

Board Meeting Minutes

Approved 8/15/2019

TETON COUNTY LIBRARY BOARD MEETING

Thursday, July 18, 2019

Board Member Attendance

Present: John Hebbberger, Jr., Mark Hendrickson, Grace Robertson, Susan Scarlata

Absent: Ari Goldstein

Audience: Dawn Jenkin, Library Director; Isabel Zumel, Assistant Director; Diana Eden, Communications Coordinator; Pauline Towers-Dykeman, Library Foundation Executive Director; Karen Terra, Library Foundation Board Chair; John Graham, Teton County Attorney's Office

Public Comment: Karen Terra expressed appreciation of the library and thanked staff for sharing the revised library organizational chart.

Library Board Officer Elections: John introduced a proposed slate of: John Hebbberger, Jr. as Chair; Mark Hendrickson, Vice Chair; Ari Goldstein, Treasurer; Susan Scarlata, Secretary and TCL Foundation liaison; new board member, Grace Robertson as the Friends liaison.

Action Item: Mark moved to approve the slate of Teton County Library Board Officers for the 2019-2020 year. Susan seconded. All voted in favor.

Friends of TCL and TCL Foundation Liaison Update: Susan reported that the Friends have installed new Little Free Libraries at Hoback Market and Dornan's. John reported that at the most recent TCL Foundation board meeting, their board reviewed financials and organization and welcomed two new library foundation board members.

Meet TCL Staff: Dawn had originally scheduled Library Assistant, Sr., Wren Kominos-Marvell for this item so that he could share his experience visiting an academic library and a public library in Bozeman, MT. However, Wren was unable to make the meeting. John invited Diana Eden to share her story as a library staff person. Diana shared that she joined the library as a Library Assistant in 2009. She moved into a Library Assistant job share with Cindy Satagaj-Radda. Both she and Cindy moved into full-time roles at the library in 2012. She has been working in library Communications for the last 2-1/2 years. She has the pleasure of working with all library staff on different library promotions.

Grace referenced the board packet report that Graphic Designer, Walt Gerald, will be departing the library and asked about the impact. Diana said that they are in a transitional period prior to Walt's departure with the focus of their work being identifying graphics files that we will need to put into an editable format for ongoing programming and identifying projects for freelance assistance. Walt is interested and able to do work for us on a freelance basis. Dawn added that Diana has been instrumental in defining her new role as Communications Coordinator with the absence of a Communications team as it existed in the past. As the Communications Coordinator she'll be coordinating a more inclusive process for promotions and the involvement of staff in promotions. Her role allows staff's creativity and involvement to rise to a new level.

Consent Agenda: Minutes from 6/18/19 Board Meeting, Correspondence Report, Director's Report, May 2019 and June 2019 Financials, Library Supporting Organization Reports-TCL Foundation and Friends of TCL Reports.

Mark requested pulling the June 2019 Financials and Minutes. Susan requested pulling the Director's Report.

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

June 18, 2019 Board Meeting Minutes

Mark requested a grammatical correction to the minutes prior to being posted to the public. John corrected the wording on the motion for the Teton County Library Housing Assistance – Rental Unit item to reflect the request to the Library to reconvene the Housing Task Force. Corrections were noted for inclusion in the minutes that are shared with the public.

Action Item: Mark moved to approve the June 18, 2019 Board Meeting Minutes. Susan seconded. All voted in favor.

June 2019 Financials

Mark asked a question about a statement in the financials about not all income and expenses for FY 2019 not being booked as of July 15. Isabel explained that with the transition in our bookkeeping services and Toran Accounting fitting us into their workload, at the time of writing the report she was aware of minor income amounts as well as a few expenses not being entered and reflected in the financials. These omissions did not alter the overall picture of the library's income, expenses and financial position at the end of FY 2019.

Action Item: Susan moved to approve the June 2019 Financials. Mark seconded. All voted in favor.

Director's Report

Susan asked for additional clarity on the item about library materials automatic renewals. Dawn said that our library beginning to provide automatic renewals was a suggestion from staff when they became aware that one other library in Wyoming, Natrona County, was successfully providing automatic renewals for their patrons. Essentially, automatic renewals take out the step for patrons to log into their library account and renew items. Automatic renewals do this for patrons on items eligible for renewal and patrons don't incur fines for these items when the items auto-renew. This service provides more access to a patron that has checked out an item and helps address what we are seeing as national declines in circulation. We are looking to bundle promotions of automatic renewals with additions to our library electronic collections and databases – New York Times Online, Kanopy and BrainHQ. We have delayed actively promoting this benefit so that all of the new resources and benefits are promoted as a package. Isabel added that the Wyld App is another new feature we can include in the bundled promotions. The Wyld App is for patrons to have easy access to our catalog and their library account from their phone or device. This can be valuable since we know that use of the catalog is a primary reason community members come to our website.

Susan commented that changes to Lynda.com and privacy concerns sound like a tricky situation to navigate. She asked for more information. Dawn said that she has been asking staff to give proactive voice to this issue. The issue is that with LinkedIn purchasing Lynda.com, it will soon be required to log-in to Lynda.com with a LinkedIn account even though access to the database is through the library. LinkedIn has an abysmal record on privacy and some content on the database may become accessible only by paying. Dawn discussed this with Natrona County Library, which was considering purchasing Lynda.com and they have decided not to purchase it. She added that our library will need to look seriously on renewing and hopeful that the library world will be able to pressure LinkedIn to not change their log-in method and access. In the meantime, we are looking at another instructional database option that covers some, but not all the breadth of topics of Lynda.com.

John expressed appreciation for two staff members, Monica Overly and Cynthia Riedel, who have had a wonderful twenty year tenure of service to the library. John noted the report about the massive weeding of the Spanish Language AV collection and asked if there is an increase in demand for Spanish language materials. Dawn said that we are monitoring what is circulating and popular and referenced learning more through the upcoming collection format survey, which will be in English and Spanish.

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

Payment of Library Vouchers: John reviewed the vouchers in Ari's absence. He suggested that board members, especially new library board member, Grace Robertson, go through the vouchers at least once with Ari. They give valuable insight into the financial scope and library happenings. Staffing is our largest expenditure and cleaning contract is another significant expense.

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

FY 2019 Financial Report: Isabel explained that we were nearly 20% underspent in our FY 2019 operating expense budget. If we were to allocate the budgeted Capital Reserves of \$163,535, we would still be about \$180,00 under budget. She shared an option of funding two years of capital reserves since at the end of FY 2018 the board did not make an allocation to the capital reserves because of uncertainty about direction of discussions at the county level about reserve funding. John expressed an inclination to fund two years of capital reserves since we have the cash position to do so as of June 30, 2019.

Action Item: Mark moved to approve two years of capital reserve funding being allocated to the library's capital reserves for the Jackson and Alta Branch libraries. Susan seconded. All voted in favor.

Video Surveillance Policy: John noted that we only received one comment from the public about this policy. Dawn expressed gratitude to her predecessor for installing cameras for security, while also being mindful of privacy. We received a complaint about behavior in our parking lot and we were able to view the camera footage. Once the policy is passed, we will add signage noticing the public about the presence of security cameras and we believe that may serve as a deterrent. Dawn noted that the one comment received expressed support for the policy and that the policy prevents liability.

Grace asked if there was a process for checking the footage through the day. Dawn said that there is a monitor in the Facilities Maintenance Coordinator's office and that we review evening and weekend footage. Susan mentioned the comment about open wifi access perhaps attracting use of the parking lot after hours. She asked if limiting the wifi access after hours would be helpful. Dawn said she understood the thinking around limiting wifi as a way to prevent certain behaviors in the parking lot, but she shared her belief that a public library limiting resources is not acceptable. She added that she did not believe that limiting wifi would prevent the issue of people attempting to camp in the parking lot. Having open wifi access allows people to sit outside the library and do work before and after we close, which we support and encourage.

Action Item: Susan moved to adopt the Video Surveillance Policy effective 7/19/2019. Mark seconded. All voted in favor.

Revision of Jackson Main Library Weekend Hours: John asked if there was more public input on this revision. Isabel said that one more comment in favor of the Jackson weekend hours change was received from Barbara Bryan. John asked if changing the hours would change the foot traffic and use of the library on Saturdays, which is currently the least busy day. Dawn responded that we will likely see an increase as many staff have shared that they regularly have to ask patrons still using the library at Saturday closing to leave. Grace asked if the additional staffing hours required on Saturdays would make things difficult. Isabel said that until about a year and a half ago, we closed at 5 p.m. on Saturdays.

Action Item: Mark moved to adopt the revised Jackson Main Library Weekend Hours effective 9/3/2019. Susan seconded. All voted in favor.

FY 2019 Library Statistical Report: John commented on the importance of data history, as presented in the longitudinal statistics, in helping with development of library policies. Mark asked about the national statistic, if FY 16 and FY 17 were the most recent, and if so, if these are true comparisons to our library. Dawn said that the most recent national reports dated 2018 and 2019 include data from FY 16 and FY 17. We also reference data sets from

Library Journal with 2018 data which our Adult Services Manager, Angela Jordan, pulled. What these data sets showed was that our library is still performing at twice the national averages. The larger framing is that our library in the past year was operating under completely different conditions from earlier years because of staffing and structure changes. Rather than an apples to apples comparison, FY 2019 is more like comparing apples to sharks. An example are the shifts in teen program attendance because of restructuring and not having a dedicated staff for college prep.

Grace suggested that having additional demographic breakdown of library use would be interesting to review. Isabel said that we collect voluntary information on patron's birth years so we can see trends in the ages of active card holders. Dawn cautioned around some privacy issues. In the upcoming materials format survey we will include voluntary questions about birth year and where survey respondents live.

Susan asked for an update on technology replacements. Isabel detailed the major changes with computer replacements, new computer and print management, RFID and self checkers, and web-based software for study room and auditorium reservations and event calendar. Dawn added that the County IT staff have been responsive and helpful.

John asked about ideas for the use of the Main Wing public computing space, seeing the dramatic decreases in use of public internet computing and increase in wifi use. Dawn said that we need to look at space use annually through space monitoring and evaluation to continue to evolve the arrangement of space throughout the library.

John adjourned the public meeting at 1:24 p.m. and subsequently the board went into executive session.