

KIRKWOOD PUBLIC LIBRARY BOARD OF TRUSTEES  
MINUTES  
November 17th, 2010

Board Attendance: Barker, Bliss, Cotten, Diel, Dick, Hazan, Miltenberger, Paese,  
Staples  
Board Absent: None.  
Staff Attendance: Erwin, Henry, Anne Girouard  
Guests: City Council Representative Iggy Yuan, Friends' President Ginny  
Kramer, Paul Hazan.

**Call to Order-**

The meeting was called to order by President Barker at 5:30 p.m.

**Business from the audience –**

Paul Hazan, a Boy Scout from Troop 313 and a sophomore at Kirkwood High School, introduced himself and stated he was in attendance to help earn his communications merit badge.

Friends: Kramer reported Friends' membership currently at 420. The Santa Letters are ongoing, and 65 people attended Bob Rubright's discussion of his book "Breakfast, Lunch and Diner" on November 16<sup>th</sup>. The Holiday Party will be on Sunday, November 21<sup>st</sup> from 6-9 p.m. and there will be jazz, food, beverages, and Books and Beyond will be open. The next program will be on January 19<sup>th</sup> and will be a discussion of St. Louis myths.

Foundation: Erwin reported the Foundation will meet in early December.

City Council: Yuan reported the city holiday lights (white, LED) are going up. Friday, November 19<sup>th</sup> will be the playoff game between KHS and Webster, at KHS. Work on the budget continues, the Turkey Day Run will be on Thursday, November 25<sup>th</sup> and there will be an energy efficiency forum at Oak Bend Library on December first.

**Minutes –** Miltenberger made a motion to accept the minutes of October 20, 2010, Staples seconded, and the vote was unanimous.

**Librarian's Report –** Erwin reported the month's activities could be found in her written report in the board packet, and she asked for a discussion of the article "Fit Libraries Are Future-Proof." She explained that the managers first discussed the article, going thru the twelve steps and discussing what they currently do, and what they could be doing. The entire staff then read the article and discussed with Jane Klieve during the staff in-service day. The library's chosen top ten values were printed on bookmarks given to staff and Trustees. The staff focused on teamwork, and what they could do as individuals, as department members and as library staff to be a team player. Some of the discussion points included Listen & Observe (respond to all comment cards, but

how do we let the entire community know about our responses?), the Waterline (the debt collection example), Fix What's Broken (defining our new "normal").

Paese responded he liked the ideas of Go Local, Build Relationships, and Core Values. The challenge is to find out what's broken, and should be an ongoing practice of *asking*. Ten seemed like a lot of core values, the focus should be on a few. Miltenberger commented that the article had twelve good steps for running a business, which he feels the library is. Under fix what's broken it has to be determined *who* decides what's broken, as staff members may not agree. Hazan felt this discussion by staff was a step in the right direction, as the library is being run more like a business. He liked the core values and felt a good example of communication was his upcoming meeting with staff to discuss the audit. The Friends are the perfect example of passionate users, and staff currently engages users by their outreach with schools. One way to increase that would be to engage the business community more, such as having a Business tab on the website. Staples argued that the library was getting more like the government, and we must remember the library is run by a person for people. He advised not getting so mixed up with rules and regulations. Bliss responded the library is not for profit, and must serve the entire community, and should not take on the hard edge of a business. Also, the library is doing a good job of responding to customer comments, and comments and responses can be found in the library's newsletter. Diel liked the Think Like Collins example, and stated we should always look back at our core values, and not get distracted by other areas. Barker remarked that as a public institution we are dependent on public support and need to create passionate users in other areas of the community.

Erwin then presented a comment card about the fines and reminded Trustees that the fine schedule is given out when a new library card is received, and is posted on the website. Fines are not revenue-generators, they are meant to influence behavior, to ensure the return of materials. Girouard presented a chart with a breakdown of area libraries and their check-out times and fines. Kirkwood has one of the longest check out times.

### **Committee Reports –**

Finance: Hazan reported 5% of the revenue has been received, but most of it comes in January-February. State aid was received in October, as well as three grant payments. Under expenses there were some one-time fees under admin and utilities. Library materials were well in line. Next year's budget should reflect the added costs that come with the audit. Construction costs remain under budget. Hazan made a motion to authorize Miltenberger to instruct UMB to reinvest the funds another 6 months. Paese seconded, and the vote was unanimous.

Building and Grounds: Miltenberger reported there are a few issues to be resolved, such as extra costs for piping, and the contractor's general conditions.

Personnel: Paese reported they will have a meeting in early December.

Development Committee: None.

**Unfinished Business:**

Approve the 2010 Audit: Hazan made a motion to approve the audit as submitted, Miltenberger seconded, and the vote was unanimous.

Approve the Savings Plan Company: Hazan made a motion to approve the RFQ submitted by Chad Walton of Edward Jones, utilizing the Hartford as the library's new savings plan provider. Diel seconded, and the vote was unanimous.

Approve the Retirement Plan Match by the Library at 3% for 2011: Hazan made a motion to decrease the match by the library to employees' retirement plans to 3% for the calendar year of 2011. Miltenberger seconded, and discussion followed.

The vote was as follows:

- Barker – No
- Cotten – Yes
- Dick – Yes
- Hazan - Yes
- Miltenberger – Yes
- Paese – Yes
- Staples – Yes
- Bliss – Yes
- Diel - Yes

**New Business:**

Lodge Updated Article V, Collection Development Policy: Erwin reported there are some small wording changes.

Lodge Updated Appendix I, Statement on Labeling

Lodge Updated Circulation (Loan) Service Policies (Section 8, Article IV, Administration Policies): Girouard reported changes included use of another patron's library card without consent and fines waived for patrons who have filed for bankruptcy.

Kirkwood Library Board of Trustees Minutes

November 17, 2010

Page 4

Lodge Interlibrary Loan Policy: Girouard reported the policy is a more comprehensive written policy to explain the services that are provided at no cost, and to review borrower responsibilities.

At 6:50 Diel made a motion to adjourn the regular session, Bliss seconded and the vote was unanimous.

The next regular board meeting will be on Wednesday, December 15<sup>th</sup> at 5:30 p.m.

Respectfully submitted by Lisa Henry, Director of Operations