Daniel Boone Regional Library  
Minutes, Meeting of August 12, 2010

Call to Order, Roll Call and Determination of Quorum

Robinson called the meeting to order at 6:03 p.m. in the Virginia Young Room of the Columbia Public Library. Board members present were: Jessica Robinson, President; Julie Baka; Mary Ann Beahon; Susan Breyfogle; Bridget Canaday; Lyle Johnson; Mary Fennel; Rosie Gerding; Tonya Hays-Martin; Terry K. Higgins; Jim Jones; Michael Luebbert, Vice President/Secretary; David McDonald; Patricia Powell; Tom Richards; and David Webber, Warrant Officer. Susan Daly, MaryEllen Sievert and Jacob Thorne were absent.

Also present were Director Melissa Carr and DBRL staff members Elinor Barrett, Amanda Burke, Connie Bush, Melanie Henry, Patricia Miller, Karen Neely, Nathan Pauley, Mitzi St. John and Jim Smith. Ross Kasmann, Engineering Surveys and Services, was present for the first portion of the meeting.

Public Comments

No members of the public were present.

Old Business

Parking Lot Update – Discussion of this item was moved up on the agenda to accommodate Ross Kasmann of ESS. Barrett stated that library and ESS staff met with Ryan Arrowood of Steve & Associates on the previous Friday to review work on the punch list. The condition of the paving work was not acceptable due to surface irregularities that have the potential to be safety hazards. Mr. Arrowood proposed patching the surface and staff agreed to that remedy; however, today staff learned that the paving sub-contractor did not agree with that strategy, causing Mr. Arrowood to rescind support for the idea. DBRL staff and ESS will meet on August 13 to discuss a solution; currently, it is thought that the best solution would be an overlay. Kasmann noted that a damaged banner pole also must be repaired. Richards inquired as to what caused the surface irregularities. Kasmann stated that, because the lot had no room for a “staging area”, materials were set on asphalt before it was completely hardened, and then machines scraped the asphalt when attempting to move the materials. Kasmann pointed out that the issue is not one of structural safety or durability. Barrett described the surface as “pitted” and “rough”. In response to Richard’s question, Kasmann noted that the library still owes the contractor approximately $30,000. Barrett relayed to the Board that the electrical sub-contractor had called her that afternoon to say they had only received 17% of their fee. However, that is an issue for the general contractor to address; the work contract protects the library from claims from subcontractors or suppliers. Richards inquired about involving outside counsel, and Barrett replied that Brown, Willbrand, Simon, Powell & Lewis had already been contacted. However, the firm has a conflict of interest, as they represented the general contractor in a previous case, so they have recommended other attorneys to the library. Kasmann stated that not all of the subcontractors are having problems with receiving pay for their work; another subcontractor he spoke to has been paid 90% of their fee. Beahon asked what the library could do to help others avoid receiving similar workmanship. Kasmann noted that word travels fast within the building community; Barrett said it is unlikely the contractor will receive a reference from the library.

Kasmann left the meeting at this point.
Board President Remarks

Robinson remarked upon the announced closing of the Camden, New Jersey, municipal library. It would be the first city-financed library to close its entire system due to poor economic conditions. The city is reassessing its finances and talking to the county library about merging in an attempt to continue services at the three municipal branches. Robinson wondered how many libraries are tied to city governments and how DBRL appears in relation. The State Library told Robinson that, in Missouri, seventeen libraries are supported as a line item in city budgets. Sixty-six are set up as separate tax districts, like DBRL. However, this is an arrangement fairly unique to Missouri. Most libraries in the nation are provided for via city government. Another unique system is in Hawaii, where all libraries are branches of the state library. As a result of our arrangement, we are in a stable position relative to other libraries excepting those that have a foundation or trust to rely upon. But, not only does DBRL have its own taxing rate, we have a responsible budgeting plan that is followed closely and very supportive Friends groups.

Robinson reminded the Board that committee assignments were distributed in the Board Packets and are also on-line. Most members were able to be appointed to their first- or second-choice committees.

Approval of Minutes

Robinson asked for corrections or changes to the minutes from July 15, 2010. Hearing none, she declared the minutes approved as written.

Monthly Reports

Financial Report – There were no questions.

Service Report – Carr noted that more patrons visited on-line than in person at CPL in July 2010.

Director’s Report – Carr presented a card to Gerding from staff in appreciation for her leadership and collegiality during her time as DBRL President.

Carr reminded Board members to tell Robinson if they plan to go to MLA this fall. It is October 6-8 at the Lake of the Ozarks.

Carr noted that, due to changing work responsibilities, Thorne would no longer be able to serve on the DBRL and CLD Boards. She asked that Board members advise her if they knew anyone who lives in the Columbia Library District who might be a good candidate for the vacant seat.

Carr reminded the Board that she will be on vacation September 1-11. The next Director’s Report will not be distributed until she returns.

Carr shared positive patron feedback from a child who participated in the “Books by Snail” program this summer and a gentleman who commended the staff for service he received on a recent visit.

Carr updated the Board on two Implementation Strategies:

- Library-to-Go – Installation at the Hallsville location is scheduled to take place during the last week of August and a ribbon-cutting ceremony is tentatively scheduled for August 30. Additionally, the Frich Corporation recently announced that they will donate a Lock-a-Shelf unit to the location, which will allow patrons to browse and self check-out DVDs on site. This unit may not be installed before the ribbon-cutting ceremony. No
additional DVDs will need to be purchased to fill the unit. Staff will use this donated unit as a pilot project to determine how much demand there might be for a Lock-a-Shelf at future Library-to-Go sites.

- Mobile-Friendly Website – Pauley gave a presentation about the new mobile-friendly website, http://m.dbrl.org. Patrons with an internet-capable phone can now check hours and locations, search the catalog and get library program news on the go. This is not a mobile application (app), but BiblioCommons is developing an app that will have more complex features and be even more user-friendly. There would be an additional cost to the library for the BiblioCommons app. Pauley noted that DBRL’s new mobile-friendly site works with all browsers except Opera; the majority of current dbrl.org users who access the site from a mobile device use an iPhone, iPod Touch, iPad or Google Android, which all come pre-loaded with Safari or a similar browser.

2010 Implementation Strategies Update

“Delivering on Yes” – Barrett explained that the idea for this project came from the Baltimore County Public Library, which is known as a library system that is focused on customer service. Miller, a Public Services Librarian, chaired the project. Miller explained how an on-line form was created for staff to record every interaction with a patron when staff had to say no or could have provided better service. As staff work near computers, the form was always at hand to quickly record information. Staff could also provide suggestions on the form. The project ran for four weeks in March and April of 2010, which was an interesting time due to tax season, newly-installed copiers and the recent implementation of BiblioCommons. Four hundred fifty interactions were logged. Some solutions were low-cost and easy to implement immediately, such as providing a heavy-duty stapler, a paper shredder, a courtesy phone and a mailbox for patrons. Three computers at CCPL were converted to thirty-minute use and two computers were added to CPL’s second floor. More computer classes were added on subjects including Skype, Twitter and Microsoft Publishing. The exercise also helped the library revise forms, procedures and technical capabilities, such as giving patrons the ability to track their ILL statuses. Some suggestions, such as adding a baby-changing table at SoBoCo and timer software to children’s computers at CPL, are still in the process of being implemented. Staff like the program because they gain awareness, take ownership and become creative problem-solvers. The staff can see that action is resulting from their efforts. Miller said the library plans to implement the program again, perhaps at another time of year to get a different “snapshot” of what issues arise in particular months or seasons. Beahon inquired why the program would not be used continuously. Barrett responded that having a cut-off helps the staff focus on a set of issues and clearly see progress made on the targeted issues. Staff morale is positively impacted by seeing advancement on the suggestions they have made. Jones asked if the time commitment needed from the staff was greater than expected. Miller said that it was only difficult to get the review committee scheduled to meet due to managers’ busy schedules; otherwise, it was easy for staff to participate and was worth the time.

Committee Reports

Finance Committee – Webber reviewed the motions passed at the August 4 Finance Committee meeting.

Recommended Actions Related to CY 2010 Budget Update
Regarding lobby renovation to improve the building’s air pressure and temperature control, Smith stated that staff has not found a solution that would be financially viable, use space efficiently and cause the smallest disruption to patrons and staff.

**ACTION:** The Finance Committee recommends the DBRL Board of Trustees direct the staff to cease research into the Energy Report recommendation to rearrange the lobby and add an entrance hallway. The motion passed unanimously.

Smith noted that 2010 expenditures are expected to be under budget and an investment in automated scheduling software would improve staff efficiency. Smith reminded the Board that a vote to approve bidding on items does not mean the library will win the items. Baka asked and Smith confirmed that the software would cost approximately $15,000. Richards remarked that discussion at the Finance Committee meeting indicated the software would “pay for itself”. Smith agreed, noting that a significant amount of staff time is expected to be saved by not manually creating schedules. Gerding speculated that software could be used to run staffing scenarios and discover whether the library could increase the hours it is open on the weekends.

**ACTION:** The Finance Committee recommends the DBRL Board of Trustees approve staff using funds saved in the 2010 budget to purchase scheduling software and bid on “like new” dispersal items from a local not-for-profit organization. The motion passed unanimously.

**CY 2011 Preliminary Operating Fund Budget & Revised Budget**

Webber explained that the staff have changed their tax rate recommendation to suggest maintaining the same tax rate until the next review in 2012. The Revised CY 2011 Preliminary Operating Fund Budget was created, reflecting no revenue increase from raising the 2009 tax rate. However, the motion from the Finance Committee was to approve the Preliminary Budget with the maximum allowed tax rate. Webber, therefore, advised that if the Board wished to maintain the 2009 tax rates for the 2010 year, they would need to vote against the motion from the committee and move to accept the Revised Preliminary Budget. Carr noted that during and since the Finance Committee meeting, staff and Board members had lengthy discussions about what is best for the library and the community in the current economic environment. Baka asked about the assumption that assessed valuation will rise, and how much of a risk it is to not raise the tax rate while it is possible. Webber responded that the staff and Finance Committee acknowledged the risk Baka described and carefully considered how taxes are perceived, concluding that levying the maximum rate would incur considerable risk for a relatively small gain. Beahon noted that she was surprised to receive the new recommendation, as the Finance Committee approved the budget with the increased tax rate. Gerding put forward that the spirit of the Gibbons Amendment is that if an entity is able to get by at their current tax rate, then they do not need to levy a higher rate, and DBRL is able to get by. Richards added that DBRL is running an operating surplus and has money in reserves because of great management; however, this is the reason why it is hard to justify levying a higher tax rate. Powell called the question.

**ACTION:** The Finance Committee recommend the DBRL Board of Trustees advise each of the individual library district boards to approve the Preliminary 2011 Operating Budget. The motion failed.

Webber moved, Richards seconded that the DBRL Board of Trustees recommend acceptance of the Revised Preliminary 2011 Operating Budget to each of the individual library district boards.
Smith resumed explaining the distinct sections of the budget. Gerding asked if any money for lobby improvements was included in the section ‘Future Improvements of Buildings Owned by Districts’. Smith said there was not; only the improvements from the Facilities Assessment Report are included in the line and not the Energy Assessment Report recommendations. Richards asked if the Board would go over the placeholder for capital outlay in more detail this fall. Smith said they would, and the Board would receive a furniture and equipment list.

**ACTION:** Hearing no further discussion, Robinson called for a vote. The motion passed unanimously.

**CCPL HVAC Pump Bid**

Smith reviewed the informational memo and noted that the lowest bid was from Teel Mechanical Services, Inc.

**ACTION:** The Finance Committee recommends to the DBRL Board of Trustees acceptance of the Teel Mechanical proposal of $26,770. The motion passed unanimously.

**CPL HVAC Computer Room Bid**

Smith reviewed the informational memo and noted that the lowest bid was from Air Systems, LLC.

**ACTION:** The Finance Committee recommends to the DBRL Board of Trustees acceptance of the Air Systems proposal of $21,935. The motion passed unanimously.

**Policy 2-710: Procurement**

Smith reviewed the informational memo explaining proposed changes to the Procurement policy and procedures.

**ACTION:** The Finance Committee recommends to the DBRL Board of Trustees acceptance of the new version of Policy 2-710: Procurement. The motion passed unanimously.

**Policy 2-706: Approval of Contracts, Invoices and Purchasing**

Smith reviewed the document showing proposed changes to the Contracts, Invoices and Purchasing policy and procedures.

**ACTION:** The Finance Committee recommends to the DBRL Board of Trustees acceptance of the new version of Policy 2-706: Approval of Contracts, Invoices and Purchasing. The motion passed unanimously.

**Recess**

The meeting recessed to individual District Board meetings at 7:48 p.m. The Regional Board meeting resumed at 7:59 p.m.

**Report from District Board Breakout Meetings**

Boone County Library District – Powell reported that the BCLD Board approved the Revised Preliminary 2011 Operating Budget.

Callaway County Library District – Fennel reported that the CCLD Board approved the Revised Preliminary 2011 Operating Budget.
Columbia Library District – Webber reported that the CLD Board approved the Revised Preliminary 2011 Operating Budget.

Old Business (Continued)

Staff Recommendation for Smoking Procedures – At the previous Board meeting, the staff was asked to propose changes to the current smoking procedures in response to patron complaints. CPL follows the Columbia city ordinance, which restricts smoking to areas more than twenty feet from building entrances. CPL also has a designated smoking area outside the north entrance. The staff Customer Service Initiative (CSI) group met and recommended adding more signage to CPL property, but not banning smoking outright. Neely was asked how smoking is handled at SoBoCo; she said the City of Ashland doesn’t have an ordinance, but patrons are asked to go behind the library. Barrett noted that Greg Reeves does not have many complaints about smoking at CCPL. The Board discussed what language and symbols would be appropriate for new signage. Richards remarked that schools and hospitals are smoke-free properties, and suggested the library follow suit. Webber added his concern for people – especially children – who have to maneuver around smokers on the south ramp. Richards submitted that if the library promotes a smoking area now, it might be harder to implement and enforce a smoking ban later. Robinson suggested putting the item on next month’s agenda so the public can voice their opinions on the matter. Hays-Martin asked how a ban might be enforced. Barrett responded that enforcement will have to be considered further, as security is not on the premises at all times. Other issues to be resolved include how to handle staff members that smoke and to what exact areas of the property a ban might be applied.

ACTION: Webber moved, McDonald seconded that the staff provide the Board with a report on the implications of banning smoking on CPL property. Beahon suggested that the motion be amended to apply region-wide. Webber accepted the friendly amendment. The motion passed unanimously.

Board Retreat – Carr asked that the Board allow her to call an earlier Board meeting in September to allow her to plan some special Board Retreat speakers or presentations. She proposed the meeting start at approximately 5:15 p.m.; an exact time would be confirmed in the upcoming weeks. Because the DBRL Board meeting dates and times are set in the Bylaws, a vote is needed to adjust the time.

ACTION: Jones moved, Fennel seconded to allow staff to adjust the time of the September DBRL Board meeting to allow for Board Retreat programming. The motion passed unanimously.

New Business

There was no new business.

Public Comment

There were no members of the public present.

Staff Comments/Announcements

Carr noted that today was Karen Neely’s birthday and thanked her for being present.
Board Comments/Announcements

Powell related that several people in her book club remarked that they were happy to be able to check out more than one Play-Away at once.

Hays-Martin said she was looking forward to listening to the upcoming talks by library staff on KBIA’s Radio Friends with Paul Pepper.

Beahon invited anyone interested to join a group in Callaway County that is raising money to build a library in Kibungo, Rwanda, via a community partnership program. The group has previously built two clinics in Kibungo.

Gerding discussed a library in Kitsap, Washington, that started a “Did You Know” campaign to boost public perception and familiarity with their services after the library’s tax levy increase was defeated at the polls. She showed a reusable bag that the library sells.

Robinson reminded the Board of their August Trustee Activity, which is to tell one person who does not already know that you serve as a Library Board member.

Adjournment

There being no further business to discuss, Robinson adjourned the meeting at 8:20 p.m.

Minutes recorded by Amanda Burke, DBRL staff.

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Mike Luebert, Board Secretary