

## **McKINNEY PUBLIC LIBRARY SYSTEM ADVISORY BOARD**

**APRIL 16, 2015**

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 April 16, 2015 at 5:00 p.m.

Board members Present: Coretta Lule, Jonathan Perera, Lisa Huang, Amanda Frady

Absent: Janet Farr, Nancy Montgomery-Warren

Staff Present: Lisa Bailey, Library Systems Coordinator, and Brenda Romero, Library Administrative Assistant as transcriber.

### **15-349** Minutes of the Library Advisory Board Meeting of March 19, 2015

Board members unanimously approved the motion by Board member Amanda Frady, seconded by Board member Lisa Huang, to approve the minutes as presented.

### **15-350** Discuss Public Services Report

Every library system has policies and procedures, and in the past six months, this library system's staff has been reviewing some of our policies and procedures that may have contributed to less than stellar customer experiences. By looking at some of our limitations and required paperwork from the customer's point of view, we have made discoveries that have improved both customer service and staff morale.

One important revision was our change in the amount of fees a person could have on their account without being blocked from using the computer, downloadable services, and the Internet computer. Our previous policy was that any fee amount on a patron's account would block their privileges. Our new policy is at ten dollars a person is blocked. We have also extended the number of renewals we offer, from three to five. At any time another patron requests the item, the number of renewals goes to zero so that the next patron may have the item. We no longer require that after three renewals, a person return the item for 24

hours before they can check the item out again.

Something else we reviewed were forms patrons were required to fill out. There were several forms, mostly related to use of the Internet computers that we asked patrons to complete. We did not retain the forms; they were shredded. Instead of asking patrons to read our policy, and fill out a form stating they had read the policy, we now let our digital policy on each Internet computer satisfy this requirement. Once a patron logs into the computer the policy is the first screen that pops up on the public Internet computer, and patrons must accept or decline (in which case the computer does not continue logging them on) the policy. We no longer have visitors to the Collin County area fill out a paper registration for a guest pass to the computers. The database we kept of guest pass users is no longer and there is no longer a limit to guest passes. We have made access to the computer lab easier by not requiring everyone to have their library card in hand in order to sign onto the computers. These changes have made access to the Internet computers easier for patrons and have allowed library staff to assist the public more with computer questions.

Staff is now encouraged to come out from behind the desks to assist patrons who need assistance in the stacks, with the online library card registration, or in introducing patrons to our Express Checkout Machines. Customers frequently arrive at the library before we open, many of them on foot or by bicycle. On cold mornings, we now ask them if they would like to wait in the vestibule of Hall or the lobby of JJGL. There is still a set of locked doors between those waiting and the interior of the library itself, but we can get those people out of bad weather.

Recent visitors have seen offerings from other City departments at our libraries. We have partnered with the Emergency Management Division of Public Safety, handing out their Quick Reference Preparedness Guides and DVDs in March. This was followed by buckets of packets

that can be used to test toilets for leaks, part of the EPA's "Fix-a-Leak" Campaign, championed locally by the City's Environmental Education department. Other city departments are our customers, too, and they have a lot to offer our many visitors.

Our library customers do not need to know the technology that makes our integrated library system work or the discussions and changes that happen behind the scenes in order to make their visits more pleasant. Our goal is that our customers are happy not only with the book, DVD, or online ebook that they checked out, but that their whole experience at the library was an easy and positive one. This recommitment to excellent customer service has energized the Public Services department and entire library staff. Our Public Services department, and the whole Library system, has seen a great deal of change in recent months. In order to keep everyone aware of the timeline of changes, there have been multiple staff meetings at both buildings in addition to departmental (Public Services) meetings. We have posted a large white board in the work area of each building on which the latest changes are noted for all to see. In addition Lisa Bailey, Library Systems Coordinator, compiles an email of updates that is sent out on a weekly basis. This archived document serves to alert staff to changes, gives them a laugh, and lets them know what is ahead! At some point, we will pause to update our internal policy documents and our Standard Operating Procedures so that they accurately reflect our changes. For now, however, we are enjoying this "Year of the Patron" and continuing to encourage new ideas that will enhance the experience of the patron and library staff.

**15-351** Discuss Director's Report

Income tax season has ended for this year. The IRS only provided us with three forms due to budget cuts this year; the 1040, 1040EZ and 1040X. We printed out copies of the Extension form and had those ready for patrons to have for sixty cents. The AARP tax volunteers were here

on Fridays and Saturdays from February 6 - April 11 and filed 775 returns and helped approximately 100 additional people with questions. Each year the numbers of community members in need of tax assistance has increased.

We have the new Document Stations up and running in the computer labs here at Hall and at JJGL. The installation was not without difficulties here at Hall, but was seamless at JJGL. Patrons can now scan for free or send faxes for twenty five cents a page. The new document station is touch screen and easy for patrons to maneuver.

We have experienced some technical difficulties with our Express Checkout machines and they were down for about a week. We have all but the one in Children's operational, and that one will need to be replaced. We do want to educate the public to learn how to use these machines, not so that we can reduce the number of staff, but so that staff has the flexibility to walk away from the desks to assist additional patrons.

Our new phone tree is operational, and people who call the main library number can now choose to be directed to either the Hall or JJGL library and can also choose an option to be transferred to the children's department. The new phone tree recording is in English and Spanish. We have begun to fill some staff vacancies. Our cataloger, Susie Pointer, retired after twenty eight years of service. We filled this open position with a volunteer who has been coming in to catalog for the last seven years. We have also filled two part-time library assistant positions at JJGL and a part-time library courier who also retired recently. We still have openings for a Children's librarian (Michaela is doing some scouting at the Texas Library Association Annual Conference this week), one full-time library assistant at Hall to replace Ann Gustafson who was promoted, and one part-time library assistant.

The Friends of the Library will meet on May 8 at JJGL to judge the

bookmark contest and to work on their regrouping strategy. The bookmark contest has been a hit. We were actually contacted by a local assisted living facility who participated in the contest as one of their program activities.

Since the last Board meeting, staff here completed the Texas State Library Annual Report and turned in the 2015-16 budget. We are still learning the budget process and are being educated by our contact in the Finance Office who has helped clarify accounts for us (mileage vs travel), and work with us to move dollar amounts around between line items. The search for a new Library Director is underway through a search firm the city is currently working with; we hope to have a new Library Director in place soon. The next board meeting will be held on Thursday, May 21, 2015.

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JONATHAN PERERA  
Chair