

Beaverton City Library Advisory Board Minutes

November 12, 2008

Present:

Bob Becker, Chair
Dick Colville
Ramona Crocker
Ann Doyle
Kimberly Hurd
Dot Lukins
Carl Teitelbaum
Wayne Whitbeck
Edward House, Library Director
Darla Day-Parker, Administrative Assistant

Absent:

Bruce Dalrymple

Guest: Karen Kinzie, Circulation Supervisor

1. Read and approve minutes of October 8, 2008.
 - Minutes were approved as written.
2. Public Forum:
 - There was no public forum.
3. Introduction of Karen Kinzie, Circulation Supervisor:
 - Ed introduced Karen Kinzie, the new Circulation Supervisor. Karen had served as the Circulation Supervisor at Salem Public Library for seven years. She acquired outstanding customer service knowledge and experience through working for several years at Nordstrom's. She told the Board she looked forward to working with the staff at Beaverton.
4. Librarian's Report:
 - Circulation Desk, Blocks & Self-checks –
 - In response to questions asked by the Board at the meeting of October 8, Karen conducted a 3 day Survey on the usage of the self-check system. She distributed Survey results to Board members. According to the Survey, 55% of the circulation checkouts are done on the self-check machines; 34% of circulation checkouts had to bring materials to the circulation desk to checkout for various reasons. Some of the reasons are: Patron's account has a block; patron's new registration; fines; lost book charges and other money transactions; patron's questions about account or checking out a hold for another family member; barcodes that do not read properly or barcodes in odd places, (generally affixed at another WCCLS library). The other 11% of the patrons could have used the self-checkout but for whatever reason - did not. Some patrons do like the personal interaction.

- Ramona asked Karen if she could further examine the Survey results to see if patrons are going to the circulation desk because they feel the need to ask a question, or because they have a block on their card. Karen said she would conduct another brief survey to analyze in greater detail the various reasons and their percentage that patrons need to come to the main desk and provide Ed with her findings to present to the Board at their December meeting.
- General Comments, Statistics and Information –
 - Ed reported that the Multilingual collection has been moved into the Local History Room, and that the Large Print collection is being moved from downstairs and will occupy the old Multilingual area. The move will be completed tomorrow. He told the Board that the Management Team is studying a number of options for utilization of the vacated Large Print collection area.
 - Ed thanked the Board for helping to collect voter ballots on Election Day.
 - Ed told Board members they would be receiving invitations to the Boards and Commissions Dinner being held on Friday, January 30. He also invited them to the Staff Holiday Potluck lunch being held Wednesday, December 10 from 11:00 A.M. to 2:00 P.M. in meeting rooms A & B.
 - Jan Garfield has retired and Ray Pitchford has taken her place as the Library Assistant in Circulation. Ray's vacated position is now divided into two 20 hour positions, one of which is a Circulation Library Aide 11, while the other is a 20 hour position for Technical Services.
- BCL statistical report –
 - Circulation for October is up 10.53% over last year, while WCCLS as a whole is up 14.07%. Reference questions are beginning to turn around and go up. Internet use for October is up 25% over last year and 17.6% year-to-date.
- Trust Fund Report & Proposed Expenditures –
 - Ed reported to the Board that the following donations had been or were in the process of being given to the Library to expend for the designated items and materials listed below. He asked the Board to approve the expenditure of funds. The Board approved the expenditure of \$7,200 from the Library Trust Fund to purchase the items and materials as listed below.
 1. Wayne Whitbeck - \$1,000 for book trucks
 2. Friends - \$4,600 for collections –Blu-Ray, DVDs and Hindi Language
 3. Foundation - \$600 for collections
 4. Merrill Lynch donor - \$1,000 for collections
- Update on changes to the Children's Room –
 - Ed reported that Jayne Scott of the Beaverton Arts Commission will be putting together a Request for Proposals for the artwork in the stairwell entrance into the Children's area. The proposals will be due in early March after the annual Arts Showcase. A special committee will select the top two/three candidates to complete mock-ups and then a final selection would be made.
 - Ed reported that money has been encumbered for carpet tiles in the Children's area, and that Victoria has ordered activity centers that can be attached to the walls.

5. Council Liaison's Report:

- Bruce was unable to attend the meeting, but gave Ed a list of marketing ideas for discussion and consideration at the next Board meeting.

- Ed reported the Adult Division will be conducting a reference materials utilization study. The Board asked Ed to let them know how the study is being conducted and what instruments are employed to determine the relative use or non-use of materials in question. The Board also asked why we only have one on-line License each, for Value Line and Morningstar, respectively. Ed said he would check into these issues and report his findings at the December meeting. The Board thought a dedicated workstation to the on-line versions would enable us to do away with the print versions.
- The Board also expressed interest in a Periodicals use-survey to see if our magazine collection is meeting our user's needs. They thought a simple half-page survey might be distributed among patrons asking what magazines they are currently reading, and what magazines they might like to see the Library add to the Collection. They suggested that such a survey would likely provide useful feedback, and that suitable forms could be disseminated throughout the facility for a couple of weeks.
- Dot Lukins expressed concern for disruptions posed by people using their cell phones in conjunction with their laptops while conducting business in and around the Magazine area. After some discussion, the Board decided to consult the Library's Cell Phone Policy and revisit this issue at their December meeting. In the meantime they asked that more signage be placed in the laptop area to remind the public they need to keep their cell phones quiet.
- The Board asked Ed if Library Registration Forms are included in the Back-to-School Packets provided by the School District. Ed said he would check on this with the Management Team and report his finding to the Board at their December meeting.

6. WCCLS Report, including Mapping Report:

- Ed attended a WCCLS mapping meeting which focused on demographic variables and use of Washington County libraries and provided a brief synopsis of the report. He will be meeting with Eva Calcagno, Cedar Mill, West Slope, Garden Home, and a representative from "Consensus" to discuss the Mapping Report in further detail.

7. Committee Reports:

- Foundation Board –
 - Did not meet in October.
- Friends of the Library: Annual Meeting Report
 - Ed told the Board the annual meeting was well attended and everyone enjoyed Margie Boule's presentation. He also said the Friends made approximately \$1200 on their silent auction of "*Gift Baskets*"

8. Old Business:

- Status of "Marketing" of BCL –
 - This was already addressed earlier in the evening.
- Library Grounds Policy Status –
 - The Policy is still in the City Attorney's Office.
- Circulation Growth: "Circulation Growth Chart" and Stat Codes –
 - Ed asked if anyone had questions regarding the circulation reports that he had shared at the last meeting. Dot Lukins had a few brief questions and said she might have more after some further review. Ed told Dot he would be happy to meet with her to discuss any questions she might have.

9. New Business:

- Internet Rules: Proposed Language Changes –
 - Ed presented the revised Internet Use Guidelines Policy to the Board, which included the proposed changes to item #4 and item #8 for their consideration and approval.
 - #4 now reads: To ensure equitable access to Internet workstations, the Library has implemented a time and print management software system for adult and young adult computers. One hour of Internet use is provided per person per day. An additional hour may be provided by the system depending on availability. Users are required to leave the computer when the session expires.
 - #8 now reads: Printing costs are paid in advance using a print management system. Payment may be made using the Account Payment Machine or at a library service desk. To ensure proper functioning of library equipment, only paper provided by the library may be used in library printers; patrons may not put their own paper or envelopes in library printers.

10. Set Date for next Advisory Board meeting:

- The next Board meeting is scheduled for December 10 at 6:30 P.M. in the Library Administration Room.

11. Call for Agenda Items for next Advisory Board meeting:

- Review cell phone policy.

12. The meeting was adjourned at 7:54 P.M.

Respectfully submitted by:
Darla Day-Parker

Approved by: Library Board Chair

Date