

**MINUTES OF THE REGULAR MEETING OF
COLLIERVILLE PUBLIC LIBRARY BOARD
Tuesday, January 30, 2024**

The Collierville Public Library Board held a regular public meeting in the Halle Room at the James H. Lewellen Board chambers at Town Hall at 6:00 pm on Tuesday, January 30, 2024

Agenda Item 1: CALL TO ORDER

Chairman, Cheryl Long called the meeting to order at 5:59 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 Tim Van Horn.

Staff present included the Library Director, Lisa Plath.

Agenda Item 3: APPROVAL OF AGENDA

There were no additions or deletions to the agenda. Ms. Iyer made a motion to approve the agenda; Mr. Beyhan seconded the motion.

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

Agenda Item 4: APPROVAL OF MINUTES FOR TUESDAY, October 24, 2023

There were no additions or corrections to the minutes. Mr. Beyhan made a motion to approve the minutes; Ms. Turnipseed seconded the motion.

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

Agenda Item 5: CITIZEN COMMENTS

There were no comments from citizens.

Agenda Item 6: INTRODUCTION AND WELCOME OF NEW LIBRARY BOARD MEMBER – TIM VAN HORN

Ms. Plath introduced Mr. Van Horn to the board.

Tim Van Horn was born and raised in Memphis. He went to Kirby High School. He received a Bachelor of Arts from the University of Memphis and a Bachelor of Science from Mississippi State University.

Many of you may remember him from his time as a meteorologist at WMC TV5. He spent 15 years there. I met him during that time when he came with Dave Brown to do a Weather Roadshow for the library at Town Hall.

Today he is a licensed realtor in TN and Mississippi and is the host of Memphis Morning News on 98.9 FM.

With this extensive public speaking background, Tim expressed that he would love to be an advocate for the Collierville Burch Library.

He has lived in Collierville for almost 15 years with his wife, Leslie and his 10-year-old daughter Charlotte. He attends Orchard Church, also in Collierville. A fun fact about him is that he claims he is better at karaoke than dancing.

He is passionate about the library. His daughter loves to read. Tim said this on his application for the board, "The Collierville Burch Library brings such joy to my daughter, and I would love to serve the facility that means so much to my family. I hope I can serve well and give something back to this Library and this Town."

Tim stated he appreciated his orientation and looks forward to serving on the board.

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

The library requested to modify the Policy Manual of the Collierville Burch Library – Library Card Requirements for Checking Out Materials, Forgotten Library Card, and Blocked Cards, p. 13-14.

Ms. Plath explained the history of requiring a library card for checkout and the reasons behind it. She presented a document to explain that reason. She described a recent situation with a man who was not able to get his card number even though he was allowed to renew his card with his driver's license. He did not want to replace his card, but insisted he should be able to get his card number.

The library staff engaged in research with other Tennessee libraries to see if they accepted driver's licenses for checkout and for giving out card numbers for patrons to enter in their phone or use for Libby and other digital resources. All the libraries contacted allowed the driver's license for checkout and all but one would give out the card number.

Ms. Plath referred to other points in the document that represent some inconsistencies in requiring a physical or virtual card to be present. One is a TN Law allowing the police to access library card information if they obtain written permission from the cardholder.

A discussion ensued about the system notifications a patron receives about materials checked out on their account as a protective measure if someone other than the owner of the card had checked out materials on the account. Mr. Van Horn and Ms. Turnipseed commented on the notifications. Ms. Iyer mentioned the ability in a store to use a store credit card without having the card present if you had your social security number. She felt that the driver's license could act as verifying identification. Mr. Van Horn inquired about having a key fob instead of a traditional card to make it easier than carrying a traditional card.

Ms. Plath noted the main reason for changing this policy is stated in the last paragraph of the document, "we want to make library services as accessible as possible. Given the environment of the world and our express desire to be as customer friendly as we can while protecting patron

privacy.” Allowing patrons to check out or be given a card number with a driver’s license would create less conflict and we would break down a barrier for patron access.

Ms. Plath emphasized that Library staff will need to be careful that they require the information necessary to verify the person matching the account is the one standing in front of them.

Ms. Plath explained the various changes in the section of the policy manual under consideration. She mentioned she would recommend the replacement card fee be lowered to reduce the barrier. Ms. Long and Ms. Iyer commented on that amount recommended. Since it is part of the Town’s fee schedule, it will be presented to the various channels in Town administration and decided as part of the FY25 budget.

A discussion took place on what will be required verbally of a patron who is checking out or wanting to obtain their library card number. Ms. Iyer wanted to be specific about the requirements. Ms. Long preferred to keep the language vague. Ms. Iyer discussed two-factor authentication and whether it was available. Ms. Plath was unsure if that is available but will follow up with the vendor

Ms. Iyer made a motion to approve the proposed changes under Requirements for Checking Out Materials, Forgotten Library Card, and Blocked Cards on p. 13-14. Mr. Beyhan seconded the motion.

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

Agenda Item 8. OTHER BUSINESS/DISCUSSION

There was no other business or discussion.

Agenda Item 9: LIBRARY/STAFF UPDATE

Ms. Plath gave the library update.

The library offers almost 2 million digital titles. A big portion of that is titles available in Hoopla. Digital use is 29% of overall library checkouts. Shobha explained how she effectively works with Hoopla and Libby working with the 3-checkout limit in Hoopla.

The Library is working on aligning their branding with the Town using the brand guide colors and fonts which simplifies the PR flyers and other media creation for the staff.

The new catalog discovery layer is currently being developed. Ms. Plath showed the comparison of search results between the current catalog and the new one. It will make searching much easier.

Ms. Plath gave an update on current budget projects. The construction for the automated materials handler equipment is underway.

The Library hopes to be able to use budget savings this year to purchase a new suite of software for the library's digital signage, events calendar, room booking, and mobile app.

Ms. Plath will be requesting slight increases from the Friends of the Library for Fall Festival and a major author.

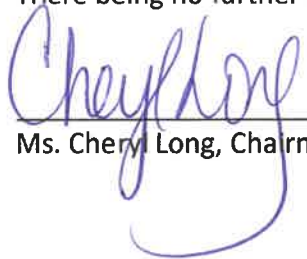
The current Storywalk will be in place January – March. It is *Bear Snores On*.

Programming is very robust at all levels.

Rebekah Hendren officially obtained her library degree in December from the University of Kentucky. She is one of 6 librarians now on staff. Ms. Plath has high hopes for her future at the library.

Adjournment

There being no further business, the meeting was adjourned at 6:51 pm.



Ms. Cheryl Long, Chairman



Lisa Plath, Library Director