

McKINNEY PUBLIC LIBRARY SYSTEM ADVISORY BOARD

MARCH 20, 2014

The McKinney Public Library System Advisory Board met in regular session in the conference room of the John and Judy Gay Library, 6861 W. Eldorado Street, McKinney, Texas on March 20, 2014 at 5p.m.

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

Absent: Himanshu Sharma

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

CONSENT ITEMS

14-275 Minutes of the Library Advisory Board Meeting of February 20, 2014

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

REPORTS

14-276 Discuss Library Director Report

On March 6th the City of McKinney hosted a Town Hall Meeting at McKinney High School. Each department had a table of information about their services and Mrs. Scudder attended to promote library programs and accomplishments. On a laptop computer, she displayed the graphics which scroll over the circulation desk at Hall. Mrs. Scudder offered bookmarks and fliers promoting our programs. She also proudly displayed our Achievement of Library Excellence Award (our tenth straight year). Citizens who attended received great information from across City departments and an informative presentation from the Mayor. Please consider attending the Heard-Craig Ladies Night Out event on Thursday April 17th from 6 – 9pm to learn the author and title chosen for the luncheon the Friends of the Library and the Read Across McKinney

committee have planned for October 9th. Tickets for the Ladies Night Out are \$25 in advance and \$30 at the door and proceeds benefit the Heard-Craig. The Friends will have a space to promote the event and will raffle off two copies of the book. The Texas Library Association conference will be Tuesday, April 8–Friday, April 11 in San Antonio. Mrs. Scudder will be away from the library that entire week, as she is a member of the conference programming committee. Mrs. Scudder will be facilitating sessions on Little Free Libraries, veterans' services in libraries, master planning for public libraries, communicating effectively with library patrons and stakeholders, and library innovation. Last month, as we were touring upstairs, a board member asked how many items we had in the Spanish collection (8,734) and the Genealogy collection (9,062).

The next Library Advisory Board meeting will be on Thursday April 17, 2014 at the Hall Library in the Dulaney Room.

14-277 Discuss John and Judy Gay Library Report and Tour the Library

The John and Judy Gay Library (JJGL) staff is a close knit team working together to successfully provide services, resources, materials, and information to the public. As library usage continues to grow, our team strives to provide a balance of these services while also dealing with growing pains, which are reflected in a need for additional group study rooms, more seating, monitoring of noise levels, and various other patron concerns. The JJGL team includes a Library Manager, a Youth Services Coordinator, a Technology Librarian, a Senior Library Technician, and a Library Technician. The team is rounded out with four full time Library Assistants, five part time Library Assistants, and three Shelves. Additional staff from the Roy and Helen Hall Library rotates to JJGL to assist during peak times. Since opening full time hours a year ago, the team has become quite versatile in their roles, cross training on various desks to provide better customer service on the public floor. Team

members are also trained to assist the Youth Services staff on programming days by handing out tickets, helping with crowd control, or assisting in the program. It has become necessary to double staff at the circulation and information desks to provide the best service to the public on programming days. JJGL youth programs are popular and highly attended, with patrons coming for programming from McKinney, Frisco, Allen, and Plano. Due to the popularity of programs, tickets are handed out quickly and quite often patrons must be turned away. Building off this solid base of programming, JJGL recently began an Adult Book Club called BYOBook which meets one night a month. Attendance for book club has been promising with eight patrons attending the first few programs. To further our efforts to expand Adult Programming at JJGL, the Technology Librarians from both library locations have partnered together to teach classes on how to download eBooks and audiobooks to various devices (Kindle, Nook, iPad, phones, etc.). These programs at JJGL have been quite popular and have been attended by over thirty people. JJGL also had the opportunity to partner with Collin College to present a program teaching the process required to start and run a small business. When JJGL expanded its hours in December 2012, staff felt confident that the public would respond by visiting the library more often. Our goal was to provide consistent system wide services to patrons and expand our youth programming base. The response from the community was extremely favorable and visits to the library continue to increase to date. JJGL check-out statistics for the first month with expanded hours reflects a 21% increase in usage over the previous year and illustrates this positive response. Summer is the busiest time for JJGL with increased usage of 12% experienced last summer for visits, checking out and in of materials, and signing up for and enjoying the fun of the Summer Reading Program. In January, the JJGL team began to organize for summer 2014. Since summer is the busiest time for our library, it is

important for staff to be well prepared and ready to assist and respond to patrons. Preparations have included; Full time staff partnering with part time staff to review and/or teach several of the libraries' procedures including issuing Tex-Share cards, Interlibrary Loan, cash register training, computer guest passes, and feedback forms. Mrs. Albrecht attended, "Providing Customer Service While Dealing with Real People" an online course offered through the Texas State Library and attending the Public Library Association Conference in Indianapolis, Indiana to receive additional training. The Circulation Supervisor attended training - Team-Building, Mentoring, and Coaching Skills for Managers & Supervisors. The full time staff attended training, "The Kids are All Right: Customer Service and Young People" a customer service webinar offered by the Texas State Library. The entire library staff has assisted with shelf reading of all collections and shelf cleaning of all shelving units, clean out and organization of the storage area for maximum usage of allotted space, and maintenance of interior and exterior facilities including replacement of lights, touch-up of landscape, etc. The John and Judy Gay Library was designed with future expansion in mind to include a dedicated children's area and more individual and group study rooms. The great usage of the library attests to the need for this expansion but until that time, our team will continue to work diligently addressing the needs of all patrons who visit this library on a daily basis.

Board members unanimously approved the motion by Board member Terri Spencer, seconded by Board member Lisa Huang, to Adjourn at 5:59 p.m.

JONATHAN PERERA
Chair