

PICKERINGTON PUBLIC LIBRARY BOARD OF TRUSTEES MEETING

October 12, 2015

The Board of Trustees of the Pickerington Public Library met in regular session on Monday, October 12, 2015 at 7:03 p.m. in the library at 201 Opportunity Way. Members present were Cristie Hammond, Michelle Shirer, Michael Jones, Dan Griscom, and Robert Mapes. Absent Member: Cheryl Ricketts, Mark Smith. Staff members present: Tony Howard, Library Director, Kenton Daniels, Assistant Library Director, Brenda Oliver, Fiscal Officer and Colleen Bauman, Community Relations Coordinator and Lisa Howe, Patron Services Manager. Others present: Kathy Bowden, President of the Friends. Public Participation: none.

Staff member Lisa Howe, Patron Services Manager shared what is going on in her department. Lockers are set up and doing well. Taking off slow while training the staff and patrons learn how to use them. There are a lot of steps involved with the lockers; no practice could take place until lockers went live. Instructions are on the website, bookmarks will be created for patrons. Mike Jones asked if the staff liked the lockers. Lisa answered that once staff understood the process, yes. It is easy to help patrons get their items. Mike asked about the process. Lisa explained how it works on staff end. She encouraged the Board to try it out. Bob Mapes asked if the lockers can be randomly opened by mistake. Lisa said no. It actually resets itself but never locks it down. No concerns about over size items, staff would communicate to patrons that they would have to come in. Lisa also mentioned the OLC convention that she, Brenda Oliver, Donna Matturri and Colleen Bauman attended. It was an amazing experience with the different break-out sessions. Her favorite was the session on diversity. It was a great learning experience. She thanked Tony for the invitation to attend.

Dan Griscom entered the meeting at 7:06 p.m.

Excused Absences – Cristie opened by saying we haven't done anything about excused absences in the past, but should. It is disruptive to the meeting process when there are not enough members for a quorum. Procedure is to let the Board president and Library Director know if not attending. It helps to know to be able to run the meetings properly. Tony provided by-laws for their perusal so a discussion can take place to update PPL's by-laws. We will put together the discussion notes together and hopefully a vote can happen in December.

Approval of the Minutes - Minutes of the September meeting were presented.

10-1-15 Motion to Approve the Board Meeting Minutes for September 14, 2015 as written.

Dan Griscom made a motion to approve the board meeting minutes and Mike Jones seconded. Motion passed.

Finance Committee – Fiscal Officer Report - Brenda presented the financial report and bank reconciliation for September. Total general fund revenue received in September was \$1,574,037.28 and expenditures were \$ 1,247,533.02. No questions.

Director's Report – Last month he shared his perspective on several areas to improve staff focus through awareness, focus, thoughtful planning and intelligent follow-through. Continued activities are taking place during the morning meetings to focus on staff knowledge of the Mission, Vision and Strategies. Laura Bracken came up with D E G I S to help remember the Vision. The Strategies have been put on giant sheets in the Admin hallway. It is for the staff to write down their thoughts on what we can be or are doing to meet the individual strategies. The goal is to get the staff thinking about the strategies and why we are here and to widen the staff's focus. The second area is statistics. We are working on all being on the same page to bring the statistics together in one document or place – a dashboard. This is going to be a tactic item for 2016. Next is marketing. There is a focus on marketing and branding for a unified approach to how we communicate and get better at what we do. Colleen passed out the Branding Guidelines packet to the Board. Tony went on to say that the library has contracted with a website developer to fix the issues and move to a more functioning host. There will also be a redesign to the website

Programming – There is a robust programming product here at Pickerington. No consistent standards on using data to drive programming decisions. Coming up with a systematic approach to using data for programming will be a tactical item for 2016.

Developing staff – Being the OLC chair for 2015 gave him the knowledge knowing about the network opportunities and vendors. After checking the budget with Brenda, Tony made the decision to send Brenda, Donna, Colleen and Lisa to Cincinnati. Sent them for educational opportunities in the sessions, also to connect staff with other libraries and develop those connections to make us a stronger organization. Also continuing the bi-weekly manager meetings to help develop the managers, who in turn, will share this training with their staff in focusing on their 20 square feet of service area.

Tony shared the statistical trends. 21% increase in overall circulation last year. 5.75% of the total circulation was first time circulation. First time circulation is up 6% over last year's numbers. We did have 277 newly registered patrons this month—a 9% increase over our monthly average. Tony went over the reported security incidents of the last month. Training the staff to get comfortable enforcing the policy and filling out the reports. Tony then shared the staff feedback from his initial meetings with them. Not acting on anything at this time, will speak with the rest of the Executive team before making any decisions. Bob Mapes asked that they stay informed on how these issues are resolved.

Assistant Director's Report- Kenton shared some of the programs and events coming up. Zombie Walk and fundraiser at Uno's Pizzeria, Food For Fines and Star Wars program. Website update has officially started. Consolidation of files is underway; the agreement for the new website has been signed and will be moving over to GoDaddy.

Tech classes have been planned for December, January and February by the Donna, Aimee and Kent in the digital classroom. Topics will include Overdrive, Zinio, Hoopla, Ancestry.com, computer basics. Mango Languages now offers interactive ESOL training, great resource that promotes 19 different languages. Michelle mentioned she had an intern that used Mango and was very impressed. An emergency plan draft is almost complete. It will be filed with Fairfield County Emergency Management and Fire Department for review. New resident postcards will be sent out using Reference USA to identify new residents. A patron purge has been completed. Done once a year, it purges patrons that have been inactive for 3 years, has charges of \$24.99 or less and no lost items.

Old Business

Strategic Discussion – Cristie opened up the discussion by mentioning that one of the first things done is that the PAC has been reactivated, thanks to Mike Jones. Need to think about putting together a committee, first of next year.

Developing Dynamic Patron Services – more book clubs are going on for all ages. Tony said, as the Executive Team start the tactical planning phase is for the Board to identify any priorities. Michelle asked for a way to measure data to improve tactics. Tony agreed. Mike asked if there is any facility in place for patrons to make suggestions for programming. There will be on the new website. Cristie asked what criteria was used for program expansion. Tony added there has been no data used for the criteria. Knowing what the patrons want will be helpful. Specialized Personnel – a dedicated Homework Help Center Coordinator is specialized. Sending staff to the OLC convention supports the growing of staff's skills. Sustainable Funding – looking at different grant options. Tony has reached out to other libraries regarding their agreements with their Friends groups on how to be able to sell merchandise for the Friends and work together to update their website. Tony does have a meeting set up with Amy Eyman at the Fairfield County Foundation. Beyond the Book – Outreach vehicle was in the parade. Staff has been at the Farmer's Market, showcased the vehicle there. Outreach services need to be evaluated to make sure we are servicing inside our area. Tony gave the example of the Jerry Garver YMCA. It is actually in Groveport. Wesley Ridge is also outside the school district service area. Columbus Metropolitan Library system does not service these two due to their service criteria. Executive Team will research and evaluate the outreach program. Bob Mapes asked if we would be assisting the assisted living facilities, they have Pickerington residents even if they are outside the service areas. Michelle asked if volunteers could help close the gap. Cristie replied that it is very difficult to find community volunteers. Mike asked about the partnership with the schools. Tony has a meeting set up with Valerie Browning-Thompson, the PLSD superintendent. He mentioned that we do have a consistent partnership with the elementary schools doing programs, the Homework Help Center is a partnership, he will be asking for books for the HHC. The Teen Author Fest is a partnership. It was held at PHSN because they waived the building fees. We also do book talks for the tween ages. Enhanced Library Services – this is making the physical space appealing and functional. Lockers are up and running, restrooms are being fixed. Cristie passed the Facilities Study completed by DesignGroup in March 2014 on to Tony.

New Business

Meeting Room Policy - Made changes to the small rooms, adding a quiet study. Another change is that it was decided that the other two small rooms will be small conference rooms. The current policy excluded tax paying for-profit business from using the library meeting rooms. It does prevent them from selling. Changes were made to the policies handed out to the Board. Michelle asked for clarification about small conference room usage when not reserved. Sign in at the reference for usage. Bob had concerns as to whether we are promoting our local business or outside the area. Tony clarified that we will monitor groups requesting space and what they are doing. Cristie mentioned that it is difficult for small business to find meeting room space as there is a lack of meeting space. This policy opens up the opportunity for our local community. The administrative procedure has also been separated out from the actual policy.

10-2-15 Motion to approve the Small Conference and Meeting Room Policy as written and abolish the old policy

Dan Griscom made a motion to approve the Small Conference and Meeting Room Policy as written and Bob Mapes seconded. Motion passed.

Roll call vote: Michael Jones – yes, Cristie Hammond – yes, Mark Smith – excused, Michelle Shirer – yes, Dan Griscom – yes, Robert Mapes – yes, and Cheryl Ricketts – excused. Motion passed.



Pickerington Public Library

Meeting Room and Small Conference Room Policy

Board Policy:
10/12/2015

DATE REVIEWED:

10/12/2015

DATE APPROVED:

10/12/2015

EFFECTIVE DATE:

REPLACING POLICY EFFECTIVE:

12/13/2011

It is the policy of the Pickerington Public Library (PPL) to encourage free discourse of information and ideas within our community. Therefore, we are privileged to make meeting room space available to our patrons so that an informed citizenry can be nurtured and supported.

The primary purpose of meeting rooms and small conference rooms is to promote library services through programs, meetings and other library activities presented by library staff, the Friends of the Library or other organizations affiliated with the library. When the meeting rooms or small conference rooms are not being used for a library activity, the space will be available to the public for governmental, non-profit, for-profit, civic, cultural or educational programs or meetings that are non-soliciting in nature. Access will be provided on equal terms, regardless of the beliefs or affiliations of individuals or groups requesting use. In doing so, it must be noted that the library does not endorse the views expressed by any group or individual using our meeting rooms, but does endorse their right to express their views as long as these groups and individuals abide by the rules and regulations governing the use of library meeting spaces. At no time is the use of a meeting room or quiet study to be publicized in such a way as to imply library sponsorship of the reserving party's meeting or event, unless that activity is being co-sponsored by the library. Artistic performances by individuals will be permitted only when co-sponsored by the library.

Use of Library meeting rooms for financial gain is prohibited. This includes entrance fees/admissions charges, marketing or selling of goods, fundraising, or accepting donations. Only the Pickerington Public Library or groups affiliated with the Pickerington Public Library may use the meeting room facilities for fund-raising activities, otherwise, items and services may not be sold. Meeting rooms may not be reserved for a single individual. Small conference rooms may be reserved by an individual patron for no more than 2 hours per day. No private parties are may be held.

**Administrative Procedure:
10/12/2015**

DATE APPROVED:

**EFFECTIVE DATE:
10/12/2015**

REPLACING PROCEDURE

EFFECTIVE: 12/13/2011

All meetings must be open to the public. Organizations conducting business meetings or presenting programs may wish to restrict or limit public comments during all or part of their

meeting or programs. Any such restrictions should in no way interfere with the public's ability to attend, observe or listen to the program.

1. Use of the meeting rooms shall be for group use. An adult, eighteen (18) years old or older must be present during the entire use of the room by the group. Groups of children are welcome to use the room, but application must be made by an adult and adult supervision of the group must be maintained at all times.
2. The person making the meeting room reservation must be at least (18) years old, a registered patron of the library, and have a Pickerington Public Library card in good standing.
3. Reservations for meeting rooms shall be made by submitting a completed meeting room reservation form at least forty-eight (48) hours in advance of the requested meeting time. All information contained in the completed form (except the library card number) shall be available to the public.
4. Use of small conference rooms shall be for group or individual use. Groups of Patrons (17) years and younger are welcome to use these rooms without an adult present. If an adult, (18) years old or older is not present, all patrons must sign up at the reference desk in order to use the conference room.
5. Programs or meetings must end prior to library closing time.
6. Reservations are considered on a "first-come, first-served" basis.
7. Reservations are not transferable from one group to another.
8. Reservations may not be made more than three (3) months in advance of the requested meeting date. Due to high demand, organizations may be limited to one reservation per month, with a maximum of five reservations per month.
9. Meeting space is provided free of charge. However, donations will be accepted to assist in the cost of maintaining meeting room facilities, equipment and supplies.
10. The library may, on occasion, sponsor classes offering instruction in skills. Tuition fees to cover costs of supplies may be charged. The library may also allow its meeting rooms to be used by local school systems, area colleges and universities, or governmental entities. In such cases, tuition fees may be charged.
11. The use of meeting rooms for private social functions such as birthday parties, dances, wedding receptions, etc. is not permitted.

12. Meetings planned by a company or individual to promote, advertise or lead to the sale of a product or service are not permitted.
13. The individual or group which reserves the meeting space shall assume responsibility for all loss, damage or injury arising from the use of the meeting space.
14. The library assumes no liability for theft or damage to property brought onto library property or for injuries which occur as a result of actions of sponsors or participants in activities in meeting rooms.
15. Room set-up will be the responsibility of the individual or organization reserving the meeting space. This same individual or group is responsible for returning the room to its original condition.
16. Refreshments may be served only in Meeting Room A. The library will not provide any food service or equipment. Any food, beverages, or items left in the meeting room will be discarded. Smoking and alcoholic beverage are prohibited in the library. A fee may be charged if the group's use of the room results in the need for repair to library furnishings or equipment or if excessive clean-up is required by library staff. Imposition of this additional fee will be at the discretion of the Library Director.
17. If a scheduled meeting is cancelled, it is preferable that the library be notified at least twenty-four (24) hours in advance.
18. Library use of the meeting space takes precedence over any other use and the library reserves the right to cancel the use of the meeting room space if the Library Director determines that the meeting space is needed for library purposes. The library assumes no liability if such an action occurs. An attempt will be made to provide an alternative date or time for the group.
19. Groups may not use the library staff telephones
20. The Library Director, or his/her designee, may for good cause, deny or cancel any application for reservation of meeting room space and, for good cause, may waive any meeting room regulation. The library assumes no liability if such action occurs.
21. PPL reserves the right to have staff attend meetings and other events in the library.
22. Meetings held in our facility must not disturb normal library operations. The library reserves the right to stop meetings that are disruptive to normal library operations.

23. An appeal of any meeting room regulation, or any decision regarding the use of any meeting room should first be made to the Library Director.

It is the intent of the Pickerington Public Library that groups shall follow the above rules and regulations so that our meeting rooms will be utilized in an orderly and efficient manner. It is expected that all groups or individuals reserving a meeting room will honor the spirit in which these rules and regulations are intended and will adhere to them when reserving and using a library meeting room.

Resolution to Transfer Appropriations-

Our contract with Dell is almost up. In researching we found that purchasing in the long run with warranties will give us better options than leasing. We have money in the account, however, not quite enough to do everything we feel we need to do especially with purchasing the public PCs. Two of the IT switches are past life expectancy and need to be replaced. When attending the OLC convention, we also found that to be PCI compliant with credit cards, the credit card machine needs to be on its own switch. The patron data needs to be separate from the financial information. Budget did not include that. Bob Mapes asked if readers for new credit cards would be purchased. Tony answered yes and that they are working with CLC for a unified agreement, then new readers would be purchased. Kenton had shared with Tony that the library is taking in almost as much money through the self-check-outs as the main staffed terminal. They are researching purchasing the readers for the self-check-out as well as the main terminal. This will help the work flow and save on staff time. Tony asked the board to transfer money \$4000 from the Contingencies appropriation account 1000-930-930-0000 over to the Furniture and Equipment (Equipment) appropriation account 1000-760-750-5512. Also transfer \$1000 from the Motor Vehicle Fuel, Supplies & Parts appropriation account 1000-100-453-3330 into General Administrative Supplies (Program) 1000-100-451-2112. Mike Jones asked how we spent so little from the Motor Vehicle Fuel account. Brenda answered that the vehicle is used mainly in town. Michelle added that we didn't get the vehicle when we were originally supposed to have it too.

10-3-15 Approval to transfer \$4000 from the Contingencies appropriation account over to the Furniture and Equipment (Equipment) appropriation account and Transfer \$1000 from the Motor Vehicle Fuel, Supplies & Parts appropriation account into General Administrative Supplies (program) appropriation account

Motion was made by Bob Mapes to approve transfer appropriations as presented.
Seconded by Mike Jones.

Roll call vote: Michael Jones – yes, Cristie Hammond – yes, Mark Smith – excused, Michelle Shirer – yes, Dan Griscom – yes, Robert Mapes – yes, and Cheryl Ricketts – excused. Motion passed.

Presidents Report

Bylaws Review and Discussion – Cristie pointed out the section that included the order of business for meetings. The subject had come up about public comments and where the Friends were placed. Tony has been following the bylaws in the order of business. This would be the time to make changes where public participation is in the agenda. The current policy regarding public speaking is not very friendly toward the public being able to address the Board. Cristie would like this to change if the Board is in agreement. Bylaws from different libraries have also been included for the Board to look through and see if there are any ideas to add. The Board will take time this next month to look over bylaws; this is according to article 10. Tony asked the Board to send him their ideas or suggestions for changes to compile for the next meeting.

Friends of the Pickerington Public Library report – Kathy Bowden, President of the Friends reported that the annual fall book sale is coming up November 5-8. Preview for Friends members on the Wednesday evening. Mike Jones announced that the Friends donated \$1000 to the PAC. The Board thanked them. PAC has about \$5000.

Brenda brought up that Cristie's term is up in December. Cristie is willing and has agreed to stay on another term. Bob Mapes said to be ahead of the game we send the recommendation to the school board for approval.

Meeting adjourned 8:40 p.m.

Next Board Meeting:

FAB Committee Meeting

Monday November 9, 2015 at 6:30 p.m. (Meeting Room B)

Regular Board Meeting

Monday November 9, 2015 at 7:00 p.m. (Meeting Room A)

Cristie Hammond
Library Board President

Robert Mapes
Library Board Secretary