

Bettendorf Public Library
Information Center
Board of Trustees Meeting
Thursday, December 14, 2023
5:00 P.M.
Malmros Room, Bettendorf Public Library



Bettendorf

PUBLIC LIBRARY

Agenda Item	Responsibility	Action	Result
1. Roll Call	Covella		<p>Present: Kathy Brandtner, Val Horvat, Darrin Lindquist, David Pratt, John Rabine, Archana Wagle (Zoom)</p> <p>Absent: Doug Lindstrom</p> <p>Others present: Hayleigh Covella, Heather Gibbs, Jen DeBuhr, Jillian Aschliman, Paul Odell, Karly Lyle</p> <p>Rabine called the meeting to order at 5:02 p.m.</p>
2. Consent Agenda <input type="checkbox"/> Approve Meeting Agenda: December 2023 <input type="checkbox"/> Approve Meeting Minutes: November 2023 <input type="checkbox"/> Approve Payment of Library Invoices: November 2023	Rabine	Approve	Motion to approve consent agenda by Brandtner, second by Horvat. Motion carried.
3. Public Forum -Limit of 3 minutes per person	Rabine		None.
4. Correspondence	Aschliman		Aschliman passed around correspondence.
5. Staff & Supporting Organization Reports Director's Report Division Reports Friends Report Foundation Update	Aschliman	Updates in written report	Aschliman reported that the library's Autism Center Certification has gone through. The Friends gave the library \$2,000 to create sensory kits for patron use. Staff purchased those kits this afternoon. Aschliman is hoping to have them available very soon and will make an announcement to the public. Some will be for use in the library, and some will be available to check out.

		<p>Aschliman noted that the EDI (Equity, Diversity, Inclusion) Committee advocated purchasing phone charging cords and charger boxes to have available at the public service desks. For now, they won't check them out or have a sign-in sheet. It will be on your honor to bring them back to the desk. They will see how that goes. The supplies were inexpensive. It cost about \$5-6 for each pouch. Aschliman will evaluate the borrowing process once they see if they get them back.</p> <p>Public Works Maintenance replaced the rotting windowsills in the meeting room hallway to prevent moisture from coming into the building. They are also going to recaulk those windows. There have been some drain issues in the Junior League Program Room bathrooms. That may be due to patrons flushing things they are not supposed to. Aschliman is working with Public Works to snake the pipes and maybe replace the flushers. The auto-flushers don't use as much water, but the handle flushers have more power.</p> <p>There has been a significant uptick in behavioral issues with students. Aschliman has been working with the Middle School and High School Resource Officers. They were really responsive this year in helping to identify students. Since November, Aschliman has banned 16 kids from the library. That's something they never want to do. She has also worked with the Police Department to see if they can have people sit outside the building or do walk-throughs periodically. It sounds like they are open to it. The school district may be willing to include some information in their newsletter.</p> <p>Aschliman reported that she, Heather, Hayleigh, and Amanda attended a demonstration for Patron Point, which is a product that would improve marketing efforts and integrate new tools, such as allowing people to renew their cards online. That tool also verifies a person's address. Aschliman is also looking at a</p>
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		<p>program called Open Athens. It's a single sign on tool for digital resources, such as the databases. She got the pricing for that yesterday. She is also working on purchasing new computers for the public workstations downstairs. They all seem to be going by the wayside at the same time. She believes IT has already purchased the stations and is working on building them. They will not be replacing all of the computers. They have decided that 15 will be plenty. More people are bringing their own devices in, and there is not enough open seating. This will create more seating for them.</p> <p>Aschliman noted that she sent out a message a few weeks ago that Karly will be leaving after the new year. They are very sad to see her go but are excited for her new venture. Something that the Operations Team has had in the works for a while is a staffing restructure. The original plan was to tie that into the new Strategic Plan. Now they are going to flipflop the timeline and move forward with the restructuring. The plan is to have three divisions, not counting Administration: Collection Services, Community Services, and Customer Service. Instead of having the librarians balance collections, programming, reference, outreach, and digital services, they are going to be focused on specific areas of librarianship so they are not stretched so thin.</p> <p>Aschliman made the announcement to staff this week and it was positively received. Aschliman is having an all staff meeting next Tuesday to go into more detail with staff. The timeline is to hire the new manager, then work toward reassigning roles by late March/early April, then work toward the transition in August after the new fiscal year. There is plenty of time to suss out smaller details and make sure people are cross-trained and comfortable in their new roles.</p> <p>Rabine asked if there is a revised Strategic Plan on the agenda for next year. Aschliman said they hoped to start on that at the beginning of January. The current plan is</p>
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		<p>good through 2025. She is looking to possibly stall that a little bit. The plan is a five-year plan, but they did such a great job, they moved through all the goals and activities early.</p> <p>Aschliman reported that the union has come to a tentative agreement with the City for a four-year contract. The ratification is set for this evening. They should have it signed and ready for trustee approval in January or February.</p> <p>Rivershare had a meeting this afternoon regarding the migration to Vega, the new catalog they have been struggling with. There are concerns about how it will change processes and procedures on the back end. Two big hurdles were about holds protocol, which Aschliman thinks is resolved, and the integration of electronic materials. They are no longer going to be integrating electronic materials into the catalog. They pulled statistics and patrons are going through the Libby app, not the catalog. The amount of time it takes for the catalogers to get electronic resources in the catalog is not worth it. With those two issues now set aside, they are going to review a timeline for the full switch to the new Vega catalog.</p> <p>Lindquist asked if this is still the same company, just a different version. Aschliman said yes. They will still have access to the classic catalog if things still are not working to the degree they would like.</p> <p>The Festival of Trees parade was a hit. Multiple staff members participated and had a great time. The City won first place for best costumes.</p> <p>The library's Fun Committee hosts multiple fundraisers throughout the year for Bettendorf Police Department's senior tree and families that may need extra support</p>
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	Division Heads	<p>around the holidays. This year, staff raised over \$1,300. That was all staff contributions.</p> <p>The monthly kudos goes to Karly. She has been absolutely wonderful to work with and fantastic for the team. Aschliman can't thank her enough for her leadership. She navigated them through a pandemic, tech upgrades, new digital services, and programs. The library saw a huge uptick in program participation under her leadership.</p> <p>Odell reported that the Young Adult and Student Liaison Librarians did a presentation for local librarians. They were asked to do a presentation on new books for librarians to add to their collections. They had to be extra diligent this year because of the new law, House File 802, which pertains to what books libraries can have in their collections and how things are presented to children. Prior to that, the Young Adult and Student Liaison Librarians had to take a training and review a video on divisive concepts and scapegoating. The presentation went well, and Odell thanks them for the extra effort. Christine has to be careful when she does book talks at schools. She is diligent about making sure she doesn't talk about any books that would cause problems or stress for the teacher librarians.</p> <p>Odell explained that state level certifications for his librarians are on a three-year cycle when they get endorsed for a certain level. Andy Miller, John Gillette, and Odell have recertified at the Director level. The Director level requires 45 hours of continuing education. Anika Prakash got the Youth Staff endorsement, which requires 30 hours of continuing education and taking certain courses. She also completed a Youth Services 101 course at the University of Wisconsin and passed that. She has done numerous webinars and trainings through the State Library. John has completed two</p>
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		<p>the United States for his age, and he started playing <i>here</i>.</p> <p>Lyle reminded the trustees to check out the Staff Favorites booklet. Courtney puts that together based on recommendations from staff members, volunteers, and board members. There is a brochure downstairs along with a display.</p> <p>In December, the library is adding LinkedIn Learning to its online resources. This is a platform that patrons are coming in and asking for. They have modules on coding, Python, CAD, and other technology topics. This tool will be an excellent component to the Creation Studio, and it bridges a gap in the library's physical resources. Karly thanked Paul and Youth Services for the funding.</p> <p>Karly noted that this will be her last board meeting. She thanked the trustees for being a fantastic Board and said working at the Bettendorf Public Library has been a really great experience.</p> <p>Lindquist asked if a patron has to be on LinkedIn to use LinkedIn Learning. Karly said no; they have that choice, but they do not have to be.</p> <p>Gibbs reported that the two new clerks are now fully trained. Circulation is now fully staffed. Additionally, Amanda attended a marketing conference in November and brought back a lot of great knowledge. Amanda wrote a letter to the Board thanking them for the Kelson Scholarship and the opportunity to attend. She noted that she "found the conference extremely rewarding and came away with a lot of good information [she] believe[s] the library can use going forward." Her letter outlined the importance of marketing for libraries and branding. Aschliman noted that Amanda has brought back information about a ton of tools, including Patron Point, and ideas about streamlining internal</p>
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	Odell DeBuhr/Pratt		<p>processes. She also learned more about first amendment issues and the library's responsibility to reframe what it's about and why they do what they do and show the positive impact on the community.</p> <p>Odell reported that the Friends Book Shop had sales of \$3,031.26 last month. They earned \$339 from Rapid Reads. The book shop continues to earn around that much each month, and the Friends enjoy running it. At the meeting, they discussed donating the overflow of children's books to the Lincoln Center at the request of a Foundation Board member. They are figuring out that process. The Friends approved a wish list of \$6,530.00.</p> <p>Jen DeBuhr, the new Foundation Coordinator, introduced herself to the Board.</p>
6. Policies/Contracts	Aschliman	1. Review and approve AMH quote from Tech Logic	<p>AMH Quote</p> <p>Aschliman explained that the second half of this fiscal year, the library has money to replace its automatic materials handler (AMH). They were given \$200,000 for the replacement. The quote for the actual machine is \$173,431.91. They also include a warranty plan. There are two levels of warranty. Level 1 is the required basic package. Level 2 would cost \$12,500/year. When talking to the company representative, he said it is not necessary to get the higher warranty. The basic package should be fine. The Finance Department is comfortable with the direction the library is going in. Aschliman feels comfortable with this company versus the current company. This machine can return multiple items at once. The current machine can only handle one at a time. The new company partners with technicians locally, so they can send someone from nearby to help with issues. Currently, and with other vendors, the library has to troubleshoot issues by itself or fly in a technician, which can result in days of outages. The new AMH also includes easy bins, which are electronic bins</p>

		<p>that raise up instead of staff having to bend over. It's more ergonomic.</p> <p>Gibbs added that it's modular, so if they need to expand, reconfigure, or move the machine, they can. It's a long-term purchase.</p> <p>Brandtner asked how long the library has had the current machine. Aschliman said since 2009. It's still in pretty good shape, but it has had a lot of wear and tear on it. The customer service aspect has not been desirable, which she has communicated to their team. The computer software that it runs on will not be supported after this spring. They are also replacing it for cybersecurity reasons.</p> <p>Pratt noted an \$1,800 charge for removal and disposal in the quote. He asked if that's something the library can do on its own to save a few dollars. Aschliman said she is going to talk to the current company to see if they want the parts to the old machine. Otherwise, she might see if the Public Works Department can take it out. She wanted to include it in the quote in case those two things fell through.</p> <p>Pratt asked if another library would be able to use it. Aschliman said probably not.</p> <p>Pending Board approval, the resolution to purchase the new machine will go to City Council next week for approval.</p> <p>Lindquist asked if the current RFID tags will still work. Aschliman said yes.</p> <p>Motion to accept proposal as presented by Lindquist, second by Brandtner. Motion carried.</p>
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		<p>2. Meeting Room Policy Review</p>	<p>Pratt asked how long it will take to install. Aschliman said 6-8 weeks once they sign the paperwork and submit everything.</p> <p>Meeting Room Policy Review Aschliman noted that at the last meeting, they discussed library services for meeting rooms. The issue they are having is an increase in reservations for multiple rooms and setups. The library has not updated its pricing since the early 2000s. With all of the requested configurations, they are seeing more rooms having to be set up earlier, making them unavailable, which takes away usage time from the public. They are also seeing a shift in usage. Meeting rooms are being treated more as event spaces for non-library sponsored things, which is increasingly confusing for the public, especially when those uses are not in line with the library's missions and values. This is tricky to navigate. Aschliman found it was difficult to do exact calculations because there are so many variables per reservation, so the average cost was a wide range.</p> <p>So far this year, 60% of meeting rooms had bare minimum setup. Staff costs for that service total \$5,350.70 to date for this fiscal year. The library has taken in \$575.00 in meeting room revenue. This is why she would like to increase the cost for meeting room usage.</p> <p>As part of what the trustees requested, Aschliman updated the Meeting Room Policy to strengthen some language and hit home the points they wanted to emphasize. She added the immediate cancelation of room reservations for using the city or library logo, facility image, branding, or contact information. They are seeing more of that. She also strengthened language on capacity. They have had issues with people not respecting capacity limits and they want to be mindful of safety. Another issue is people not vacating the building by closing time. This pushes staff into overtime.</p>
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7. Governance	Aschliman	None	None
8. Trustee Subcommittee Reports <ul style="list-style-type: none"> • Community/City Relations • Employee appreciation 	Lindstrom Brandtner/Wagle		No reports.
Next Meeting – January 11, 2024, at 5:00 p.m. Adjourn	Rabine		<p>Motion to adjourn by Brandtner, second by Lindquist. Meeting adjourned at 5:52 p.m.</p>