

**URBANDALE PUBLIC LIBRARY BOARD OF TRUSTEES**  
**MINUTES**  
**JULY 28, 2014**

**Members Present:** Jerry Brimeyer, Tom Graves, Marva McCarty, Jeff Merrill, Diana Ripperger, Greg Ward

**Staff Present:** Julie Wells, Katherine Manion, Lynnae Dingeman

President Merrill called the meeting to order at 5:33 PM. Greg read the Character Counts statement.

**Approve Agenda:** The agenda was reviewed and no changes were made.

**Approve June Minutes:** Tom moved and Marva seconded a motion to approve June minutes. Motion carried.

**Approve Bill List:** Tom moved and Diana seconded a motion to approve the bill list. Motion carried.

**Citizen's Forum:** No one present.

**Unfinished Business:** Children's Use of Library - the verbiage on the document had been changed from "minor" to "child". The proposed policy was posted at the library and no comments were received. Board discussed need for a *chain of command* in order to be responsive to the intent of the new policy - possibly using language "director or designee". Discussed how to provide designation of person in charge. Julie prefers a phone call to her, then establish a possible phone tree. The language was changed to "... if Library Director is unable to be reached, a department manager must be consulted."

Marva moved that the new policy with altered language be approved. Diana seconded. Motion carried.

**New Business:** Uncollected Revenue - Considered how to address aging uncollected revenue. All revenue collected goes to the city and is part of the fiscal year budget. The differences between former and current collection agencies were discussed. Greg requested to have the uncollected revenue reported out into buckets aged by years, e.g. 1-3 years old, 4-6 years old, etc. Greg raised the question of whether the library should want these delinquent patrons back as customers when they have paid their fees. Library policy is to allow patrons to return to full privilege when fines are paid. Tom requested a written statement regarding purging delinquent accounts be added to the existing Circulation Policy. The matter was tabled for the August meeting.

Survey Results – Discussion of the patron survey results with some comparison to previous year's. Diana inquired if changes would be made based on survey results and comments. Julie said the intention is to be responsive by targeting those things that could be addressed. There were several comments about the Hold Policy and the fines that arise from violations; this is an unpopular policy with patrons, but preferred by staff. No action taken. Other observations: fewer respondents this year compared to last. Were some individuals unable to submit a survey? Scores were similar to last year's.

Staffing Organizational Restructuring – Julie presented restructuring plans. She discussed objectives, changes, costs, etc. as outlined on the handout she distributed. She requested Board approval so she could solicit hiring for four positions. Training for this organizational model will be required and could be substantial; that could be funded by Enrich Iowa funds. Tom made a motion to approve hiring four positions: Community Assistant, Services Assistant, Youth Service's Assistant, and Director's Office Assistant. Greg seconded. The motion carried.

Julie will provide a hierarchy chart for chain of command in event of emergency absence, etc.

**Director's Report:** Discussed usage charts that have been upgraded to show historical data, year-to-year and month-to-month.

Polaris goes live on 9/10/2014.

Library interior rework scheduled to start in January, 2015.

Jerry moved and Greg seconded motion to adjourn. Motion carried.

Respectfully submitted,

Jerry Brimeyer  
Secretary