

DAVENPORT PUBLIC LIBRARY BOARD OF TRUSTEES
MINUTES OF THE JANUARY 17, 2023 MEETING

Board President Steve Imming called the meeting of the Davenport Public Library Board of Trustees to order at 12:02 p.m. on Tuesday, January 17, 2023. The meeting was held in Meeting Room C of the Main Library.

A roll call of attendees showed that Malavika Shrikhande, Sylvia Roba, Amanda Motto, Judie Lance, Joe Heinrichs, Tom Engelmann and Steve Imming were all present in-person or virtually via Go To Meeting. Laura Genis arrived at 12:07 p.m. Others present: Jeff Collins, Library Director; Jennifer Williams, HR Operations Manager; Tracy Moore, Development Officer; Steph Marvin, Customer Services Supervisor; Jerry Skalak, FRIENDS President; Marion Meginnis, City Council liaison; Kasey Shipley, recorder.

Shrikhande motioned to approve the consent agenda with a second by Engelmann. Roba, Motto, Lance, Heinrichs, Engelmann, Shrikhande and Imming all approved.

Public with Comment: No one present with public comment.

FRIENDS Report: Skalak noted his second and final term ends on March 31 and they will elect a new president in April. It is likely that Heidi Lubben, the current Vice President, will be the next President of the FRIENDS. The current Treasurer, Paul Tomkins, will remain in that position. They are looking into a request for proposal for managing investments. They are pleased with Quad City Bank but will explore other options as required by the investment policy. Imming shared his appreciation for all the FRIENDS do for the Library and encouraged Trustees to think about people they know that would make a good FRIENDS Board member or FRIENDS member. The Board meets the second Tuesday of the month at noon at the Main Library.

Finance: Engelmann said the budget recap shows the fiscal year at 50% with overall expenses at 50%. Some lines are over but it seems to be right where it should be.

Personnel: Motto had nothing to report.

Advocacy: Shrikhande said she will be meeting with the Diversity, Equity and Inclusion (DEI) Team from the Library next week. They will be setting new goals and sharing new ideas. She will share some links related to DEI and Library Boards. This Saturday, Shrikhande will be presenting a Library program on cooking Indian food with local ingredients and sharing some recipes. It will be at Eastern at 2 p.m. She thanked Collins for sharing the link to the training on Intellectual Freedom and has registered for it. She complimented staff on the newly reconfigured furniture at Fairmount. She noticed when there with her daughter that a staff member was giving concierge service to a patron and thought it was great. She thanked the staff for providing the Seed Library and will be growing microgreens with seeds she picked up today at Main.

Director's Report: Collins wanted to report on now being fine free effected January 3. He thanked the Board for making that decision and he has had good feedback. He helped a patron at the desk today and her face lit up when told there was no fine to pay. There were 9,582 patrons impacted that had overdue fines on their account which were removed with the amnesty program. Five RiverShare libraries participated in the amnesty of old fines. Rock Island is also now fine free. The new catalog, Vega Discover, was launched. There has been mixed success from feedback. It is difficult to manage

the change when the old catalog is still available. Both catalogs will be available in the foreseeable future to ease the transition. He pointed out the HVAC issue in Special Collections from his written report. We are still assessing damage and determining if it was just a freak occurrence or something we can mitigate so it never happens again. It was over a long holiday weekend, stopped on its own and then everything dried up before staff was back. The last item Collins wanted to share is that he has been appointed to the Board of Directors of the local Red Cross Chapter. There has already been an opportunity to collaborate by having the Main Library as a pickup point for housing vouchers provided by the Red Cross and QC Open Network for those displaced by a fire in Davenport. Imming congratulated Collins on being invited to join the board of the Red Cross.

Council Liaison: Meginnis reported the FY24 budget is now to the Council for review. There is a meeting later today for Operating budget and a meeting on Saturday for Capital projects. The review of fiscal year 2022 showed the City in good shape. The status of the State providing backfill for the commercial property tax cuts is not yet known. The City budgets as if there is no backfill, and it may not come through this upcoming year. The proposed budget has a modest increase. She recapped some of the items that came before Council last year such as the conversion from one-way to two-way streets downtown, Main Street Landing, Destination Iowa grant award to the City and to the Figge. The finishing of the Main St Landing project should bring tourists and have an impact on the City, especially downtown and the Main Library in her ward. She is planning a session in February on “How Historic Preservation Came to Davenport”. An unusual exhibit coming up at the Figge soon is Sporting Fashion 1800-1960, particularly women’s fashions, that she hopes will inspire young women and girls. Collins noted the Library plans to participate in cross-promotion and are working with the Figge on details. And, Shrikhande said her daughter is speaking on it in regards to the tennis fashion. A question was asked about the vacant lot next to the Main Library and trash that has accumulated. Meginnis stated the easiest way to report is the See Click Fix app on your phone or computer and gets the fastest response. Calling Public Works is another option.

Old Business: The first item of old business was to approve Administrative Policy Number 4.10: Cancellation of Outreach and Programs/Events. Engelmann motioned to approve with a second by Shrikhande. Collins noted there are no changes from last month when it was first reviewed by the Board. Williams is here today if anyone has questions. With no questions or further discussion, Motto, Genis, Lance, Heinrichs, Engelmann, Shrikhande, Roba and Imming all approved to carry the motion. The second item of new business was to approve the Programming Policy. Heinrichs motioned to approve with a second by Engelmann. There was no discussion. Genis, Lance, Heinrichs, Engelmann, Shrikhande, Roba, Motto and Imming all approved.

President’s Comments: Imming reminded Trustees of the training on Intellectual Freedom to be held on February 16 that Collins had shared. He added that he’d just heard a National Public Radio segment today with an author who had his book challenged. The other opportunity is the online conference the State Library of Iowa is holding on Thursday, January 26. The segment for Trustees is 6-7 p.m. and entitled Not from Around Here presented by David Peters from Iowa State University.

Board Training: Marvin presented Board Training on the Customer Services Department (CSD) from 12:30-12:50 p.m. You may have seen Marvin or another one of the 17 staff members that make up CSD at the service desks of the Libraries or helping patrons on the floor. She shared that the department is the gateway between patrons and the rest of the Library. They help patrons navigate the Library. There were over 231,000 visits to our buildings by patrons in FY22. They problem solve with helping at the public computers and on patron’s personal devices, connecting to the wifi and printing wirelessly.

Assistance is provided at the scanners, fax and copy machines. They enforce the behavior policy. Listening to what the patron wants, and sometimes reading between the lines to determine what is needed, is a skill often used. If they can't help the patron, they will find someone who can. Library cards are primarily handled by Customer Services. They offer 12 different types of cards. Some examples include full access cards for Davenport residents, cards from other RiverShare Libraries if a Davenport Library is their first stop before their home library, Illinois Quad City libraries, any other Iowa community for Open Access, and anyone in the world that comes in with their home library card can be signed up to use our Library. There are about 48,000 library cards issued by Davenport. A specific card that was started last July is called the Second Chance card. Those are for Davenport card holders that owe Davenport for materials to get a clean slate with a limit of four items checked out. There have been 38 of those cards issued. CSD supports other departments with signing up kids for 1000 Books Before Kindergarten, making appointments for social worker meetings or Book A Librarian, getting snacks for kids at Fairmount from the snack pantry, accounting for pieces in STEM kits or board games before checking in, making about 1,000 library cards for 1st grade visits every year, accepting donated items to the FRIENDS, answering questions about programs and registering patrons for events, and helping with Outreach events. Another large task that CSD does is check-in. There were 536,173 items checked out in FY22. Most get returned and need to be checked in. Automated sorters are a help, but some items must be manually checked in. All returned items are checked for condition and bed bugs. AV cases are checked to be sure all discs and the correct discs are in the case. There are extra steps for holds received from other RiverShare libraries that don't use RFID tags, filling Borrow by Mail holds and handing items from Mobius and Prospector. CSD does all of the behind the scenes work on using Mobius to borrow and lend materials outside of RiverShare. In FY22, Davenport loaned 5,622 items to Mobius libraries and borrowed 3,986 items from that group. They also lend materials to Iowa libraries through the State Library's resource sharing program called SILO. CSD staff is continually learning. Some examples are: what patrons want, staying up to date on programs, library offerings and changes in policy. Training on new software and programs such as Vega and watching monthly webinars from Ryan Dowd. She thanked Collins for soliciting feedback and input from staff and following up on their suggestions. Marvin answered two questions from Engelmann regarding assigned location of items and more specifics on the variety of library cards. Roba asked what the most challenging issue is that CSD staff faces. The most challenging aspect of the job, and the most rewarding, is working with patrons. It can be stressful in dealing with some of the unwanted behaviors but it is part of the troubleshooting that the staff does to get people to comply with the behavior policy. Shrikhande shared a story of going to Rock Island Public Library and being able to use their library with the reciprocal agreement. Imming asked about the placement of RFID tags. Marvin said that was to provide a consistent experience for patrons. They can place their books on the pad to check out as they do with Davenport items. Bettendorf and Muscatine are the other libraries that have RFID systems. Roba asked about how to change her hold notification from phone to text. Marvin told her to just stop by the desk on the way out and staff could do that for her. Another option would be to do it through the app or online. Collins stated that CSD is the frontline and the heart of the library. The work they do impacts nearly all. They work at all three buildings and rotate to all. It is the largest department and Marvin has led it for over 20 years. When something comes up that may cause friction in a process, she does all she can to find a solution. The Second Chance card was one of those initiatives. Roba said she has noticed an improvement in the customer interface. The Trustees thanked Marvin for all her department does.

Shrikhande inquired about the State Library online conference on January 26. Meeting Room C is booked that evening if the Trustees would like to watch it together at the Main Library. They will bring snacks and soft drinks. All are welcome to join Imming and Shrikhande. Heinrichs shared that he will be out of town for the February meeting. He also shared that in Muscatine this weekend is the Eagles and

Ivories Ragtime Festival. His band, Locust St Boys, will be playing with many others at Wesley United at 8th and Iowa, and the Merrill Hotel.

With no further business, Engelmann motioned to adjourn at 12:55 p.m. Shrikhande seconded and all approved.

Respectfully submitted,
Kasey Shipley