

**Great Falls Public Library
Board of Trustees
March 26, 2019
Great Falls Public Library, Montana Room
4:30 p.m.**

BOARD MEMBERS PRESENT: Ms. Dea Nowell (via telephone), Ms. Sam DeForest, Ms. Anne Bulger Ms. Whitney Olson and Mr. Mitch Tropila

BOARD MEMBERS ABSENT: None

EX OFFICIO BOARD MEMBERS PRESENT: Ms. Jane Weber and Mr. Owen Robinson

STAFF PRESENT: Ms. Susie McIntyre, Ms. Sara Linder-Parkinson and Ms. Chelsea Hart

GUESTS PRESENT: Ms. Jane Newmack

Mr. Tropila called the meeting to order at 4:32 pm.

Ms. Hart introduced herself to the Library Board to start the meeting and then she left the meeting.

Mr. Tropila asked that we had a moment of silence for Jean Price as she passed away a few days prior to our meeting.

Mr. Tropila wanted to extend congratulations to Ms. McIntyre on her selection as the Library Director. He welcomed her to the meeting and expressed his happiness over the outcome of the hiring process. The last 5 months have been phenomenal. Mr. Robinson stated that he intentionally did not take part in the interviews as he knew Ms. McIntyre and felt it best that he sat back. Ms. Weber stated that she would recommend in the future that a County Commissioner be involved in the process as they have an interest in the outcome as well.

I. AGENDA APPROVAL

The board approved the agenda as listed.

II. CONSENT AGENDA

A correction to the minutes on Ms. Bulger's first name needs to be made. It is spelt Anne not Ann. Ms. Linder-Parkinson will make that change.

Ms. Bulger pointed out that the name for the law firm listed in our documents has changed. Ms. Linder-Parkinson said that she would look into it and make that change.

Ms. McIntyre stated that there were some corrections on the minutes from the previous meeting. When it was asked if the cost of the asbestos abatement was included in the cost of the boiler it was not. The cost of the lawyer and claim from the previous matter that was discussed in executive session is on account numbers 48350 and 43590. The claim is under 48350 and legal fees are under 43590. The last item is that needs a correction is account 43630 shows that it is at 98% and that is because of the new copiers that we have under maintenance agreement.

Mr. Tropila asked about account 38310 and where that money came from and if we just receive the funds one time a year. Ms. McIntyre replied that this is the additional funds that the Library receives from the City of Great Falls and we receive it in 12 payments throughout the year.

Ms. Olson asked about Ms. McIntyre's previous position of Collection Development Librarian and if the job has been opened yet and what the status is. Ms. McIntyre replied that it is presently posted and the first review for applications will be April 8, 2019 and it is open until filled. It was asked who would participate in the interviews and she replied that it would be Human Resources and staff at the Library.

There was a question regarding if it was normal for the departments to pick up costs when they are hiring a department head. Ms. Linder-Parkinson replied that is a normal thing to have happen. However, we were not 100% clear on how it was going to be handled. Ms. Olson suggested that we make a file for future reference when they are going through the process. She thought this would be helpful as present board members will not be the ones that will be involved. Ms. McIntyre said that she would write something up and Ms. Linder-Parkinson stated that it may be a good idea to include this in the binders that each board member is given. Ms. Weber reiterated that as the County gives money to the Library that she believes it would be good to have a representative from their office there.

Mr. Tropila asked about account 31103 on page 13 and why it was overpaid and Ms. McIntyre replied that residents had paid delinquent taxes.

Ms. Olson moved and Ms. DeForest seconded the motion to approve the consent items as corrected. MOTION . . . passed unanimously.

III. OPERATING VOUCHERS

Mr. Tropila inquired about the payment to USPS for \$4000 and Ms. Linder-Parkinson replied that this is a one-time payment that we make annually to pay for postage on the postage meter.

Ms. Olson pointed out that Ugrin law firm name needs to be corrected in this location as well. Ms. Linder-Parkinson stated that she would make that correction.

Ms. Bulger moved and Ms. DeForest seconded the motion to approve the operating vouchers as corrected. MOTION . . . passed unanimously.

IV. DIRECTOR'S REPORT

Ms. McIntyre wanted to thank the board for giving her them opportunity to be the Director of the Great Falls Public Library. She is honored and grateful for the chance to be in this position. She has been given transition documents from the City Manager's office as well as from the Library Board. She does not have the transition document ready to share and will go over the focus areas document later in this meeting.

The display space on the 2nd floor has been painted as well as the outside of the public use elevators. The next step is to order tack strips and then start to display art. This will hopefully draw people to the 2nd floor. There were patrons that were stuck in the elevator over the weekend that the fire department was called. When they arrived the elevator key was broke in the door and they used crow bars to get the elevator door open. This caused some scraping to the new paint however, Bob will have it touched up in not time.

We are implementing new software for printing in mid-April. This will allow patrons to pay for and release their print jobs at the copy machines. This hopefully will help our tills balance out better with the over and under issues that have been occurring. Patrons will still have the option to pay for prints at the desk if it is a large order. There will be adequate training and a Fischer's staff member on hand for the first few days to make sure that everyone is comfortable with the new process.

As we talked about in the last meeting the strategic plan is up and we need to work on putting a new plan in place. This is something that we will have an expanded discussion about later in the meeting. There are samples in your Board packet of what others libraries have done on their plans.

Ms. McIntyre reported that computer use has changed over the past several years and our computer usage is down but our Wi-Fi usage is up. We have been having staff discussions on how to appropriately use public access computer limits for library cards and for guest passes. We want to ensure that we are providing equitable access to all patrons for this important resource. Presently if you have a library card you get 2 hours of time and if you do not you can have a guest pass for 1 hour of time. There are many times that patrons are given a 2nd pass or that time is extended. We presently have kids that are "mining" for passes and getting extra time that way. This is a situation where staff is on both sides of the issue and it was thought that perhaps the board may be able to provide feedback on what they would like to see. It was suggested that Ms. McIntyre continue to discuss with staff and then report back to the board after another conversation.

Wowbrary is our new newsletter service. This newsletter allows for us to send out weekly information with upcoming events and new materials that have been added to the library

catalog. If you are interested in having your email address added to this database please let us know. This is a subscription that Lewis and Clark Library uses and has been very happy with. All members present stated that they would like to be added to the system and asked if it something that we can do or is it done on the website. Ms. McIntyre stated that this is something that we are working on presently and she would get all members added and there will be instructions soon on how to add someone from the Wowbrary website.

Ms. Nowell's term on the board is up this June and they have started the application process at the City Manager's office. If you know of someone that you think would be a good fit for the board please reach out to them and have them apply. Mr. Olson asked if applications from previous candidates are held for future openings anywhere. Ms. Linder-Parkinson believes that this is done in the City Manager's office and she will call and speak with Ms. Artis about that tomorrow and provide the information to Ms. McIntyre. Ms. Olson also asked when the new applicant would need to go before the commissioners and Ms. Nowell replied that would be before the end of June. Mr. Tropila inquired if the position was listed on our website and Ms. McIntyre stated that she would make sure that happened. Ms. Olson asked when this position was open until and asked if it would be appropriate to have a discussion in the next meeting about this. She also asked if an email can be sent out to the Foundation in the even that they may know someone that was interested in serving in this position. Ms. Newmack stated that they could do that. Ms. McIntyre then advised that with Ms. Nowell coming off the board that would mean that a new chair would need to be appointed so please think about who you would like to see in that position.

V. CHAIRMAN'S REPORT

All items in this area were covered at the opening of the meeting by Mr. Tropila.

VI. BOARD REPORTS

Ms. Nowell stated that she would be available for training in Butte on April 24, 2019 and asked if anyone else would be. Ms. Olson and Ms. Bulger stated that they were not. Ms. DeForest and Mr. Tropila stated that they were unsure at this time.

Ms. Olson talked about the upcoming Wordmeister competition and thought that it would be great if the board could put a team together. She stated that last year she and Mr. Tropila had a great time and it was unfortunate that neither of them would be available to participate this year. She did think that Ms. Clark would be happy to be on the team if a third person was needed.

VII. OLD BUSINESS

At this time, there was a discussion about the strategic plan and what the board would like to see on their next strategic plan. Ms. McIntyre handed out strategic plans for other libraries as well as documents from the public library standards that show what is required to stay in good

standing. She also handed out the Excellent Library Service Award checklist to show how a strategic plan plays into that award. Both of these handouts will be attached to next month's board packet. Copies of the previous strategic plans and other libraries plans are attached in the back of the board packet if there are any questions. Ms. Bulger did not realize that the previous plan included volunteer hours and attending staff meetings. She thought that was a great way to connect inside the library. Ms. McIntyre stated that there is an all staff meeting on April 6, 2019 and then they will be on the 2nd Friday of every quarter. All board members all welcome to attend. Ms. Olson felt that as this is a new meeting that she would like to see the meetings established before they came in for them. She stated that it may send the wrong message and all members agreed. Ms. Olson asked how comfortable Ms. McIntyre felt in being able to work on the strategic plan and if there needed to be an outside person. Mr. Tropila stated that previously they worked a few hours with Mark Wilmarth and that went well. Ms. Nowell wanted there to be staff input not just the board although they would not need to attend the planning sessions. Ms. McIntyre stated that she was going to discuss this and get staff input at the all staff meeting and felt this would be an appropriate way to handle the situation. Ms. Nowell also asked if everyone felt that community input was necessary; although not sure how they should do that but it would be important. Ms. McIntyre thought that it would be important to get a timeline, work with the community and work with the staff. Ms. Nowell commended Ms. McIntyre of bringing this forward and taking the necessary steps to make sur that it gets in place. Ms. Olson though that and hour or two with Mr. Wilmarth would be fine and Mr. Tropila asked that Ms. McIntyre approach Mr. Wilmarth and gets some dates and email the board with that information. They would like to see this subject on the agenda for next month.

The discussion on implantation of time limits for public comments will be tabled until next month's meeting.

VIII. NEW BUSINESS

Ms. McIntyre took this time to talk about the Focus Areas document from the Library Board. Below is the question that was asked and Ms. McIntyre's response to the question.

1. The high quality of customer service and caring for the Library's customers by staff will always be at the forefront of all decisions made by the Library Director.
Response: I am committed to customer service and am presently holding meetings with staff and when a new staff member is hired I am working closely with them and doing role playing scenarios. I have asked all staff members to let me know of anything that arises; good or bad.
2. The Director will work seamlessly and willingly with the public, the City and the Board to maintain the number and quality of programs that exist now and will be created in the future.
Response: We stumbled a bit with retirements but are getting up to speed now. I am presently having a weekly meeting with our Public Relations Coordinator and I feel that we are moving in the right direction in finding out what programming the community wants.

3. We look forward to exploring fresh new ideas or thinking outside the box on everything from rearranging furniture to adding new innovative programming, etc., as we don't want to keep the status quo.
Response: She is very excited to think of new ideas and to think outside the box. I am getting to know what assets that all the new faces on staff bring to the table and utilizing skills that all our staff have for out of the box thinking.
4. The leadership of the Director will be made evident to all by the level of dedication, creativity and consistency he or she exhibits.
Response: I am very dedicated and consistent and I am working on being creative. Stepping outside the comfort zone on this but I will get there.
5. Taking on the task of Director means handing over the reins of other jobs/projects. Will need to allow employees breathing room to handle their duties and not be micromanaged.
Response: I am working on mentoring more and trying not to micromanage. With so many new staff I am trying to make sure that I have time for everyone.
6. Flexibility in dealing with staff in a variety of situations and/or emergencies.
Response: Very dedicated to this. Believe nature the nature and remember that not everyone is the same.
7. Improving staff morale to excellent at the Library.
Response: We are headed in the right direction. She believes that it is something that she has to show that she can lead not tell. Building trust with staff is key as well.
8. Excellent communications with the City (Mayor, Manager, Department Heads and other staff).
Response: Will be having weekly meetings with Mr. Doyon and Mr. Anderson. She is attending Department Head meetings and budget meetings will be starting soon.
9. Work closely with City staff to gain experience with City's budgeting process.
Response: Negotiations will start soon with the 2 unions that we have represented in this building. That would be the MPEFA union and the Crafts Union. She feels that going into the budget process that the best resource for the budget is internal.

Ms. McIntyre concluded that she had thought about this a lot and she will continually keep them in mind during daily processes. She then handed out The Library Director transition board questions with City Manager response. This handout had a dual response and will be attached to the next board packet for future reference.

Ms. Olson asked if an organizational chart be put together that has pictures and a synopsis of their jobs. She felt this would be helpful when we are talking about positions. Ms. Linder-Parkinson stated that she would get that put together. It was also asked if volunteer jobs can also be included.

IX. PROPOSALS/COMMENTS FROM TRUSTEES

None

X. GFPL FOUNDATION REPORT

Ms. Newmack wanted to remind the board that the Foundation meeting is April 22, 2019 at 4pm.

XI. PUBLIC COMMENT

None

XII. ADJOURNMENT

Mr. Tropila adjourned the meeting at 6:20.

Ms. DeForest moved and Ms. Olson seconded the motion to adjourn the meeting. MOTION . . . passed unanimously.