

Siouxland Libraries
Downtown Library

Lifelong Learning, Recreation and Information
www.siouxlandlib.org

200 NORTH DAKOTA AVENUE • P.O. BOX 7403 • SIOUX FALLS, SD 57117-7403

MINUTES OF BOARD OF TRUSTEES MEETING
Siouxland Libraries
Downtown Library
Wednesday, March 8, 2017

1. Roll Call and declaration of quorum. The meeting was called to order at 4:30 PM by Jean Beddow.
Members present: Jean Beddow, Craig De Jager, Jed Huisman, John Beaman, Becky Thurman and Library Director Jodi Fick.
Members absent: County Commissioner Dean Karsky
Staff present: Amy Clare, Autumn Hausman, Kim Koblank and Monique Christensen
2. Adoption of the agenda. Motion by Jed Huisman and second by Becky Thurman to adopt the agenda. Motion carried.
3. Motion by Jed Huisman and second by Becky Thurman to approve the minutes of the January 11, 2017 meeting. Motion carried.
4. Review of financial and statistical reports. Fick reviewed the final financial report for 2016. The library left 10% unspent; many other city departments had funds remaining. This was part of hold backs due to the lower than anticipated sales tax revenue. In 2017 we continue to have budget hold backs. Each department helped to prioritize budget items from low to high impact on their services. We are currently holding back on all low impact and some medium impact items. The library's budget hold back so far is ½% of our budget but could be as high as 5% if needed. The last report of sales tax revenue in January was less than December 2016. We are evaluating the dollars we are spending to make sure it is our best option. A recent example was a feature on our self-check units which displayed recommendations to a customer based on the items they are checking out. We evaluated and did not see a significant use of this feature. We dropped this feature saving \$2,400.00. 2018 budget is right around the corner with Capital items due this month and the full budget due in April.

Fick reviewed the statistical reports noting that we are seeing a drop in foot traffic. Staff have reported that the Downtown Library is getting a few less customers. We also changed our relationship with the West Central schools and only count foot traffic during hours the library is open to the public and not during the school day. Circulation continues to be high. Some of increase is due to automatic renewal of items. Several library board members chimed in that they appreciate this service. Auto renew has also been a factor in reduced fine income. We view this as a good outcome – it reduces our negative interactions with customers for small fines and it reduces our cash handling throughout the system. This reduces time spent on this task and cash errors. Meeting room use is up as well. One factor to note here is Caille. Prior to renovation it had one meeting room. Now it has one meeting room plus three study rooms. Use in February increased from 63 last year to 147 this year. Computer use continues to see a decline. We see that our customers are using their own personal devices. We are working with IT to get a regular report of the number of uses of our Wi-Fi. The reports we have heard so far are about 2000 connections per day. Our programming continues to grow.

5. Library Director, Staff and Board Member Reports. Fick reported that she would like to move forward on creating a strategic plan. She is beginning the process by having one on one meetings with the management staff and talking with them on their programming plans as well as any system-wide teams they lead. As part of this Fick would like an updated mission statement and plans to solicit input from the board on both the strategic plan and the mission statement. Fick attended a City wide meeting called What Works Cities. WWC is a program which helps cities make better use of data in improving decisions. An example of our use of data is a dot map of who is using the library. We collect data for a period of time of each customer who checks out and their address. The City's GIS division creates a map with dots showing where those customers live and what branch they are using. This data was used when we built Prairie West and when we were looking at what was the best course of action for Caille. We are currently gathering the data over a 3 week period and will be creating some new maps. Fick talked with a GIS staff member about possible overlays to the map which might be helpful like income or age demographics. Another area we are working on is our marketing. We are gathering data on where our customers hear about a program and will use this to fine tune promotion. On April 21 the libraries will be closed in the morning for Staff Day. This is our 3rd year having Staff Day which includes training created by our staff as well as training from Avera and Rana DeBoer from HR. We will have a retirement at the end of March. Sandra Bakker was with the Minnehaha County Library System prior to the merger and is now at Ronning. Paula Goettsch will fill the opening at Ronning and we are advertising for an open position at Prairie West. The position closes on March 16. We have had a large round of interviews for part-time staff in the last few weeks. We will be hiring six new PT staff at Caille, Downtown, Oak View, and Rural East with a possibility of one more at Prairie West. These are all due to turnover. The wage for PT staff is \$9.75 per hour with no benefits. Most work between 10-20 hours a week. Our other open position is Fick's vacant position. We are continuing to work through some reorganization, rewriting job descriptions. While this is open we are saving money and this will help with the hold backs mentioned earlier. We are currently going out to bid for our security staff contract. The contract includes other departments as well as the library. As part of our review of the contract Fick looked back at our ban/trespass data. Eight people have been trespassed the first two months of 2017, 26 in 2016, 20 in 2015, 60 in 2014 and 42 in 2013. The increase in 2014 stems from two security guards who really worked to have customers stay within the library behavior guidelines. The work they did in 2014 helped us send the message we needed sent so we have had less incidents since. Fick reported that the Family Place areas at Downtown are progressing. The program will be assigned by a member of the Family Place organization on May 10. This could be a sort of celebration or dedication. We plan to move the next Board Meeting Downtown so that the board could be a part of the plans we create for the day. Before the assessment we plan to paint and complete the Family Place areas. This was made possible by a Blossom Grant from the Sioux Falls Area Community Foundation.
6. Public Input. (There was no public input.)
7. Unfinished Business. (There was none)
8. New Business. Kim Kobblank and her team were in attendance to share the data they gathered and the suggestions they have for updating the Meeting Room Policy. Kobblank handed out a copy of the current policy. She shared a listing of the data they collected including most used rooms and most used days and times. She shared that the meeting rooms are in use about 50% of the time the libraries are open. Kobblank then went through the list of reasons we recommend updating the policy. The policy was written when we had one location and does not address study rooms. The language and layout of the policy makes it difficult for a customer to scan it quickly when booking a room. Changing the policy would allow us to open the room for additional uses to serve a broader

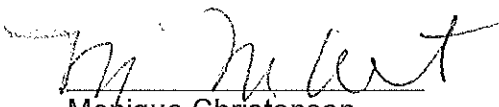
population. We recommend adding a regular plan for review of the policy on a 3 year cycle. Opening the rooms to for profit businesses is the major change recommended. If we would move forward on this we may need to create a City ordinance and present it to the City Council for approval. In discussion of this major change, board members asked what research was done. The team contacted other libraries and all allowed for profit organizations to use the rooms and generally for a fee. We expect for profit organizations would more often have daytime needs for the rooms which is the time our rooms are most available. If we make any major changes, the information would be publicized. The Downtown Sioux Falls organizations feels it would fill a need and they maintain a list of meeting space in the downtown area.

Motion by Craig De Jager and seconded by John Beaman to proceed with drafting a revised policy for board input at the next library board meeting.

9. Other. Fick shared that former board members had pursued a library foundation of some sort. She will contact those members to see if they are able to share that information. Craig De Jager is willing to meet with them and bring the information back to the library board for discussion.

10. The next regular meeting will be on May 10, 2017 at 4:30 PM at the Downtown Library.

11. Adjournment. The meeting was adjourned at 5:45 PM.



Monique Christensen
Library Staff

5/10/17
Date Approved



Jodi Fick
Board Secretary

