

McKINNEY PUBLIC LIBRARY SYSTEM ADVISORY BOARD

JUNE 19, 2014

The McKinney Public Library System Advisory Board met in regular session in the Dulaney Room of the Roy and Helen Hall Library, 101 East Hunt Street, McKinney, Texas in on June 19, 2014 at 5 p.m.

Board members Present: Amanda Frady, Judy Gay, Marilyn Moore, Jonathan Perera, Lisa Huang

Absent: Himanshu Sharma, Terri Spencer

Staff present were Beth Scudder, Library Director, Lisa Bailey, Public Services Coordinator, and Brenda Romero, Library Administrative Assistant as transcriber.

CONSENT ITEMS

- 14-607** Minutes of the Library Advisory Board Meeting of May 15, 2014. Board members unanimously approved the motion by Board member Lisa Huang, seconded by Board member Amanda Frady, to Approve the minutes as presented.

REPORTS

- 14-608** Consider / Discuss / Act on Canceling the July 17 or August 21, 2014 Library Advisory Board Meeting

Board members unanimously approved the motion by Board member Lisa Huang, seconded by Board member Marilyn Moore, to approve canceling the August 21, 2014 Library Advisory Board Meeting.

- 14-609** Discuss Hall Public Services Report

The Public Services department has acquired several new pieces of equipment, and also said goodbye to a few, all of which have resulted in better customer service. Our new outdoor AV drop, new ViewScan microfilm machines and a new DVD security system have allowed us to bid farewell to our Express Checkout Stations and DVD unlockers, all features which have both the staff and the public smiling.

Outside, on Kentucky Street, patrons will see a new "Media" drop, next to

our outside bookdrop. The former AV bookdrop at that location had multiple problems. Our new "Media" drop has a basket that raises and lowers according to how much weight it contains, has a lock that works, and should keep everything dry, if not warm, in the colder months. Library staff members who empty the drops report that this new media drop is one of the best things that has happened, and that it makes emptying the outside bookdrops much easier.

Upstairs in the genealogy area, two new ViewScan microfilm machines have replaced the old reader/printers we had been using since 2006. While these machines still functioned, new parts were no longer available for them, and they were very limited in their capabilities. Many of our reels of old microfilmed newspapers (which begin in the 1860's) were very difficult to read on these machines. In order to get the best printed copy, multiple prints had to be made, and adjustments made each time. Time, paper, and toner were wasted.

The ViewScan machines have the ability to make illegible microfilm readable. By using the scanner, even the printing of dark pages comes out clear and legible the first time. Images can be manipulated and can also be saved to flash drives. A future development may be that patrons will be able to email microfilm images that they save. Since the arrival of these machines, we have seen patrons work happily at them for over five hours at a time.

We have parted ways with the DVD unlockers used by patrons checking out DVD's at the Express Checkout Stations in the Children's area, Nonfiction, and at the Circulation desk. In the past, after checking out DVD's, before printing (or not printing) a receipt, the Checkout station would prompt the user to insert the DVD in the unlocker. Frequently, it would not work, and would require library staff intervention. It was a cause of frustration to patrons who were eager to try the self-service mode, but were stymied by a machine which was difficult to use. Patrons

would tell us that they would not use the self-service machine if they had DVD's to check out because it was so difficult to manage.

Staff had looked at a new unlocking machine, but the cost on this was prohibitive – approximately \$4,800 per machine, and we needed to purchase five machines. Technical Services staff investigated other options, and a new security option was chosen for DVD's, which would not require the unlocking of the DVD cases. Now, neither the staff nor the public have to worry about unlocking and locking the majority of the cases. This will speed up checkouts and check-in this summer, and will allow us to enable more happy Express Checkout Machine users.

In addition to new and different equipment, the Public Services department also makes adjustments in staffing responsibilities in order to help the library system's Summer Reading Program be successful. Our two library couriers who transport items between libraries and empty the remote bookdrops add a Sunday drive to their usual routine. This gets the items where they need to be faster, and helps to lessen the Monday morning load. We also designate more staff specifically to check-in, and staff to be in the lobby at busy program times to help get patrons' needs attended to quickly. These staff members can direct people to the children's area or nonfiction, assist patrons who already have their library card at the Express Checkout Machine, and can assist patrons who need to register for a card. Our patrons appreciate that we are working to minimize their time in line.

The Summer Reading Program brings many patrons and an increase in circulation to the Hall Library, but its impact on JJGL is huge. Because of this, three Hall Public Services employees will work at JJGL instead of Hall during the busiest JJGL program days. All staff members at both libraries put their best efforts toward making the summer successful, whether it is by cheering for the nine-year old who just got her first library card, helping another staff member who has a really long list of holds to

pull, or volunteering to work an extra desk hour.

When our patrons are happy, our staff is happy. These updates in equipment and adjustments to staff responsibilities will allow the Public Services Department to render better, more efficient service to the public, which will be a wonderful thing as we enter the hectic summer months.

14-610 Discuss Library Director Report

The summer is off to a great start! We kicked off the summer reading program with events at both libraries on Friday, June 6th and since then we have signed up close to 2,000 kids for the reading program. Our new programming format offers performers at both libraries and we run the program twice, in a row, in order to accommodate more people. At our first program with Main Street Magic we hosted over 400 patrons and still had to turn some away at JJGL. In addition to our special summer programming we are also offering a full range of storytimes and music and movement programs this summer.

We received feedback on the City of McKinney Facebook page from a patron who was frustrated that the programs at JJGL are often at capacity. My response was sympathetic and I illustrated how our 5.5 Youth Services staff members are coordinating, developing and delivering all the content for the 50+ programs we host each month, in addition to desk time and the selection of the youth materials. We would love to offer more programming but with our staffing level and with the current programming space we have, this is just not possible.

We continue to discuss the need for more space at the John and Judy Gay Library and hope to be considered for an expansion in the next bond package.

July 8-11 I will be attending the Texas Library Association Annual Assembly. This working "conference" is attended by leaders in the organization who are planning the conference for next year and who are shaping the vision of library service throughout the state. In my role as

Executive Board member, I will serve as a liaison to eight groups within the organization and will help to guide them in planning programs and the business of their group.

We launched our Little Free Library last month at our home and we have had some activity and have met some neighbors.

The next Library Advisory Board meeting will be on Thursday August 21, 2014.

Board members unanimously approved the motion by Board member Lisa Huang, seconded by Board member Amanda Frady, to adjourn. Chair Perera adjourned the meeting at 5:32 p.m.

JONATHAN PERERA
Chair