

**Quincy Public Library
Board of Trustees Meeting
March 14, 2017
Minutes**

The regular meeting of the Quincy Public Library Board of Trustees was called to order at 6:04 p.m. on Tuesday, March 14, 2017, with Christopher Pratt presiding. Trustees present: Judy Crocker, Kathy Citro, Pam Rein, Lynn Niewohner, Angela Ketteman, and Jody Steinke. Trustees absent: Dwain Preston and Terri Heinecke. Others present: Nancy Dolan, Katie Kraushaar, Bobbi Mock, Kim Akers, Alexis Bergman – TAB Liaison, and Fred Witte – TQ Liaison.

I. APPROVAL OF AGENDA

Pam Rein moved to approve the agenda as presented. Angela Ketteman seconded and the motion carried.

II. APPROVAL OF MINUTES

Jody Steinke moved to approve the minutes from the February 14, 2017, meeting as presented. Judy Crocker seconded and the motion carried.

III. PRESIDENT'S COMMENTS

President Christopher Pratt welcomed everyone.

IV. RECOGNITION OF CORRESPONDENCE

Two comments from the public comment box were presented to the Board. A letter from Reaching Across Illinois Library System (RAILS) was received informing the Library that it was not awarded the Multitype Collaborative Grant.

V. PUBLIC COMMENTS

Alderman Jeff Bergman was welcomed to the meeting.

VI. LIBRARY REPORTS:

A. Financial Report–Lynn Niewohner

Lynn Niewohner reported that the balance in the Homebank Operating Fund as of February 28, 2017, was \$774,755.24. Total assets were \$774,980.24. Total liabilities were \$45,106.40.

B. Circulation and Event Statistics Report

Nancy Dolan reported that the Library successfully migrated to the new RSA system, but the circulation figures are inconsistent due to some difficulties during the migration. She noted that figures from pre-migration (February 1-12) and post-migration (February 13-28) were both included in the report. The week of migration was very slow, possibly because patrons thought the Library was closed all week instead of just Friday. Ms. Dolan explained that TQ and QPL residents will no longer be separated; both TQ and QPL are now grouped as residents. Interlibrary loan now refers to items borrowed outside of RSA libraries. RSA borrowed items are tracked as regularly circulating items. There is no longer a category for teacher delivery. Teachers must use their personal library card with a status of teacher. Bobbi Mock stated that she has deleted a number of

expired patron cards and lost items, reducing those numbers. She also noted that the Outreach circulation figures didn't track after the migration, but Outreach staff were still delivering to patrons. The hold lockers at County Market are very popular. There are only ten lockers available, and most are in use on a daily basis. The hold lockers were used 23 times from February 13-28. Chris Pratt inquired why use of the Heritage Quest database decreased so much over last fiscal year. Katie Kraushaar replied that use of the databases is erratic, but noted that last February the Library was highlighting databases as part of the monthly marketing focus. Ms. Dolan reported that the Library had an average of 405 visitors per day with Saturdays being the busiest day of the week and Sundays and evenings the slowest. She noted that the door counts are still good despite being down from previous years.

C. Library Report—Nancy Dolan

Nancy Dolan reported that the Library continues to experience problems with the HVAC system. The bad valve was replaced, but now an inverter board and compressor have stopped working. The compressor is under warranty, but the inverter board is not. A workshop introducing patrons to the new RSA system was held with a large number of patrons in attendance. In addition to the workshop, which may be repeated depending on need, staff educate patrons daily on how to use the new system. Bobbi Mock reported that the actual transfer of data went smoothly with only a few issues left to work, the most important of which are the patron notification system and holds. Staff have been personally calling each patron to notify them of their items on hold as this issue is addressed.

Alexis Bergman reported that TAB members as well as Nancy Dolan and Deborah Riddell helped at the Library's booth at the QSHS Wellness Initiative on February 24. TAB members answered questions about TAB and the Library, and handed out the new TAB brochures. The next day, the teens were invited to a Stress Buster Workshop to help find new ways to alleviate tension and add relaxation to their daily life. On March 18, teens will have an opportunity to dominate the world at the RISK: World Domination Game Day. Ms. Bergman noted that the teens have added a craft component to the weekly Wii Wednesdays. TAB member Jacob Morrison plans and instructs teens on a different arts and crafts project each week.

VII. COMMITTEE REPORTS:

A. Audit – Lynn Niewohner: The Expenditure Approval List for the month ending February 28, 2017, was distributed to the Board for approval. Lynn Niewohner stated that the expenditure to SHI International was for the purchase of an email message archiver. Nancy Dolan explained that government entities are required to keep all correspondence for FOIA requests. This archiver allows the Library to keep and easily retrieve messages. There being no further discussion, Lynn Niewohner moved to approve the report in the amount of \$44,249.82. Pam Rein seconded and the motion carried.

B. Finance – Lynn Niewohner: Lynn Niewohner reported that the Finance Committee did not meet. Nancy Dolan presented a revised draft FY17/18 budget noting that the Board originally approved the draft budget in January, but the City of Quincy asked the Library to keep the budget flat. Ms. Dolan stated that she redistributed funds from savings to cover increases in expenditures. There being no further discussion, Lynn

Niewohner moved that the Board approve the revised FY17/18 budget as presented. Angela Ketteman seconded and the motion carried.

C. Building & Grounds – Jody Steinke: Jody Steinke reported that the Building and Grounds Committee met on February 22, 2017, where they discussed changes to the Technology Plan. Nancy Dolan stated that the previous plan had expired. The updated plan includes new technology such as the lending kiosk, hold lockers, and RSA as well as partnerships with the City IT Department, Quincy Public Schools, and Rokusek which developed the Library's web page. The plan also includes goals for staff training and online security. There being no further discussion, Jody Steinke moved to approve the updated 2017-2020 Technology Plan as presented. Lynn Niewohner seconded and the motion carried.

D. Personnel - Judy Crocker: Judy Crocker reported that the Personnel Committee did not meet.

E. Policy – Lynn Niewohner: Lynn Niewohner reported that the Policy Committee did not meet. She noted that a policy needing updates was missed at the last meeting. Revisions to the Loan and Renewal Policy included a checkout limit for the holiday books, an increases amount of holiday CDs that can be checked out, and the discontinuation of loans for the closed circuit television. There being no further discussion, Lynn Niewohner moved to approve the revisions to the Loan and Renewal Policy as presented. Angela Ketteman seconded and the motion carried.

F. Ad Hoc – Labor: Lynn Niewohner reported that the Ad Hoc-Labor Committee met on March 14 just prior to the Board meeting. The content from that meeting will be discussed in Executive Session.

G. Ad Hoc – Advocacy. A copy of the flyer that will be inserted into the Adams County tax bills was included in the Board packet. Nancy Dolan reported that the Library initially only wanted to send the information to those in the TQ Library District, but discovered that the cost was negligible to send the information to everyone in Adams County. Other Adams County libraries were contacted to see if they were okay with being listed in the insert. All were enthusiastic about the advocacy effort and thanked the Library for including them. Ms. Dolan will also be presenting the insert to the TQ Board at their March meeting and asking them to fund the project.

VIII. UNFINISHED BUSINESS

A. Discussion of Service Recognition. Nancy Dolan reported that the QHS Art Department has replied that they are unable to create the service recognition mural. Ms. Dolan asked if the Board wanted her to check back with Jennifer Bock Nelson or table the issue until further notice. Jody Steinke suggested that Ms. Dolan contact retired art teachers Dave Brown or Kathy Hyer. Chris Pratt recommended tabling the issue until the Library has more discretionary funds to pursue the project.

IX. NEW BUSINESS

A. Discussion of Summer Hours. Nancy Dolan reported that it is her intent to keep the same summer hours as last year. Hours will be Mondays 9:00 a.m. to 8:00 p.m.,

Tuesday – Thursday 9:00 a.m. to 6:00 p.m., Fridays and Saturdays 9:00 a.m. to 5:00 p.m. and closed on Sundays. The Board agreed to switch to the traditional summer hours after Memorial Day.

B. Discussion of Collection Agency. Nancy Dolan reported that the Library has employed the soft collection agency Unique Management for a number of years to help recover the cost of lost materials. Recent legislation no longer allows library fines and fees to be reported on credit reports. In the past, Unique would send letters to patrons notifying them that they had been turned into collection for lost materials. In return, the Library paid Unique a flat monthly fee based on the number of people reported to them. Because of this legislation, hiring Unique to send letters is no more or less effective than the Library sending a strongly worded letter to patrons. Ms. Dolan stated that the Board approved the contract with Unique a number of years ago, and wanted them to be aware that she would like to end the contract. The Board agreed to end the contract with Unique with the Library taking over sending out “collection” letters. Chris Pratt stated that the Library can always pursue judgment against those patrons who have a large amount of lost items on their cards, but this will incur court costs and filing fees of approximately \$150 to \$200 per judgment. Mr. Pratt agreed to review a sample collection letter for the Library.

C. Discussion of Newspaper Archive. Nancy Dolan reported that she recently met with Ron Wallace of Quincy Newspaper Inc. after she was informed that the Library did not receive the grant from the National Archives to digitize the remainder of the Quincy newspapers. Mr. Wallace assured Ms. Dolan that they were still supportive of the project although could not commit to full funding. He did state that QNI might be willing to provide matching funds for a grant to digitize the remaining newspapers up to the current year.

D. Discussion of Historic Photo Archive. Nancy Dolan reported that the Historic Photo Archive webpage has been updated and now includes the current order form. She stated that in the past, all of the photos were to have been watermarked to protect the Library’s investment and prevent unauthorized copying of photos, but not all of the images in the archive are watermarked. She stated that if someone copies a photo from an online image, the resolution is poor. If someone wants a high-quality print or digital image, the Library rescans the image at a higher resolution and charges a fee for the print or digital access. The Board agreed that it was no longer necessary to watermark the photos.

E. Discussion of Long Range Plan. Nancy Dolan informed the Board that the current long range plan will expire this summer. She stated that the Board will need to start initial planning to decide what method will be used to update the plan such as focus groups, public surveys, and/or a committee of staff and Board.

X. PUBLIC COMMENTS

Jeff Bergman asked how much the Library currently has in outstanding fines and fees. Nancy Dolan replied that before the migration it was estimated at between \$50,000 and \$100,000, but some patron accounts and smaller fines were deleted. Bobbi Mock stated that she intends to send letters to those patrons who have at least \$100 in lost materials.

In answer to another question from Mr. Bergman, Ms. Mock stated that individuals who owe \$10 or more in fines and fees may not check out materials or use the computers until their fines are paid to below \$10. Jody Steinke asked how many materials are lost each year. Ms. Dolan did not know the answer to that question. Mr. Bergman then asked if just Lynn Niewohner reviews the monthly invoices or if a committee reviews them. Ms. Niewohner stated that each Board Member receives a copy of the expenditure approval report listing the invoices in their packet before the meeting. Kim Akers stated that no payments are mailed out or distributed until after the Board approves the invoices.

Lynn Niewohner moved to adjourn into Executive Session for the purpose of collective negotiating matters or deliberation of salary schedules. Pam Rein seconded and the regular session was adjourned at 6:41 p.m. Nancy Dolan and QPL Board Members were asked to remain. Ms. Niewohner informed Fred Witte from the TQ Board that the QPL Board would like to meet with the TQ Board in Executive Session at a future date. Mr. Witte stated that TQ would be happy to meet with QPL.

Jody Steinke moved to adjourn the Executive Session. Pam Rein seconded and the Executive Session was adjourned at 7:10 p.m.

Respectfully submitted,
Kimberly Akers