

McKinney Public Library System

MINUTES

LIBRARY ADVISORY BOARD MEETING

December 16, 2010

The MPLS Advisory Board met in regular session in the Dulaney Room of the Roy and Helen Hall Memorial Library on December 16, 2010. Board Members present were: Kevin Magavern, David Patterson, Jo Dell'Antonia, Andrew Hudson, Brandi Hart and Judy Gay. Not in attendance was Shannon Burton. City Council Liaison, GERALYN KEVER, was also in attendance as were Beth Scudder, Library Director, Amy Albrecht, Librarian, and Linda Long, Library Administrative Assistant as transcriber.

Kevin called the meeting to order at 5 p.m.

APPROVAL OF MINUTES

David Patterson moved that the November 18, 2010 minutes be approved as presented and Jo Dell'Antonia seconded the motion. Motion carried and approved.

13-10

INFORMATION SHARING

Public Services Department Report

Amy Albrecht, Public Services Librarian, presented a report and tour of the Public Services Department.

The Public Services Department is comprised of eight full-time and thirteen part-time team members.

The goal of the Public Services Department is to provide good customer service to our patrons. We want their visit to the library to be a positive experience. We greet them when they come in and answer directional questions. The Public Services Department is the frontline of customer service.

All members of the Public Services team, excluding the shelvers and couriers, can staff at a public desk. They are flexible in cross training. They are also trained to check in and sort materials. This cross training allows the library to be flexible with the schedule and relocate staff to an area when the library is busy or patrons need assistance.

Each member of this team rotates once a month at John and Judy Gay Library on their busiest days which are Tuesday and Thursday. Covering both branches has created a stronger team spirit.

Our Circulation Supervisor, Susan Kusterbeck, handles overdue items and fees, lost books and damaged items. Susan contacts patrons regarding their accounts and handles the situation with diplomacy and efficiency. Information is shared regarding patrons between both libraries.

Susan also runs the ESL program. This program has been very popular with the community. Classes fill quickly. A new session starts in January on Tuesday evenings. On Thursday evenings Kathleen Alvarez taught computer classes in Spanish. This program was well attended.

Sandra Thomas is new to the position of Inter-Library Loan Coordinator. Sandra searches for items first by state and then the entire country. We take two ILL requests at a time. We handle on an average of 250 ILL requests per month. We also loan items to other libraries, except current items and DVDs. This service is offered free of charge to our patrons. In February 2011, our library will enter a State pilot program for a new ILL program. This program will take effect statewide in 2012. Sandra also manages the items that are returned to the library damaged or with missing parts.

Other Public Services staff duties include providing tax forms for the community, teaching computer classes in English, hosting a monthly Book Club and managing library volunteers for both libraries. Currently, we have 150 volunteers in the McKinney Public Library System.

We have offered an Amnesty Program and a 50% off sale. Fees were waived from the patron's account if the overdue or declared items were returned in good condition. The library was able to recover 261 items. The 50% off sale is currently being offered. This allows patrons to pay half of the fees on their account and the library will waive the other half. These programs were placed in action to encourage patrons to manage their library accounts due to upcoming policy changes. Beginning on January 1, 2011, patron's accounts must be clear of fees to use library services or access the public internet computers.

Amy and the Public Services Department look forward to new opportunities to serve the community and library patrons.

Library System Update

After the Thanksgiving holidays, we began the Half Off fee sale because on January 1, 2011 we are requiring that everyone pay their fees or they cannot use the computer lab or check out items. To date we have collected approximately \$1800 in late fees and have waived the same amount.

Last week Beth met with a small group of dedicated people regarding Friends of the Library. Officers are Tim Shannon, President, Kathryn Waite, Vice President, and Jo Dell'Antonia, Secretary/Treasurer. The Friends will recruit members on February 17th at the Roy and Helen Hall Library at 7 p.m. and on February 18th at the John and Judy Gay Library at 1 p.m. We are looking for feedback on what type of programs people want to see. The Friends brochure will be redesigned. Membership will be offered online. Jo extended an invitation to everyone to join for \$10 with a Senior Citizen discount of \$5.

Story Times have been added at the John and Judy Gay Library. By sharing staff between the libraries we are able to offer these programs. The Children's Department will have two smaller programs twice each Thursday running simultaneously. Hold My Hand will be for children 18-35 months and On My Own for ages 3-5. A family story time at 6:30 on Tuesday nights will be added.

We will offer Summer Reading Program activities at John and Judy Gay Library next year. We are looking for a more robust on-line system for registrations. Performers will be at both libraries every other week.

Read Across McKinney events will start with a luncheon with Kathleen Kent on March 10 at the Heard Craig Auditorium. Tickets are available through the McKinney Performing Arts Center.

ANNOUNCEMENTS

Monday, December 21 through Wednesday, December 22 Library closes at 6 p.m.

Thursday, December 23 through Sunday, December 26 – Library closed

Monday, January 17, 2011 Martin Luther King Day - Library closed

Thursday, January 20, 2011 Library Advisory Board Meeting at John and Judy Gay Library

ADJOURNMENT

There being no further business relating to the agenda, Brandi Hart moved and Judy Gay seconded the motion to adjourn at 5:30 p.m.

Kevin Magavern, Chair