Call to Order, Roll Call and Determination of Quorum
Dorothy Carner, Vice-President/Secretary, called the meeting to order at 6:00 p.m. in the Virginia G. Young Room of the Columbia Public Library.

A quorum of members was present.

Board members present were: Julie Baka; Mary Ann Beahon; Susan Breyfogle; Carner; Angie Crumbliss; Susan Daly; Mary Fennel, Warrant Officer; John French; Rosie Gerding; Lisa Groshong; Philip Harrison; Tonya Hays-Martin; Terry K. Higgins; Jim Jones; Patricia Powell and MaryEllen Sievert. Lyle Johnson, Michael Luebbert and David Webber, President, were absent.

Also in attendance were DBRL Director Melissa Carr; and staff members Elinor Barrett, Amanda Burke, Patrick Finney, Melanie Henry, Pat Kopp, Patricia Miller, Karen Neely, Greg Reeves, Jim Smith and Mitzi St. John.

Public Comment
There were no members of the public in attendance.

Approval of Minutes
Carner asked for corrections or changes to the minutes from the meeting of November 15, 2012. Hearing none, she declared the minutes approved as written.

Director’s Comments
Carr announced that the Friends of the Columbia Public Library will donate $80,000 in book sale profits from 2012. She noted that about twenty volunteers work weekly and do a great job organizing their materials and events.

The Missouri Library Association’s Legislative Advocacy Day is February 5 in Jefferson City. Trustees who have gone in the past have found it to be a valuable experience. If you wish to attend, please email Webber or Carr. Several staff members will attend, as well. In response to a question from Gerding, Carr stated that the main topics of the day will be State Aid and the “Athletes & Entertainers” tax. We also provide general education on library services to the legislators and relay our support for MOREnet and the Secretary of State’s budget. Sievert noted that she has participated in past Legislative Advocacy Days and finds the legislators are often curious and have many questions for the library delegations.

Crumbliss entered the meeting.

Carr reported that, due to digital storage space constraints, patrons will be asked in February to move all borrowing records they wish to keep from their “Recently Returned” shelf in BiblioCommons to the “Completed” shelf. The “Recently Returned” function will then be limited to only the past two months of materials checked in on the account.

Carr also announced that the Columbia Public Schools will hold a press conference next week regarding a pilot project for 4-year-olds that aims to motivate the children to become better and more confident readers with the use of personalized reading plans. The project utilizes technology called MyON and the program will be referred to locally as “Columbia iRead.” All children age four and older with a Columbia ZIP code will be able to register and access the
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eBooks; CPL staff will help register participants. Other community partners on the project include Head Start, Parents as Teachers, Child Care Aware and Title 1 Preschool program.

Carr mentioned the Missouri Arts Council article that was included in the Trustees’ informational packets. There were several nice photos and mentions of DBRL throughout the article.

Lastly, Carr reported the sad news that former Howard County Library District Trustee Bill Holman passed away in December.

Monthly Reports
Carner asked for comments or questions regarding the Financial, Service and Director’s Reports, which were included in the Trustees’ packets. In response to a question from Jones, Carr stated that staff will look at the decrease in physical books at the next managers’ meeting to determine if that decrease is coming from particular categories.

In response to a question from Sievert, Carr said that visits and circulation at the Southern Boone County Public Library (SBCPL) were down in December, despite the new facility, partially due to the self-check machine mis-reporting its check-outs as Columbia circulation and the difference in the door counters between the old and new facilities. At the new facility, only patrons are included in the door count, as staff and deliveries enter through the back door. However, all individuals going through both the front and back doors were counted at the old facility (and over-counted at time, due to the location of the door sensors).

District Board Reports
Callaway County Library District (CCLD): Hays-Martin reported that the CCLD met on December 3 and discussed, edited and approved the Callaway County Public Library (CCPL) Marketing Plan. Hays-Martin reviewed the purpose for creating the document. St. John noted that the marketing plan is one of the 2012 Implementation Strategies. She described the process of compiling the plan and stated that the goal is for patrons to have a positive emotional reaction to CCPL. In response to a question from Sievert, Carr stated that the Kingdom of Callaway Chamber of Commerce is the only Chamber in Callaway County and does include businesses from the smaller communities throughout the county. Gerding complimented St. John on the report and noted that many of the ideas would be beneficial if applied region-wide. Sievert noted a mathematical error on page 10; staff will correct the data. Sievert suggested that CCLD Trustees have their own laminated annual stats cards to distribute, as the DBRL Board does. Powell suggested putting information about the library into schools’ take-home packets. Jones noted that the history of the building is unique and should be emphasized – it is one of the few Carnegie Library buildings still operating as a library.

Old Business
2012 Implementation Strategies Report: Barrett noted that the major project of 2012 was the relocation of SBCPL. The new facility is open and greatly enjoyed by the community. Barrett stated that Jerry Wirth of Timberline Construction was a pleasure to work with. She reported that one change order was issued in the amount of $1,942 for the cost of the performance bond. The historic photo mural will be test-printed on January 30 and installation is expected in February. Carr thanked the Trustees who attended the donor reception and the book brigade/ribbon cutting in November. Neely added that the low December statistics do not reflect the great energy of the community using their new facility. She added that the meeting room at
SBCPL was opened for use one month early due to demand, and 22 groups or individuals utilized the space in December. In response to a question from Carner, Neely stated that the library is very busy when the middle school lets out.

**New Business**

**Administrative Policies:** Finney reviewed the changes suggested for Policy 2-670 (Circulation), which included moving some phrases into the Procedures to give staff greater flexibility, as well as revising wording for clarification and to be consistent with other DBRL policies. Examples of text that was extracted from the policy and moved to procedures includes the specific dollar amount of the non-resident fee and the replacement card fee, what to do if a patron believes they returned a book still showing on their account, and how patrons may arrange to pay for replacement materials. The most significant change is to the definition of Reciprocal Patron. Staff have suggested the definition be revised to include residents of any tax-supported library district in the state, not just ones with which DBRL has a reciprocal relationship. Administering the policy in the current state utilizes disproportionate staff time in relation to the frequency the issue arises. In response to a question from Beahon, Finney stated that there are several non-tax-supported districts in Missouri, including Branson and Montgomery County. In response to a question from Crumbliss, Finney noted that there is a patron category especially for the area’s many college students, and DBRL collects their permanent address as well as their local addresses because of the population’s highly mobile nature. In response to a question from Crumbliss, Finney stated that the default rate on circulation billing from out-of-region addresses has not been analyzed.

**ACTION:** Daly moved, Powell seconded approving Policy 2-670 (Circulation) as edited. The motion passed unanimously.

Finney reviewed the Overdue Procedures for the edification of the Board. He noted that they are being revised to increase the number of contacts DBRL staff make with patrons when items are in overdue status. DBRL will soon be issuing two more notices after the bill for replacement materials is sent at six week. The next notice asks the patron to return the materials within 30 days so that their account is not referred to a materials collection agency. The final notice informs them that the account has been referred. For collections service, DBRL will contracted with Unique Management, a company that specialized in library materials recovery. Carr added that even if patrons return the materials or pay for replacement after they have been referred to collection, they will be charged a $10 fee.

In response to a question from Powell, Finney stated that we have email addresses for a large percent of our patrons, and that percentage continues to grow. When possible, DBRL uses email notifications for speed and ease of contact.

In response to a question from Powell, Finney noted that an “acceptable replacement copy” of a lost or damaged item would be the same edition in like-new condition.

In response to a question from French, Finney said that the patron’s account is immediately restored to good standing after the overdue materials are returned or the bill for replacement cost is paid.

In response to a question from Fennel, Finney reviewed the procedures that are followed when a patron believes they returned a book that is still showing on their account as checked out.
Jones suggested rewording the last paragraph to clarify how much of a refund a patron receives if they pay for lost materials and then find the materials in question.

Beahon extended her compliments to the staff members who respond to patron emails, noting their distinct and always pleasant personalities.

Carr reviewed the need for Policy 2-635 (Document Management and Retention) and noted that DBRL’s legal counsel has reviewed the policy and found it to be within the law. She noted that the schedule of retention periods lists the minimum period to keep each category of document, but DBRL may opt to keep certain documents longer.

**ACTION:** Powell moved, Higgins seconded approving Policy 2-635 (Document Management and Retention). The motion passed unanimously.

**Library Closing for Staff Development Day:**
**ACTION:** Baka moved, Sievert seconded closing all library facilities on April 5 for the 2013 Staff Day. The motion passed unanimously.

**Miscellaneous**
**Discussion of ALA Trustee Webinar:** Gerding distributed Policy 2-618 (Responsibilities of the DBRL Board of Trustees) and reviewed some key ideas from the webinar viewed prior to the board meeting. Sievert suggested that if a committee or District Board vote is split significantly, the Regional Board receive a minority opinion with the report on that business. Gerding agreed, noting that the board should “speak as one” to the public, but feel free to discuss disagreements while business is under consideration. Gerding also reminded the Trustees that they are welcome to ask questions and request further info even if they were not on the committee or District Board where the business was originally discussed. Carr added that any Trustee is welcome to attend a committee meeting if they are interested in the topic of business under discussion.

Gerding clarified that, despite what was stated in the webinar, DBRL Trustees may vote in Closed Session.

Gerding stated in closing that the DBRL Board of Trustees easily meets 24 of the 26 recommendations for a well-functioning Board of Trustees.

Daly suggested the Board undertake a self-evaluation in the upcoming year.

In response to a question, Carr stated that the current procedure for dealing with a frequently-absent Trustee is that the respective District Board President sends them a personal letter of concern after three occurrences. Powell noted that they are not always aware of the reasons for their fellow Trustees absences.

**Public Comment**
There were no members of the public in attendance.

**Staff Comments/Announcements**
There were no comments or announcements from the staff members in attendance.

**Board Comments/Announcements**
Beahon noted that there was an item in the Columbia Daily Tribune’s “Trib Talk” column suggesting it is difficult for older patrons to access CPL. Carr reviewed the ways in which staff
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have offered to assist this patron, including delivering materials to her, meeting her at her car with a wheelchair, and allowing her to enter the building via the Gene Martin Secret Garden. She also noted that the patron has consulted experts in ADA compliance and CPL is compliant.

Higgins announced that her seventh great-grandchild is due this summer.

Beahon invited everyone present to a wine-tasting event on February 1 in Fulton to benefit the Rwanda Community Partnership.

Hays-Martin complimented staff on the informational handouts that list contact numbers for emergency resources. The handouts are placed strategically throughout CPL.

Carner noted that the Trustee Activity for January is to contact one civic organization and let them know the library has volunteers available who can make presentations about library services, and suggest presenting in April as part of National Library Week.

**Adjournment**

Carner adjourned the meeting at 7:49 p.m.

Minutes recorded by Amanda Burke, DBRL staff.

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Dorothy Carner, Board Secretary