

**MINUTES OF THE REGULAR MEETING OF
COLLIERVILLE PUBLIC LIBRARY BOARD
Tuesday, July 25, 2023**

The Collierville Public Library Board held a regular public meeting in the Halle Room at the Lucius E. and Elsie C., Jr. Library at 6:00 pm on Tuesday, July 25, 2023

Agenda Item 1: CALL TO ORDER

Chairman, Cheryl Long called the meeting to order at 6:02 pm.

Agenda Item 2: ROLL CALL

The following members of the Library Board were present: Ms. Cheryl Long, Ms. Shobha Iyer, Peggy Turnipseed, Samuel Beyhan, and Rae Bittle. Absent: Jennifer Goodwin and Alderman Billy Patton

Staff present included Library Director, Lisa Plath.

Agenda Item 3: APPROVAL OF AGENDA

There were no additions or deletions to the agenda. Ms. Long made a motion to approve the minutes; Ms. Bittle seconded the motion.

Roll Call: – Ms. Long - yes, Ms. Iyer - yes, Ms. Turnipseed – yes, Mr. Beyhan - yes, Ms. Bittle – yes.
Motion approved.

Agenda Item 4: APPROVAL OF MINUTES FOR TUESDAY, April 25, 2023

There were no additions or corrections to the minutes. Ms. Long made a motion to approve the minutes; Ms. Iyer seconded the motion.

Roll Call: – Ms. Long - yes, Ms. Iyer - yes, Ms. Turnipseed – yes, Mr. Beyhan - yes, Ms. Bittle – yes.
Motion approved.

Agenda Item 5: CITIZEN COMMENTS

There were no comments from citizens. All Town boards need to have this on their agendas to allow for citizens to comment. For BMA meetings, there is a limit of 3 minutes per person. Mr. Beyhan wondered if there is an advance notice period e.g., 24-48 hrs. that citizens need to give to speak. Ms. Plath will check further on the establishment of guidelines or procedures for citizen comments.

Agenda Item 6,7,8: MODIFICATION TO THE POLICY MANUAL OF THE COLLIERVILLE BURCH LIBRARY

The library requested a revision of the wording of the Patron Reconsideration of Library Material section on p 11 and the form in Appendix A.2. The wording would state that the form must be submitted in person to a staff member at the library.

The library also requested a revision of the Library Card section on p. 12 to reflect the new non-resident fee raised from \$35.00 to \$50.00. This change was recently adopted as part of the fee schedule by the Board of Mayor and Aldermen at the June 22 meeting.

The library also requested the addition of a program proposal form to the policy manual for people approaching library staff who would like to present a program.

Various board members and staff asked questions and expressed concerns such as the relevance of certain people doing children's programming (Ms. Iyer). Ms. Long asked a question about a disclaimer with programmers coming in and whether the library is covered with language stating that the library doesn't necessarily endorse the views and beliefs of a particular organization or their presenters. Ms. Long encouraged us to consider have a 'tag' with statements to protect the library from being held responsible for information being offered by presenters giving out professional information. This person doesn't necessarily represent the views of the library. Ms. Long suggested that something be on the website.

When the library pays the programmers, there is a great deal of paperwork that covers liability.

Ms. Iyer asked about a business doing a program and what level of promotion they are doing for gaining customers.

Ms. Plath gave examples of ways that businesses establish programs at the library. Some businesses use the Halle Room and pay for the space to offer information to people. When we partner, we allow them to use the space for free, create and promote the program. It's a win-win for the library because they are providing valuable information for patrons.

The Library Board agreed to revise the motion and strike the proposal form portion.

Ms. Turnipseed made a motion to approve the first two policy changes – Patron reconsideration form and non-resident fee. Ms. Iyer seconded the motion.

Roll Call: – Ms. Long - yes, Ms. Iyer - yes, Ms. Turnipseed – yes, Mr. Beyhan - yes, Ms. Bittle – yes. Motion approved.

Agenda Item 9: Other business/discussions

Assisted Living Facility resident requirements for obtaining a library card.

Ms. Plath requested input from the board about the residents of assisted living facilities obtaining a library card. The library wants to consider the options of ways to make it easier for them to get cards.

Important points about this issue are:

The Assisted living facility residents do not have Lease agreements and often all utilities are included. Cell phones are often paid for by children. As a result, our normally used documents to verify residency are not available to these patrons.

We have accepted “Residency Agreements” or letters from the facility administrators for verification. However, despite having conversations with staff at some of these facilities, residents often come to the library before they know of these options.

We have, in one instance, called the facility to verify residency, as the patron was getting verbally abusive to staff.

Options to consider:

- Having application forms available at the facility for residents to use when applying for a library card. Perhaps have the facility use a stamp on the form so we know it is legitimate.
- Con: How do we assure residents will get these forms? Can we ask for it to be part of a “welcome” packet? We already have asked them to provide a letter, but residents often come to the library and are not aware of this option.
- If the applicant’s driver’s license has the address of the Facility, can we accept that alone, without requiring additional information?
- Not requiring patrons over a certain age (85?) to renew cards annually. That age group tends to not be very mobile.

Various board members felt it would be a good idea to reach out to the assisted living facilities and send them a pdf application to share. Cheryl suggested emailing the activities director to make the application available.

Ms. Plath and various board members discussed how important it was to maintain consistency for residency verification. If you make an exception with one person, it can cause problems later with others. Ms. Plath said we would investigate how this would apply.

Discussion about Three-year Library Card Renewals – (vs. annual renewals) for Collierville Residents

Three – year renewals would be more user friendly – patrons often get “grumpy” when they are asked to renew annually. Not to say they won’t be grumpy with a three-year renewal requirement. They often comment, “I’ve lived here x number of years!”

Germantown library currently has a two-year renewal policy.

Non-Residents, because they pay a fee, would still be required to renew annually.

Easy to verify residency of “Homeowners” by using the Tax assessor’s website. (If we wanted to do an “address check”)

Not as easy for renters – who tend to be mobile – and may have access to our library’s resources for free if they move out of the town during that three-year period. *** Leases are generally just for a one-year term, suggesting that those who rent do not necessarily have a permanent commitment to Collierville residency.*

Our online renewal option is getting used more frequently – from an average of about 20 a month to over 60 the last three months. We renew/open an average of over 600 accounts each month - although in June it was over 1000; so far in July (July 11th) we already have over 300.

Staff at the circulation desk spend much of their time either opening new accounts or renewing cards – this would free up time for other duties.

How to implement – upon the resident patron’s next card renewal, staff would use a three-year period, vs. the one year we currently use, giving patrons the extra two years for library card use.

Ms. Plath explained the history of renewing cards annually. It started when we started charging a non-resident fee in 2009. At that time, residents started having to show their residency to obtain a free library card.

The Library board was in favor of extending the renewal period to 3 years for residents. Board members said it would save staff time who spend a lot of time renewing cards.

Agenda Item 9: Other business/discussions

Ms. Plath gave the library update. She talked about the Lisa Wingate event and what a delightful event it was. The luncheon, the event at the Harrell Theatre and the high school event were all very successful.

The library has done a lot of outreach programming this summer at the school, Fair on the Square in May, Farmer’s Market, Goddard School. Summer reading kickoff had attendance of about 700 people. 1319 people registered in the SR software.

Consumerreports.org will start this fall. We will discontinue our subscription to Flipster magazines.

The automated materials handler will be installed sometime this year. The chosen configuration will make best use of the existing space. A manual book drop will be maintained if the system is down. Equipment will be ordered for the project after BMA approval on August 14.

Budget FY24 allowed for approval of personnel requests made by the library, reclassifying 7 positions & changing titles, copier and printer improvements, Materials budget increase of 2.5%

will go toward Libby and Hoopla. There will be a daily limit for the library's spending. Patrons may see a message stating that. Ms. Plath requested a 33% increase for out-of-town travel so more staff can attend conferences. Storytelling room and Halle Room tables and chairs will be purchased with a \$40,000 grant from the Friends.

Ms. Plath requested grant funds for replacement laptop computers, a desktop, and digital camera to be used for programming pictures.

Some great adult programming has been happening with Mike Ellicott doing a historic presentation on Gettysburg. He will also present one on 9/11. End of Summer bash happened on July 25.

The library will be closed for Collierville Schools registration day on August 1, so staff can attend to sign up kids for library cards.

Summer Storywalk is *The Perfect Plan*.

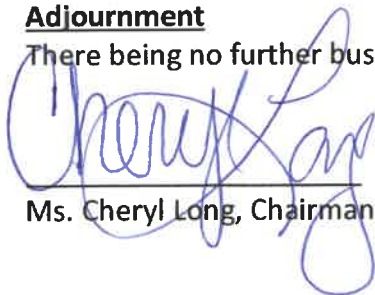
Sam Nails is our new FT Asst Circulation Manager.

Ms. Plath recapped her BMA presentation with Susan Ewing. The information that showed Collierville at the bottom of the 6 libraries for square footage. The schools' research that talked about the growth in the next 6 years indicated that we would not meet the standards with the expected growth. Points that were made came across with the board. A term that resonates with the BMA is "world-class". The Town has world class schools, parks, and public safety. One of the slides in the presentation stated that The Town needs a "World-Class" Library. The next step in the process will be doing another needs assessment.

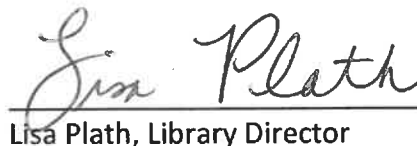
Ms. Plath mentioned a conversation with Michael Walker, the original architect for the library when it was built in 2001. She shared some of his stories with the library board.

Adjournment

There being no further business, the meeting was adjourned at 7:10 pm.



Ms. Cheryl Long, Chairman



Lisa Plath, Library Director