

ANACORTES PUBLIC LIBRARY BOARD
Minutes of January 22nd, 2019

PRESENT

Dave Duck, Jim English, Nick Alphin, Alethea Fleming, Katherine Hamer, Ruth Barefoot and Sydney Brady.

VISITORS

No additional visitors

APPROVE PREVIOUS MEETING MINUTES

Minutes of November 19, 2018 were approved (Moved to approve by Alethea and Katherine seconds the motion).

PETITIONS TO THE CHAIR

None.

ADOPTIONS/CHANGES TO AGENDA & AGENDA ADOPTION

Agenda is adopted.

COMMITTEE REPORTS:

Library Art Committee:

Work is still underway to complete contract for Madrona triptych on display. Tile installation has a goal of completion by the end of the month of January.

Adult Programming and Publicity Committee:

Programming is full for the quarter. It is suggested that perhaps this report should include ALL programming not just Adult. There is a quite a bit of activity with youth services, tots and baby programming.

Manieri Committee:

Aggressive budget has been approved.

Manieri fund will help out financially in the loss of speakers due to theft at the "Heart of Anacortes".

Maritime Committee:

Change in members of the committee. Jeff Vogel continues to be involved, Philo Lund has stepped back. Angela Currie, Mark Bunzel and Kevin Pratt were names that were mentioned.

UPDATES:

LIBRARY STAFF

- Plans for Gina's exit: Jeff will be taking on the task of collection development. Diana will be facilitating the adult programs that Gina has already set up for the quarter. Going forward the programming will remain a librarian duty, so we will wait until the new librarian comes on staff to plan future programs, past what Gina has already set up.
- Ruth is rewriting Gina's job description as an example for the class and comp study.
- Discussion around staffing choices and the importance of utilizing the talents of current staff members. Topic turns toward Class and comp study and how it is being run by Public Sector Personnel Consultants.

- New Staff member J.J. Small has joined us replacing the position created when Cathy left. His 20 hours will include 10 hours of automation (he will help with our technology needs). Morgan White has also joined the staff and will replace the hours that Laurie worked. Both new hires have much more flexibility and can help cover for other staff absences.
- Ruth is happy to have new hires that are “people” people. She has designed new interview questions looking for teamwork, collaboration, customer service skills and flexibility.

PASSPORT PROCESSING

We continue to be busy with our passport appointments. With Gina leaving and Jeff busy covering more duties we will be short some help with Passports. Currently the schedule includes: Cheri, Eric, Jim, Esther, Rossy and Sydney. Jeff is still certified to fill in as needed.

FRIENDS OF THE LIBRARY

- A financial report was provided. Friends will continue to send balance sheets.

FOUNDATION

- Focus on LINKS

DESIGN PROJECT

- Alethea question the arrival date of the laptop bar. Ruth explains that the laptop bar funding hopefully will come from the proceeds of the Links at the Library event.
- Jim is curious about the meetings and if more of the staff has been accepting and gotten on board with the changes.
- All discuss how more communication is needed to share decisions with public.
- 1st Charrette meeting was not very well attended but the second one had great attendance and was held in the teen’s area. Alethea shared that Underwood and Associates presented in a way that was inclusive and didn’t “talk down” to the teens that were attending.
- Recent meeting on the Teen area brought in feedback about books being important but really needing the technology piece.
- Power and Data access are needed in all areas.

UNFINISHED BUSINESS

- **Links at the library update:** Currently we have 16 holes. All board members are expected to attend. Question about if the contributions are tax deductible.
- Tickets will be sold at local bookstores and in the library lobby on Saturday from noon until 2pm.

NEW BUSINESS

Post Staff Retreat Discussion:

- Staff Retreat was well received. Worked straight through 8:30 – 4 pm
- Kate Laughlin presented. She was involved in forming the strategic plan with the staff years ago and returned to see if full circle. Gave staff the opportunity to review what had been accomplished and what areas still needed work.
- Dave gives an overview of the discussion about customer service during the Board

Sponsored lunch meeting during the staff retreat. He shares the need for tone and body language to be included in that training.

- All discuss need to engage our patrons and not impact the customer experience with complaining.
- Need for solution to customers at service counter that might have a longer issue to discuss and how can staff refer that customer to manager or other staff to help in the interest of keeping the line moving for check out or simpler needs. Ruth says that Diana will be working on taking that training to the next phase.
- After lunch there was a safety panel that helped staff understand new interpretation of laws. For example, people sleeping in the library, dogs in the building or people in the bushes around the playground.
- The day finished with Youth Services training and a focus to be kind to everyone. Tone is important. Abby shared with the team how important tone is to the teenage patron.

Director Evaluation: Jim will call Emily in regards to a date that the mayor would like to receive the board's feedback.

REVIEW OF BOARD CALENDAR

- Library will be closed on Presidents' Day so the next meeting will be held 2/19. Jim will not be able to attend.
- January 30th is scheduled for generator connection work and the library will be closed that day to a lack of power in the building for most of the day.
- Gina's celebration will be held on Thursday January 31st from 3:00 to 5:00 in the community meeting room.

ADJOURNMENT

The meeting adjourned at 10:28 a.m.