



LIBRARY BOARD OF TRUSTEES
MINUTES
SEPTEMBER 17, 2024

Roll call and introduction of attendees

The Davenport Public Library Board of Trustees monthly meeting was called to order at 12:04 p.m. by Tom Engelmann on Tuesday, September 17, 2024. The meeting was held in Meeting Room B of the Eastern Branch. Board members present at roll call: Honey Bedell, Joe Heinrichs, Michael Hustedde, Malavika Shrikhande, Jerry Skalak, and Tom Engelmann. Amanda Motto arrived at 12:05 p.m. Staff present: Jeff Collins, Library Director; Lexie Reiling, Assistant Director; Jennifer Williams, HR Operations Manager; Stephanie Marvin, Customer Services Supervisor; and Kasey Shipley, Office and Facilities Manager & Recorder. Guests: Hilary Tanner, President of the FRIENDS of the Davenport Public Library; Marion Meginnis, City Council Liaison; Steve Imming, Ex-officio/Immediate Past President.

Consent Agenda

Hustedde motioned to approve the consent agenda with a second by Skalak. A roll call vote was held with Bedell, Heinrichs, Hustedde, Shrikhande, Skalak, Motto, and Engelmann all voting yes.

Public with Comment

No one present.

Reports and Communications

FRIENDS Report

Tanner shared some results from the recent survey of FRIENDS' members. Takeaways from it include members wanting to know more of what the FRIENDS are doing and what is going on with the group. Most give just for the joy of giving to support The Library. There will be a re-launch of membership levels later in 2024 or early 2025. Tanner thanked Tracy Moore for all of her hard work. There is a plan for a major fundraising event to be held in 2025. She may have more details to share at the next meeting. A new board member orientation packet is close to being finalized.

Finance

Heinrichs noted that software line is 99% expended. Collins noted that is normal for the past two cycles. The Library plans to ask for an increase to that line for FY2026 budget. Heinrichs inquired on the \$4,500 purchase from materials expense report noting Between the Covers Rare Books. Collins will research and send specifics to the Board on that particular purchase.

Personnel

No report, per Motto.

Advocacy



Shrikhande has shared information with the St Ambrose University Library on Library Card Sign-up Month and all the fun things they can get if their card is presented in the community this month with program partners. The information specialists at the university are letting students know that it is important to belong to the local library system.

Director's Report

Collins noted that the Technical Services Supervisor, Merideth Willett, has spent the last six months researching a better system to process new library materials. The goals were to create a better user experience by not placing the barcode on the front cover and to reduce time taken by staff to get the materials out for the public. The new simplified system went into effect yesterday. He thanked Trustees that were able to attend the Fairmount Community Center ribbon-cutting. The Library looks forward to working with Parks & Recreation. The Library added some pedestrian crosswalk striping from the Library to the Community Center. Joseph Holcomb, Facility Services Supervisor, worked with Library staff and Davenport Community Schools Workforce Development program to bring in a student worker to help do some cleaning tasks at Fairmount. The Library's Leadership Team had a development day last week at the QC Botanical Center with a training session on managing conflict resolution, a tour of Watts Midtown Branch in Rock Island and team building activities. Tessa Wallace, Marketing Coordinator, applied for and received a scholarship and stipend to a conference aimed at library marketing staff. The Summer Reading Challenge ended with 1,300 participants. Over 200 first-graders made return visits to the Library from April to August. Those were students involved in the Grade Level Outreach Experience (GLOE) visits from Davenport Schools. National Voter Registration Day is today and there are St. Ambrose students and Library staff at each library's lobby to help patrons register to vote if they are not already registered. City staff used the Makerspace to create buttons for City Administrator candidates when the ordered buttons were delayed. Some upcoming programs to highlight he noted are Iowa's Rich Hispanic History on September 26, Teen Murder Mystery on October 14, and Queer History and Why it Matters Here and For Everyone on October 14. Imming relayed his appreciation that the barcodes won't cover title information with the new processing format.

Council Liaison

Meginnis shared that the new City Attorney began August 29. Interviews were held for the City Administrator position last week and an announcement should be coming soon. Main Street Landing is moving forward. The Council will be creating a Code of Conduct for its members to help manage themselves. Meginnis is on the Figge board and they are hiring a new director. Skalak asked if she knew the progress with the Figge exterior lighting project. She expects it to begin later this year or next year and that it will be a public engagement event as it is installed. Shrikhande inquired if young adults are on the panel to interview the Figge director candidates. The panel Meginnis was on had some younger people, she was unsure of ages, but she did not know if the public panels included that demographic.



Old Business

The only item of old business was to review and discuss Library Administrative Policy Section 4: Benefits and Leave. Collins noted it is a continuation of the process and sections 5 and 6 will be reviewed in October with all of the policies being up for approval in November. Trustees went through each section of 4.1-4.9 asking questions or suggesting language changes.

New Business

The first item of new business was to close The Library on Thursday, April 10, 2025 for annual staff development day. Collins noted this date is a couple of weeks earlier than normal and we are coordinating a shared development day with Bettendorf Public Library. Bedell made a motion with a second by Hustedde to close on that date. Motto, Bedell, Skalak, Heinrichs, Shrikhande, Hustedde and Engelmann all approved. The second item of new business was to approve the 2026 Business Plan. Collins shared that all City departments are required to submit a business plan as part of the annual budget process. The goals are tied to the strategic plan. Bedell asked how it relates to the strategic plan and Collins replied that the current strategic plan was used for the business plan even though the strategic plan will only cover the current fiscal year. A new strategic plan will be formed later in this fiscal year to begin with FY2026. Heinrichs motioned to approve with a second by Shrikhande. Hustedde asked about the drop of 5,000 cardholders from FY2023 to FY2024. Reiling stated the drop is due to the change of issuing guest passes instead of requiring patrons to use computer-use only library cards. A large number of computer-use only cards were purged after unused for a period of time. The computer and Wi-Fi statistics track computer sessions without needing a card issued. Obtaining a computer-use only card was a barrier for some and time-consuming for staff. Skalak asked about the ADA-compliant meeting room and the scope of that project. Collins said the two meeting rooms on the lower level in basement are not ADA-compliant since the elevator door is narrow at that level. There is a former classroom on the first floor that will be changed to a meeting room with low cost. There is a capital improvement program project in the future to make it nicer with full audiovisual equipment. Shrikhande, Hustedde, Motto, Bedell, Heinrichs, Skalak, and Engelmann all voted to approve the business plan. The third item of new business was to award the contract for the 2024 Main Library Renovation Phase II project to Swanson Construction Company of Bettendorf, Iowa in the amount of \$271,125. Collins referred to the information from the memo in the packet. The initial phase was completed in 2021. With leftover funds from the project, Legat Architects was hired last summer to design some exterior and interior changes. The Historic Preservation Commission approved the exterior design and the project recently went out for bid. There were four submissions and Swanson was the lowest responsible bidder. Engelmann asked if the design was made with knowledge of the two-way conversion on 4th St and Collins replied that it was known and design was based on it being a two-way. There will be a monument sign at the corner of 4th & Main. The drive-up book drop will likely remain where it is, but won't be as easy to use with the driver pulling up to the slot on their side. Heinrichs motioned to approve with a second by Bedell. Motto, Hustedde, Skalak, Heinrichs, Shrikhande, Bedell, and Engelmann all approved. The final item of new business was to discuss the Special Library Levy Funds. Collins shared some of the information from the memo in the packet. This



levy was eliminated by the state government. The approximate annual amount that came to the City, earmarked for the Library, was \$1.7 million. That is about 30% of the annual budget for The Library. The City will be able to collect it for four years, then it will cease. It is no longer required to be used for library services by the State of Iowa, but the former City Administrator and former Chief Financial Officer told The Library last year that they intended to keep The Library's budget whole until the collection of the tax ends. Before Mallory Merritt, CFO/Interim City Administrator, left employment with the City last month, Collins met with her to get something in writing and shared the numbers she presented in the memo. The City Controller updated some of those numbers after Merritt left. With the Library Gift as part of that fund at \$663,000 and approximately \$361,000 to use for the Main Renovation from Levy, the spendable balance is around \$158,500 after the reserve of 25% of FY2024 operating expenditures of \$1.67 million is removed. All of this is informational only at this time. Collins would like the Finance Committee to meet with City Administration after the annual audit is complete in November and with the new City Administrator. Engelmann agreed.

President's Comments

Engelmann had no comments.

Board Training – Customer Services with Stephanie Marvin, Customer Services Supervisor

Marvin began her presentation and spent approximately 15 minutes presenting an overview of the department. She shared there are 15 staff with 10 being full-time and 5 part-time. Until 2003, the department was called Circulation. It was mostly clerical work, with black and white rules to follow and they were gatekeepers of information. In 2003, the reorganization focused on good customer service with policies and procedures reflecting that mindset. They are now the gateway to the library. They greet and help, or direct patrons to help, answer library account questions, check out and check in items, problem solve with tech issues, and read between the lines to figure out what patrons really need. There are twelve types of library cards they issue. Some examples are Davenport resident cards, cards for other RiverShare Libraries, Illinois Quad Cities libraries, the state of Iowa, and anywhere in the United States. There is an automated sorter in each library which helps with checking in items. They also manually handle each item to look for any pests or damage. Some items need to be checked to see if all parts were returned. The department is responsible for handling interlibrary loans that Davenport patrons request from other libraries or that we are sending to loan to other libraries. MOBIUS is not yet up after beginning a software change in May so they are using a State of Iowa product, SILO, to fill loans. It is a lot more manual than MOBIUS, so they hope it comes back online soon. The department collaborates with other departments to sign up children for 1000 Books Before Kindergarten, booking appointments for the Social Worker, creating cards for about 1,000 1st-graders, and helping with some outreach visits. It is Library Card Sign-Up Month and they have a special program in place. Marvin handed out passports valid this month where library users can take them around to local businesses for a deal, have it stamped, and enter into a drawing for prizes at the end of the month. If you don't have a passport, you can still show your library card for the deal. New cardholders can pick a small prize for signing up this month, candy may be given out to those using the



self-check, and there will be some outreach at local Hy-Vee stores to sign-up residents for cards. There is a map at each of the buildings where cardholders can put a push pin in their neighborhood. Bedell shared she always gets great customer service!

Adjourn

With no further business, Motto motioned to adjourn with a second by Skalak at 1:25 p.m. and all approved.