

McKINNEY PUBLIC LIBRARY SYSTEM ADVISORY BOARD

DECEMBER 19, 2013

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 on December 19, 2013 at 5p.m.

Board members Present: Marilyn Moore, Jonathan Perera, Himanshu Sharma, Terri Spencer, Lisa Huang

Absent: Amanda Frady, Judy Gay

Staff present were Beth Scudder, Library Director, and Brenda Romero, Library Administrative Assistant as transcriber.

CONSENT ITEMS

13-1293 Minutes of the Library Advisory Board Meeting of November 21, 2013

Board members unanimously approved the motion by Board member Lisa Huang, seconded by Board member Himanshu Sharma, to Approve and Refer the minutes as presented.

REPORTS

13-1294 Discuss Library Director Report

The inclement weather we experienced last week wreaked havoc on the library and our ability to open the buildings. Of major concern was the ice that collected on the tops of the buildings and threatened our safety as it softened and came down in solid sheets that averaged 1.5 inches thick. The City Facility Maintenance Department worked diligently to rope off problem areas and to clear the fallen sheets of ice.

You may have noticed our new 70" monitor above the circulation desk. This allows us to publicize library and city events to our patrons as they check out. Previously we had a small computer monitor running a power point presentation at the IPAC desk by circulation, but it was rarely noticed by patrons. This equipment was purchased for the library by the Communications and Marketing Department and the City Manager's

office.

Please note our holiday hours. We will be closed December 24 & 25 and January 1. We will close early at 6pm on December 23, 26, 30, 31 and January 2. Closing early during these holiday weeks allows us to grant time off to more library employees since we do not have to staff an evening shift and part-time employees are available to pick up hours.

The next Library Advisory Board meeting will be on Thursday January 16, 2014.

13-1295

Discuss Hall Library Public Services Report and Tour the Department

The Public Services department at the Hall Library consists of circulation, planning of adult programming, genealogy and local history, the volunteer program, English as a Second Language, the courier system, and shelf maintenance. In many cases, a Public Services staff member will be the first person contacted by a patron entering or calling the Library. As such, our customer service ethic is very strong, and training and cross-training are ongoing. Public Services staff work at all service desks including the Circulation, Information/Computer Lab desk, the Fiction desk, Reference/Nonfiction, and the Children's desk.

The Circulation staff, three full-time and seven part-time staff members, has many responsibilities. Their primary duty is to staff the Circulation desk, issuing new library cards and updating older cards, checking items out, collecting fees, and directing patrons to other areas in the library. Much attention to detail is necessary as the staff assists patrons with their accounts and checks in materials. When items are returned, each item is checked for damage. If a book is returned with liquid damage or torn pages or a chewed cover, the patron who last had the book must be contacted. Every audiovisual item is checked to make sure that the correct CD or DVD is in the case.

As we check in items, we are careful to watch for system alerts that prompt a note upon check in. The system alerts us if the item should be

sent to JJGL. Some books should have CD's in the back of the book, and a note pops up to alert us. Other items may be on hold for a patron or library department. Some items have colored dots on the cover, letting us know to reshelve it on the New Book Shelf or in an Award Book section in Children's or a display area in the Teen Zone. After everything is checked in, the items are sorted onto carts containing certain call number ranges. Items on those carts are then put into call number order, ready to be shelved.

Other extra tasks that the Circulation staff handles include:

- Teaching computer classes
- Searching for items that are missing, claimed returned, or overdue
- Pulling items on hold to send to JJGL
- Monitoring the supply of informational brochures and producing more if needed
- Bringing in the bookdrop bin from outside, and replacing it with an empty bin

These staff members are supervised by Marci Chen, who has been with us as Senior Technician/Circulation Supervisor for over a year. Marci helps to interpret our policies for patrons who have questions about their accounts, calls patrons about items that are returned damaged, writes procedures, schedules her staff, and works well with them to assure that they are representing the Library in a good way.

Elfi Roberts is our Senior Technician/Volunteer Coordinator. She supervises two part-time shelvers and two part-time couriers. Our shelvers take the sorting carts to the shelves, where they place the items in the correct order, ready to circulate again. They also keep the shelves neat, the items fronted on the shelves, and in good order. Our two couriers bring in the outdoor bookdrop at Hall several days a week, pick up the remote drops, and convey requested and returned items back and forth between the two libraries Monday through Saturday. The last few

summers, we have adjusted their hours so that they were able to do a run on Sunday, too, which helped with the increased seasonal circulation. The couriers (and our van) are an essential link in our system.

In addition to her supervisory duties, Elfi schedules the display cases in the lobby, leads the monthly adult book club at the Hall Library, and is the Volunteer Coordinator for Hall Library, working in concert with her counterpart at the John and Judy Gay Library. She also contacts patrons who return incomplete items, missing CD's or other pieces, and assists with damaged items.

Public Services addresses several specialized areas including our Spanish language collection, local history and genealogy, and E.S.L. classes. Librarian Susan Kusterbeck handles all these special collections and special patrons with aplomb. Our local history and genealogy collection holds materials on Collin County, and also on 29 states, those along the migration trail to Texas. She also orders materials for our Spanish-language collection in the west wing of the 2nd floor. Included in this collection are children's and adult magazines, DVD's, audiobooks, board books, young adult, juvenile fiction, nonfiction and adult fiction, more than 8,300 items. Ms. Kusterbeck coordinates the Library's E.S.L. program. In 2013, a total of 210 students were registered for the three semesters of classes. More than 450 volunteer hours went into the 43 successful classes.

Ms. Bailey schedules the public service desks weekly at the Hall Library, and works with the Library Manager at JJGL to assist with staffing that library when necessary. We have some staff members who are scheduled each week at both libraries, and we will be looking into sending more staff to help at JJGL when the summer reading program starts in June. Ms. Bailey also coordinates adult programming that the Library presents, ranging from the E.S.L. classes to programs on how to research a historical home, and small business classes. This January,

we are debuting an adult bookclub at JJGL, a BYOBook club where attendees can share some of their favorites (second Thursday of the month at 7:00).

Ms. Bailey orders the 300's, and also is responsible for our audiobook collection, including books on CD's, MP3CD's, and e-audiobooks available through download on our Overdrive web site. Ms. Bailey also works at each public service desk which helps her to understand issues that the frontline staff brings to her attention.

Ms. Bailey has been with the McKinney Public Library system since June of 1999, and has enjoyed seeing it change and grow. Her three years as Library Manager at the new JJGL were a great learning experience, and a lot of fun! I look forward to new challenges for our department as we look for ways to better serve and increase our library public.

Board members unanimously approved the motion by Board member Lisa Huang, seconded by Board member Himanshu Sharma, to Adjourn at 5:27 p.m.

JONATHAN PERERA
Chair

