Board Meeting Minutes
Approved October 17, 2019
TETON COUNTY LIBRARY BOARD MEETING
Thursday, September 19, 2019

Board Members Attendance
Present: Ari Goldstein, John Hebberger, Jr., Mark Hendrickson, Grace Robertson, Susan Scarlata
Absent: None

Audience: Dawn Jenkin, Library Director; Isabel Zumel, Assistant Director; Diana Eden, Communications Coordinator; Susan Centrella, Collections Services Manager; Laura Petix, Administrative Assistant; John Graham, Teton county Attorney's Office; Maggie Schilling, Library Foundation; Mark Newcomb, Board of County Commissioners

Public Comment: No public comment.

TCL Foundation and Friends of TCL Liaison Updates:
Susan Scarlata attended her first board meeting of the Teton County Library Foundation. She shared that donation totals from Old Bill's fundraising are still being processed. The Foundation is in the midst of planning their annual gala. Upcoming events include the library's Winter Wonderland celebration, which this year will include a book signing by a children's author. The holiday book buying guide that the Foundation produces for donors and supporters will also be in development.

Grace Robertson reported that there is an upcoming Friends of TCL Board meeting on September 25. Friends of TCL is currently working on a volunteer appreciation party and discussing event format.

Meet TCL Staff:
Dawn introduced Susan Centrella, Collection Services Manager, and Laura Petix, Administrative Assistant.

Susan Centrella shared that we are taking a different model of staffing collection development than we have in the past. Selection of materials will be more uniformly spread out among staff and the Collection Services team will be undertaking all of the collection analysis and sharing with selectors. The Collection Services team completed on deadline a major project of RFID tagging and encoding 90,000 items in Jackson and Alta. The RFID conversion enabled the library to utilize the new self checkout machines in both branches.

Ari asked if there had been any public feedback on the RFID. Susan responded that because the system is somewhat new we are smoothing out anomalies. One request from patrons is having the option to email check out receipts. Dawn said that we will be looking into purchasing the module to allow us to do that. She added that the conversion to RFID and the new Envisionware self check system gives us the technology for circulation, ease of conducting an inventory and security. However, we will not be enabling a security system. We will be able to conduct an inventory with a wand that reads RFID so that it will be much easier to identify what is missing and what is in the wrong location.

Johns asked about the selection criteria that our selectors use. Susan said that the selection resources we use include best seller lists, credible sources such as reviews found in Ingram and New York Review of Books, social media resources about popular items. We also have a standing order program that automatically purchases items of known popular authors. Dawn added that we receive many purchase requests from the public. Susan estimated about 100 suggestions per month. With collection analysis

done by the Collection Service team we'll be able to identify areas of our collection that we target for promotion. Ari asked about how we make decisions to trim our collection. Susan shared that selectors identify missing items and weed specific parts on the collection on an ongoing basis.

Grace commented that the library's format survey that is underway is well designed. She said that it would be valuable to receive responses from a balanced demographic and an adequate sample size. Dawn said that there are specific demographic questions to capture who our survey respondents are. She mentioned two staff members, Joe Gagnon and Stephanie Crockett, who took the lead on creating the survey after participating in training on survey development. Grace asked about how we are collecting surveys. Dawn said that it is important to hear from current users, as well as new audiences. We conducted surveys at Old Bill's, Parks & Rec and the People's Market. We are planning to survey at grocery stores and in our lobby.

Laura Petix, our Administrative Assistant who started in early September, was introduced. John asked about Laura's primary roles. Isabel said the Laura will be involved in managing personnel file information, fiscal files and a variety of record keeping, both physical and electronic.

Consent Agenda: Minutes from 8/15/2019 Board Meeting, Correspondence Report, Director's Report, August 2019 Financials, Library Supporting Organization Reports-TCL Foundation and Friends of TCL Reports.

Mark and Grace requested pulling the Director's Report. John requested pulling the TCL Foundation Report.

Action Item: Mark moved to approve the Consent Agenda. Ari seconded. All voted in favor.

Director's Report: Grace and Mark asked if Isabel is now responsible for IT. Dawn explained what she meant was that Isabel has played a substantial role in IT. IT management will be addressed in the October board meeting as part of the IT evaluation that is scheduled.

John asked what Adult Outreach encompasses. Dawn answered it is a separate type of offsite programming reaching out to our non-profit organizations, schools and county agencies and demonstrating how the library can be of assistance. This has resulted in the benefit of reciprocal sharing. An example is our staff visiting the Health Department to demonstrate our resources that could support their work. The Health Department then visited the library and provided a staff training on safety procedures related to potential blood born pathogens. Dawn explained that the library houses information experts, but we have to reach out and let people know.

Susan Scarlata mentioned she was curious about the fact that we are still tracking down old phone lines. Dawn explained that she was looking at bills and noticed that we are still paying for three land lines. Tracking these landlines came to the forefront when we were handling alarm issues, but this has been put on the back burner momentarily now that alarm issues are resolved. Susan raised interest in taking a closer look at the library's social media and website traffic. Dawn suggested looking at this in our biannual statistical reports.

TCL Foundation Report
John thanked the Foundation for hosting the meet and greet with the State Librarian, which was a fun way for the board and supporting organization boards to be introduced to the Wyoming State Library. John asked for an update on the Redmond unit. Dawn said that the original lease for one occupant fell through

and that the next prospect is a couple. We will know more on Monday.   Dawn is also looking to reconvene the housing task force. John asked about conversations with the donors of the Filament Mind public art piece. Maggie said that conversations with the donors went well and that formal correspondence to reiterate the conversation is the next step.

Action Item: Susan moved to approve the Director's Report and the Foundation Report. Grace seconded. All voted in favor.

Payment of Library Vouchers:

Ari said there were a handful of big vouchers, including a lot of building invoices. This included payment for the exterior painting of Alta, which the library board approved in August 2019. The Hoopla payment was unusually large because it covered two months of downloads.   The rest of the expenses were run of the mill.

John repeated his pitch that board members sit with Ari to learn to review the vouchers. This is so board members have better insight of what happens at TCL. Ari mentioned that he will send an email out the next time he reviews vouchers.

Action Item: Ari moved to approve the vouchers. Mark seconded. All voted in favor.

TCL Policies Review:

Dawn stated that one of the primary responsibilities of the board is setting policy. Dawn shared how she and staff are reviewing all library policies that are on the website. We'll be reviewing about one policy per month and providing recommendations for the board to review. Dawn said that a direction we may take is condensing the number of policies by combining ones that are related. Grace asked about the gaming policy the board reviewed in August. Dawn said that it was actually a Gaming Statement for the public to understand our philosophy. The statement will be on our website. John asked if the intention was to move the library and board to review policies on a monthly basis until we complete the full review. Dawn said that it was our intention to have monthly discussions to review policies comprehensively. Mark asked if policy recommendations brought to the board will be reviewed by the County Attorney's office prior. Dawn said that we will have policy recommendations vetted by the attorney before presenting to the board. John Graham said that the library board will see the policies twice before any approval; once with the policy recommendation and a second time after the 45-day public comment period, which can inform if any language to the policy recommendation is altered. John Graham added that after a comment period, language is usually not substantially changed to necessitate another comment period. Mark asked if we are missing any policies. Dawn said that we are not; that our policies appear comprehensive.

Dawn discussed the Challenges to Confidentiality of Library Records Policy, which is the policy review we bring to the board this month. She explained that the language needs to be amended so that it is in line with Wyoming library law that the State Librarian is the custodian of records related to circulation information. Non- ILS or non-circulation information, such as video of presence in the library falls under the Video Surveillance Policy the board approved recently. Public computing records are not accessible because our new system wipes all history of transactions when a patron logs out. If we received a request regarding the nature of a conversation with a patron, we would turn this question over to the County Attorney for an opinion of how to comply.

Action Item: Ari moved to open the Challenges to Confidentiality of Library Records Policy to a 45-day public comment period. Mark seconded. All voted in favor.

Strategic Plan Review:

John mentioned that he appreciated the Strategic Plan. It gives a broad overlook of how the library is progressing. He asked how to go forward, quarterly. He also mentioned that it would be good to have staff present the strategic plan review and delve into what they are doing. Dawn replied that staff can be invited to present. John asked for input from the board on this issue and both Mark and Grace agreed staff presentations would be helpful. John said there are three key things they need to understand as a board: money, director and strategic plan.

John asked Dawn if the Strategic Plan review indicated whether volunteer numbers had increased. She mentioned that she had not looked at volunteer numbers. She indicated that Volunteer Coordinator, Maria Hayashida, was doing an amazing job and she would ask Maria about volunteer numbers.

John asked if there was a succession plan. Dawn said that activating a succession plan immediately may be a challenge because many of our librarians have not worked at other libraries. She mentioned that our managers are in leadership training and visiting other libraries. Dawn recommended that someone inside our library who has worked in other libraries be asked to cover in the event of an unexpected vacancy. This won't be immediate because of the need for additional training. John indicated that it is important to have a long-term succession plan.

At this point in the meeting, Dawn announced that the library will be closing due to a network outage that was affecting the library's phone and internet system. Staff had begun giving notice to the public and schools, which drop off at the library, about our closure until all systems were restored.

The meeting was adjourned at 2:04 p.m. Subsequently, the library board went into Executive Session in a conference room at Rocky Mountain Bank.