

Carrollton Public Library Board Minutes for April 01, 2019

Members Present:

Thomas Bolger, Chair
Isam Abousaid
Elizabeth Blake-Hedges
Janet Koslovsky
Amber Lasseigne
Juanita Mallory
Rajiv Shenoy
Jessica Hernandez

Members Absent:

Deborah Armstrong, V. Chair

Visitors:

Karim Ali

Staff Present:

Pat Cochran, Council Liaison
Jonathan Scheu, Library Dir.
Lynette Jones, Branch Mgr.
Rachel Young, Branch Mgr.
Laurie Garber, City Secretary

Meeting Minutes

1. **Call To Order** - Thomas Bolger, Chairperson, called the meeting to order at 6:34 p.m.
2. **Announcements/Visitors** - Thomas Bolger introduced new Library Board member, Jessica Hernandez and Board Alternate, Karim Ali. City Secretary, Laurie Garber, performed the Oath of Office for Ms. Hernandez and presented Board members with City of Carrollton T-Shirts.
3. **Approval of Minutes** – The January 07, 2019 meeting minutes were approved with correction to a typo. Motion made by Janet Koslovsky and seconded by Amber Lasseigne. The motion passed unanimously.
4. **Budget & Strategic Business Plan Discussion** – Library Director, Jonathan Scheu, presented an overview of the Library's FY20 Strategic Business Plan. The Board provided feedback on the Library's goals and discussed the 2017 Library Usage survey results and current methods of soliciting feedback as a tool for shaping future Business Plans.
5. **Patron Feedback Methods Discussion and Recommendation** – Thomas Bolger presented a written proposal involving edits to the Library Feedback website and the creation of a Library Board email address.

Elizabeth Blake-Hedges asked how the Board could be more involved in attending programs and volunteering. She also suggested the Board could host an event similar to 'Coffee with a Cop' where the public could discuss their ideas and feedback with a Library Board member.

Jessica Hernandez recommended the Library could deploy iPads near the Library entrances that would encourage patrons to take a short survey upon exiting. She also suggested the Library use short SMS text messaging to solicit feedback and follow-up with patrons.

A formal recommendation was tabled for later discussion. Board members were encouraged to reflect on proposed feedback methods and come prepared to recommend a course of action at July's Board meeting.

- 6. Possible Topics for Future Discussion** – Thomas Bolger opened discussion for future board topics. No new topics were discussed.

Board members were encouraged to communicate new ideas that occur outside of meetings to Thomas Bolger or Jonathan Scheu. This item will be carried over to July's agenda for further discussion.

- 7. Staff Reports** - Jonathan Scheu presented the Library Dashboard reports for December 2018, January 2019, and February 2019.

Library Branch Managers, Rachel Young and Lynette Jones, reviewed recent and upcoming programs and special events at the libraries including the RBDigital service launch in June, Cloud Library app update, the Financial Literacy series, C-Con, Metrocrest Job Fair, Summer Reading Program, FOL Spring Book sale, volunteer increases, opportunities for sponsorships and partnerships, and NLW Bookmark contest.

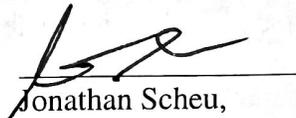
Lynette Jones, gave an update on efforts to fill several Library staffing positions including a new Sr. Library Tech in YS, new Community Engagement Librarian, additional substitute librarians to aid with special programs, desk, and other activities, the hiring of a new PT Library Tech in IS, 2 clerks in AS, and an AS supervisor.

- 8. Adjourn** – Amber Lasseigne made a motion to adjourn and Elizabeth Blake-Hedges seconded it. The meeting was adjourned at 8:05 pm.

Respectfully submitted,



Amber Lasseigne,
Chairperson



Jonathan Scheu,
Library Director