Celebration will be held Wednesday, July 25.
- The Friends have purchased a kit to create a 'Free Little Library' which will be placed by the recycling containers at the DPW yards.
- Their revised membership brochure has been printed and will soon be distributed

- Ms. Barbara Bachman, invaluable member of the Friends, avid reader and book collector has donated a large amount of books to the library. She has been stricken with cancer and has moved to the Jewish Home.

Staffing Update

In working on one of her goals set in April, Director Carey has been reviewing the staffing structure and roles. Since the topic was first broached with the Board, two part time librarian and two clerks have resigned. As a result Director Carey's opportunities to fully examine and make recommendations for reorganizing staff have been limited. She does, however, have some immediate recommendations based on the history of the library's staffing situation and goals for the future.

To explain the reasons behind her recommendations, she started with a history of the number of librarians who have staffed the library and a comparison of the number of programs and participation. These figures indicate that although service has gone up significantly over the years, the staffing level has remained the same. Ms. Carey also noted that Shorewood continues to rate high in circulation of materials, and highest in number of programs and attendance among libraries in comparable sized suburban Milwaukee communities.

Shorewood also boasts a strong YA program and the highest circulation of YA materials among suburban libraries. Ms. Gurney highlighted the significance of the strong YA presence and noted that teenagers are one of the most sought after and difficult to entice demographics for any organization. So, the fact that Shorewood has established a strong YA service program that gets kids involved is significant. Director Carey noted that it could not be possible if there were not a full time YA focused librarian. She also stated that current Teen Advisory Board members have expressed concern that these services will stay in place with the exit of the current YA Librarian.

Director Carey then listed the issues she considered when formulating her immediate recommendations:

1. The importance of continuing the successful YA services (Ms. Wait has made significant ground in engaging 7th and 8th graders which has aided in keeping the momentum and involvement with the library up when they enter their teenage years.)
2. Changes in Reference Services – staff has been tracking not just the number of reference questions but the type. This is determine if they need the expertise of a librarian or if other staff answer questions or help them. (Placing holds on known items, computer help, etc...) Director Carey explained that other libraries have introduced new positions, some titled 'Assistant Librarians', that are somewhere between a Librarian and a clerk. The libraries will create guidelines for simple vs. complicated reference questions.
3. Social Media Presence – whether that should be handled by one point person or involve multiple staff participation.
4. Self-Service Model – self-checks, open holds, etc. It is yet unknown how the new set up will affect the clerk's work load and what assistance patrons will require with this new model.

Ms. Carey stated that in order to fill the current gaps in staffing, they have hired an experienced temporary clerk and are giving more reference desk hours to the library interns already on staff. At this time Director Carey recommends filling the full-time librarian position, which involves primarily YA duties with social media elements. She will work on

flushing out a complete job description and duties along those lines. She also sees a need to examine support staff duties. She will advertise to fill the Librarian position within the week.

RFID Update

The self-check-out machines that are out for public use have shown the highest use in the history of self-check in this building. The only things that have held up some their use are patrons needing pin numbers or having to come to the clerk to pick up a hold. Staff is working with mk to resolve some issues:

- The 'email receipt' option – mk is trying to write software around this problem so that we don't have to purchase an expensive add-on in order to have this option in place
- Glitches in the back-end software that will allow staff to manage and customize features (such as beeps indicating a successful check-out)

Construction Project Update

Since we have hit a busy time for casework, the completion time for off-site work will be longer than anticipated. The demolition work will start in August, to be completed by late August.

Review of Director's Goals

Director Carey distributed a document outlining a summary of each goal and progress. They include the RFID project, review of current staffing organization, review of Board meeting structure and communication with the President, and implementation of the customer service survey. There was a brief discussion regarding the survey during which Ms. McCanse suggested that there be a survey link on the library's Facebook page.

Trustee Essential Handbook Discussion – Chapter 2

Ms. McCanse inquired as to whether this Board was indeed responsible for naming the duties of library staff and Ms. Hansen stated that it is not. The trustees make recommendations only.

Ms. Gurney also noted the plan of the Personnel Committee to review staff salaries in comparison with the market.

Other Informational Items

- Ms. McCanse reported that on her meeting with Director Carey to discuss the Homework Help program. Considering the upcoming construction project as well as the staffing situation being in flux, they decided to postpone the program and not offer it for the fall semester. After staff is hired to take charge of the program, they can work towards reworking it with the help of UWM volunteers.

Action Items for Future Consideration

- Budget

Adjournment: Ms. McCanse motioned; Ms. Maris seconded, and the Board unanimously agreed to adjourn at 6:07 p.m.

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

