

**Ames Public Library Board of Trustees
Minutes of the Regular Meeting
June 21, 2018**

The Ames Public Library (APL) Board of Trustees met in regular session on Thursday, June 21, 2018 in the Dale H. Ross Board Room, 515 Douglas Avenue, with Butler, Kluesner, Linch, Marshall, and Raman in attendance and Glatz participating via telephone. Briese arrived at 7:01 p.m. Barchman and Wang were excused. Library Director Carey, Customer Accounts Services Manager Tracy Briseño, and Assistant City Manager Brian Phillips were also in attendance.

Call to Order: Board Vice President Kluesner called the meeting to order at 7:00 p.m.

Consent Agenda:

Moved by Linch, seconded by Raman, to approve the following items on the consent agenda:

- 1) Resolution accepting donations:
 - a) From the estate of Ellen R. Anderson for large print books..... \$200.00
 - b) From Nancy Rosenquist for the library gardens \$500.00
- 2) Motion approving minutes of the regular meeting of May 24, 2018
- 3) Motion approving payment of claims 5/1/18 – 5/31/18

Vote on Motion: 5-0. Approved unanimously. Resolution No. 2018-L022 adopted.

Public Forum: None

Trustee Briese arrived at 7:01 p.m.

Ames Public Library Friends Foundation (APLFF) Report: Trustee Butler reported that Renewable Energy Group will help support the Summer Lunch Program and its employees will also volunteer during lunch times. Butler said that Fresh Thyme Farmer's Market has a Giving Bag Program that allows customers who purchase a Giving Bag to direct a one-dollar donation to an area non-profit. Customers may select APLFF as the recipient of their donation any time, but APLFF has been selected to receive all undesignated Giving Bag donations in July.

Butler stated that the Board heard updates this month on the Hero Run, approved the Memorandum of Understanding for next fiscal year, amended and approved its budget, and received sales reports from the Book Sale Committee. She also said the next big book sale will be held July 5 – 8, there are plans to hire a book sales intern, income from the spring fundraising mailing exceeded the stated goal, and plans are being made for the August 16 Pub Crawl. Long-time APLFF Directors Jean Meek and Monica Porter both attended their last meeting in June and new Board Members are being sought.

Administrative Staff Report: Carey spoke about personnel matters:

- The Community Engagement Specialist position was accepted by Susan Jasper, who will start in July;
- A new half-time Customer Accounts Services Clerk, Megan Henson, recently started;
- The new Library Marketing Assistant half-time position was filled by Daniel Ramey, who has worked in another capacity at APL for about 10 years, but has a matching skill set;
- A half-time Cataloging Clerk position is currently posted;
- The half-time CAS Clerk position being vacated by Ramey will soon be posted; and
- Interviews will be take place next week for a used book sales and marketing Intern.

Carey announced that Youth Librarian Brianne Anderson is APL's most recent graduate of Leadership Ames. She also noted that the Library is busy with summer programs and a lot of people are using the building. The Summer Food Program is in full swing and she is seeing people come in early and stay afterwards.

Brian Phillips arrived at 7:09 p.m.

Confidentiality and Library User Records Policy:

Moved by Marshall, seconded by Butler, to adopt a resolution approving revisions to the Confidentiality and Library User Records Policy.

During discussion it was agreed that the first bullet under "Exceptions" should be revised to indicate that APLFF could only be granted access to a list of cardholders and their contact information for marketing or fundraising purposes; it needs to be clear that information about what library resources they have used or what they may have checked out remains confidential. It was pointed out that some people might even object to the use of their contact information and staff was asked if individuals could request that their names be removed from the list.

Customer Accounts Services Manager Tracy Briseno stated that Polaris (the integrated library system and database) does not have an "opt out" feature. Carey added that APLFF does not retain the library's database, either; it is only used for the mailing and then purged.

Staff was asked to include a reference to the Library's Security Camera Policy in the last bullet.

Moved by Raman, seconded by Butler to table the motion with a request that staff re-write the first bullet under Exceptions.

Vote on Motion: 6-0. Carried unanimously.

Library Security Cameras Policy: Carey said that the Board reviewed this policy in 2015, but some questions posed to the Legal Department were never resolved and no changes were adopted; she recommended the process start over. Carey said there are security cameras throughout the building. They cover nearly every public area and some outside areas, but staff does not do live monitoring. Security camera footage is used to get information about incidents that occur; staff may work with the Police Department to get information about crimes or potential crimes; and staff has used recordings to observe usage patterns and promotional purposes (fast motion footage of an event, for example). Carey said images are kept for a couple weeks and a limited number of staff members can operate and view the recordings.

When questioned about how ALP's policy ties in with American Library Association (ALA) standards or the City of Ames' (COA) criteria for camera use, Carey stated that confidentiality is protected even if the Library provides video for law enforcement. Assistant City Manager Brian Phillips said that cameras in other City facilities are used for different purposes and although similar issues (such as how long recordings are kept and whether people can request to access to footage) are dealt with, he was not sure a uniform standard exists.

Carey was asked how often the cameras are checked to make sure data is being recorded and that they are positioned correctly. She indicated that the system is used frequently and it is easy to see if any cameras are not working. Camera angles are reviewed periodically, but a systematic review period could be established, if there isn't one already.

Strategic Plan Review:

Moved by Linch, seconded by Raman, to adopt a resolution stating that the Board has conducted its annual review and approves the updated Ames Public Library Strategic Plan for 2016-2019.

Carey stated that since last month the quarterly timeline had been reviewed and revised, and staff is comfortable with the flow going into 2019. Staff would like to remove the Phases that appeared at the end of the 2016-2018 Strategic Plan and replace them with the revised quarterly timeline. They plan to add a short description of the original public process and how input was gained, as well. Carey said she had a long conversation with the person at State Library who reviews strategic plans for accreditation; he verbally affirmed that this would be acceptable. Carey said he also acknowledged that while APL has a “non-traditional” strategic plan, no one could say it was not an effective tool, considering APL’s overall success and popularity. Carey complimented Briseno for doing the “heavy lifting” and taking good notes during Managers’ Meetings.

Vote on Motion: 6-0. Approved unanimously. Resolution No. 2018-L024 adopted.

Change of Date of Regular August Meeting:

Moved by Raman, seconded by Butler, to hold the Regular August Meeting on August 20, 2018, rather than August 16.

Vote on Motion: 6-0. Carried unanimously.

Board Education/Library Director Search Process: Assistant City Manager Brian Phillips offered information about the Director Search process, identifying decisions the Board would have to make and ways in which the City could assist. Glatz noted that the date had not yet been set, but said that Carey’s planned retirement will be in late December or early January. The hope is to be able to find someone who can start in early January.

Phillips said that a typical department head recruitment—from job posting to start date—takes 16 weeks. Holidays and availability can interfere and, in this case, an entire board is responsible for hiring and there are a lot of stakeholders. Discussion ensued about the formation of a search committee. Phillips suggested that, in addition to reviewing the position description and soliciting feedback about the new Director’s desired characteristics, the committee would need to identify interview components. The Board will need to determine how much work it wants the committee to do and the committee’s level of authority, but it’s the entire Board’s responsibility to conduct interviews, select a candidate, and set parameters for the terms of employment (including salary, amount of vacation, etc.).

There was discussion about ways to involve staff in the process, about the possibility of employing a search firm, and how the cost of the search would be covered. Phillips said that the on-site portion of the interview typically takes one day or one day and a half. Out-of-town candidates should be allowed to tour the community, see various neighborhoods, and look at schools and hospitals. Candidates should have time to interact with staff and Phillips presumed that the community would be interested in learning about the potential candidates.

When asked if the City used any assessment tools, Phillips said the Human Resources Department is currently using the Predictive Index. Multiple individuals who know what they’re looking for complete an assessment. Their responses are then aggregated to develop a list of important characteristics. Prospective candidates are given the same test and it is possible to compare the results to assess whether or not the person is a good fit for the desired profile.

Glatz said he wants to make sure to draw in talented applicants in the first round and suggested that a search firm might have “ears to the ground” that the Library Board does not. Phillips stated that it is a candidate’s market right now and it might be worthwhile to pay an external firm to develop ads, take applications, screen them, and present 10-12 potential good fits. Kluesner and Briese indicated willingness to serve on the Search Committee. It was agreed that in July the Board should form the Search Committee and set its charge; make a decision about a search firm and the scope of its work; and approve a timeline. Phillips said he would present a list of decisions that need to be made, offer suggestions, and help maintain the timeline. He will ask staff to assist in laying out some options and noted that he found quite a bit of helpful information in the *Iowa Library Trustee’s Handbook*. He said the City would look at market comparisons and Carey said she would provide the Director position descriptions for the top 10 Iowa libraries.

Glatz mentioned that he had had a discussion with Maryann Mori from the State Library. She has posted a 59-minute Webinar on line, but might be willing to attend a meeting to help provide direction. Glatz was asked to re-send an e-mail in which he had provided some suggested links.

Trustee Comments:

Trustee Linch had some prepared comments which he requested be entered into the record:

“On June 13, 2018, I received a complaint from a citizen of Ames about an event listed in the library’s June “Page One” publication called “Camp Drag.” This event was listed in the “Special Events” section, the “Tween Programs” section, and the “Just for Teens” section. On June 14, 2018, I received two additional complaints from citizens of Ames. All three complaints were essentially, “How can the library sponsor this kind of event for young people.” I was not aware of the event; so, I determined to meet with Lynne Carey, our Executive Director before I responded.

Lynne and I met last Friday, June 15th. Lynne pointed out that the event was not being led by library personnel. I pointed out that the description was silent as to partnership or sponsorship, even when this issue was explicit for many other events, so it could easily appear that this event was a library-sponsored event. As it clearly states in our “Expressions of Concern Policy,” Ames Public Library does not endorse particular ideas, beliefs, or views.” This statement is also part of the footer at the bottom of page 3, but is not repeated elsewhere in the publication. Lynne assured me that this disclaimer of endorsement is being read at all events and would be read in a professional manner at each of the Camp Drag events. She also assured me that, in accordance with our policies, none of the library staff, in their capacity as employees, endorses the ideas, beliefs or views espoused by this program. Notwithstanding the lack of sponsorship identification, I believe that parents, students, and citizens who read the material provided can make an informed decision about the content of this program.

After my discussion with Lynne, I am convinced that her practice and directive to the staff is to encourage all types of programming, including Christian-themed programs, a good example of which was the Christmas Carol Sing advertised in the December 2017 “Page One.” That event was a partnership between the Library, the Ames Mennonite Church, and First Baptist Church. She mentioned to me how difficult it can be to find facilitators for religious topics, including, for example, Christian book clubs, but wanted me to encourage any of our citizens who are interested to make an effort in that direction.

My only recommendation to Lynne was that she consider re-evaluating outward-bound sponsorship or partnership at festivals or parades or similar events which could be construed as the library actively “endorsing particular ideas, beliefs, or views.” Outward, proactive sponsorship can more easily be misconstrued as evidencing bias than merely offering, in a more passive fashion, space, assistance, and materials to all citizens equally, regardless of beliefs.

I encourage all citizens to utilize our Expressions of Concerns process, which can be found on the library’s website, whenever they feel an issue needs to be addressed. And I am grateful that our citizens are paying attention. I am comfortable in saying that Lynne Carey is serious about making everyone in this community feel welcome at the library, regardless of beliefs, which is exactly what we desire her to promote in our wonderfully diverse community. Thank you Lynne for taking time to talk with me, and by extension, our community.”

Marshall thanked Lynne and Craig Van Pay for the presentation on Small Talk they had made at her church the previous Sunday.

Butler thanked Phillips for the material he presented and his assistance.

Glatz said he appreciated Phillips coming to the meeting; he was very pleasantly surprised to learn how helpful he will be and is sure he’ll be good to work with. Referring to Linch’s comments, Glatz wondered why no partners were listed as Camp Drag sponsors.

Carey stated that omitting the partners was a mistake that has now been corrected. All promotional materials in the library have been replaced, except the program flier (which had correctly identified the sponsors and stated the disclaimer).

Kluesner said he appreciated having policies that served well for guidance and wondered if this would be a good time to review the Programs Policy. He also thanked Phillips for his help.

Adjournment: The meeting was adjourned by consent at 8:38 p.m.

The next regular meeting will be on Thursday, July 19, 2018, at 7:00 p.m., in the Dale H. Ross Board Room, Ames Public Library, 515 Douglas Avenue.

Karen C. Thompson, Administrative Assistant

Sarah Barchman, Board Secretary