

**Hamilton North Public Library
Board of Trustees Meeting Minutes
Cicero Branch – July 16, 6:30 p.m.**

- I. Regular Session
 - a. Call to order by President Steve Griffith at 6:33 p.m.
 - b. Members present: Mike Jenkins, Emily Beechler, Lee Templeton, Emily Holt, Steve Griffith
 - c. Members absent: Sharon Bislich, Laura Holliday
 - d. Others present: Ann Hoehn (Director), Katherine Marshall (Assistant Director), Amy Wolfe (Bookkeeper), InterDesign Group Reps Scott Black & David Wietbrock, Emily Pearson.

- II. Review Agenda [Exhibit #1 , Pages 1]
 - a. Review of Agenda by President Steve Griffith.

- III. Minutes – Minutes – June 18, 2015 [Exhibit #2, Pages 1-8]
 - a. Discussion: None
 - b. Motion to approve minutes for June 18th, 2015
 - i. Motion made by Emily Holt
 - ii. Seconded by Mike Jenkins
 - iii. Motion carried by vote of 5/5

- IV. Friends of the Library Report [Emily Pearson]
 - a. Took June off, Chili cook-off, firehouse breakfast, program with Bob went very well; will be asking him back next year. Tuesdays with Friends booked up for a few months ahead, fundraiser in the works (Atlanta has a pie/music fest and the Friends will be hosting that this year), fundraiser for Charlie went well, raised \$1,550.00 with a little more possibly coming in. Probably about 100 attended, at least 80. Carl Erskine – could we get him to come speak? He played with Jackie Robinson. Tony Cook played baseball for Carl when he coached at Anderson. Emily will ask Tony about it.
 - b. **Action Item:** Emily to contact Cindy about adding a Friends of the Library section to our newsletter.

- V. Financial Reports for June 2015 [Exhibit #3, Pages 1-27]
 - a. Review of June report
 - i. \$26,178 personal services, \$1,558 supplies, \$5,461 Other Services & Charges \$3133 Capital Outlays, \$36,330 total expense for month. Run rate 50%, 49.2% of total budget used.
 - ii. Motion to pay June bills
 - a. Motion made by Emily Holt
 - b. Seconded by Emily Beechler
 - c. Motion passed by a vote of 5/5 (All vote AYE)
 - d. All signed register of claims

- iii. **Action Item:** Add a copy of the Income Statement each month
- iv. **Discussion Item:** We seem to be approaching the end of life on many DVDs. Maybe green round stickers to indicate that “item didn’t work”, then we clean it, if it comes back saying it still doesn’t work put another sticker or patch?
- v. **Discussion Item:** Need to rebalance when Children’s puts in book orders during the year.

VI. Department Reports [Exhibit #4, Pages 1-3]

A. Director – Ann Hoehn

Jane Herndon, an attorney with Ice Miller called me. She had heard that HNPL is considering capital improvements and said that Ice Miller is available if we need bond council.

Two architects from InterDesign Group plan to attend the July Board meeting. They are Scott Black, VP of Marketing and Business and Dave Wietbrock who, years ago, did the drawings for Cicero Library.

Cindy and I are interviewing applicants to fill two forthcoming Circulation vacancies. We have hired a new janitor, contingent upon a satisfactory background check.

I am very pleased and greatly relieved that circulation is up over last year.

HNPL’s assistance with the Hamilton Heights Middle and Elementary Schools’ summer reading programs are going smoothly this summer. So far we have distributed 104 books belonging to the middle school and 85 books belonging to the elementary school. (These numbers are currently not included in our Circulation Report stats.)

AP photographer Bob Daugherty gave his presentation at Cicero Library this evening. About 47 people attended. I was very pleased with both the presentation and the turnout. Bob showed slides of some of his work and work of other photographers. He discussed his career and experiences, and he took many interesting questions from the audience. Staff had been very busy posting the event on Facebook and Twitter; interviewing Bob for the library newsletter; getting an article on the front page of the Noblesville Times; sending out text alerts; posting signs inside and outside; and talking the program up to friends, coworkers, and patrons. Plus, Bob lent us four of his prints which are currently on display by the Indiana Room doors. All the work paid off.

Charlie Williams’ fundraiser at Red Bridge Park Community Center raised over \$1000. About 100 people turned out for the event, including diners, volunteers, and members of Charlie’s family. I called Rosie Williams and told her about the success of the event. She is very, very pleased. Again, marketing goes a long way.

I was called into work on Sunday, July 12. Amy’s accounting software was apparently not communicating properly with the server, so after the library closed, I shut down the server then restarted it. This corrected the problem. It is always stressful when

the accounting software doesn't cooperate, especially when we have a budget workshop the next day, payroll to process, and a Board meeting in a few days!

I selected about \$500 worth of YA books for the Cicero Collection, so the new YA book section is packed. I've noticed that it has been difficult to keep the YA section looking neat and tidy lately—a good sign of activity and use!

I was one of three judges for this year's Light Over Morse Lake talent show that was held at the Library Pavilion on July 4th.

I emailed the Board last week to let you know that a patron has been banned because of an incident involving a library employee. You'll receive a full description of the incident at Thursday's Board meeting. We should discuss how long the ban should be in place.

I proctored an exam for a library patron who is trying to get into college. The Friends of the Library group has a meeting scheduled for Wednesday, July 15 at Cicero Library. I plan to attend.

I went to 2016 budget training at the State Library on June 24. Cindy Ritter and I reviewed relevant procedures to ensure we are in compliance with our Evergreen Indiana Agreement.

I held regular monthly Staff meetings on July 8th and July 9th. Everyone was supposed to attend one of the two meetings. One meeting was held in the morning before we opened, and the other was held in the evening after we closed. This "before opening" and "after closing" meeting schedule seems to work well for us.

Patti Host indicated that the project to recover the display wall leading to the Children's Department will begin the week of 7/13.

The battery to the sump pump at Atlanta died. As a result, a few boxes of donated books were damaged and had to be discarded. A new battery has been purchased and installed.

As a point of interest, five graduation parties were held in the Cicero Library meeting room in June. I'm glad people think of the library when planning their special events. The library, of course, was closed on Saturday and Sunday, July 4 and 5. Solutions in Carpentry, a company I've done business with before, came to Cicero Library on 7/14 to look at windows that have been leaking, from what I gather, for a long time. They are going to email me their assessment of the problem. I don't know if carpentry is what we need to solve our problem, but I believe this company will give me an honest assessment.

I took two webinars this month: "Before & After: Things Every Designer Should Know" and "Social Media Marketing with Facebook and Twitter."

The last day of Summer Reading is July 26. As of a couple days ago, this year's Summer Reading participation is higher than last year's participation for all four age groups. Next month, the Board will receive a report summarizing the success of 2015 Summer Reading. Here's current numbers:

Program	Registrants	Quantity
Preschool	60	11579 Minutes
Grades K - 5	176	62355.5 Minutes
Grades 6 - 12	79	222 Books
Adult	134	429 Books

Looking Ahead: 2015 Annual Photography Contest; working the HNPL Friends table at the Hope Center event on July 25.

Action Item: Have Friends advertise our ideas/bond at things like Firehouse breakfast

Discussion Items: Have we ever been a booth at the 4-H fair? Idea for next year. Maybe participate in the 4th of July parade next year—promote summer reading. Hamilton County libraries maybe sharing cost of booth space, each taking a night of the 4-H fair?

B. Assistant Director – Kate Marshall [Exhibit #4, Pages 4-5]

GENERAL

- Organized a Budget Basics program featuring Indiana Secretary of State Connie Lawson with the SoS Outreach Office.
- Tweaked some inventory procedure, still keeping on with whole process.
- Identified a problem toilet in women's restroom—perpetually running with no sign of movement.
- Worked with Cindy on some Circulation documentation
- Tweaked some cataloging procedures to produce better reports for Cindy to work with each month
- Attended board meetings & prepped, edited, and sent around copies of meeting minutes.
- Dehumidifiers are up and running again at Atlanta, seems to be helping with rainy season dampness.
- Researched commonalities in strategic plans among libraries for Ann, prepared executive summary.
- Met with Greg for weekly check-ins; cataloging problems have been decreasing and found problems are being fixed much more quickly.
- 2 Ask-a-Librarian sessions, one for resume writing, one tech appointment,
- Helped Debra temporarily patch the leaking window in Children's. This appears to have been leaking for years—the wooden planking beneath it is flaking and rotting out, the seals on the windows seem almost entirely shot.

- Attended AALL/WK webinar on Cultural Intelligence
- Successful second attempt at registering as a Notary Public. Our stamps should be arriving soon.

TECH

- Tracked Atlanta bandwidth – still maxing out all day long.
- Small router at Atlanta was fried during week of bad storms, Sim2K replaced it to restore functionality to all patron computers at Atlanta. They were down for about a week. Sim2K noted that we have no UPS/backup battery on these very important pieces of internet hardware, suggests we obtain one as soon as possible.
- Prepped for RICOH quarterly review
- Helped several patrons with computer problems
- Finally received backup documentation from Sim2K
- Met with Gordon Flesch (3rd party vendor) about copiers. Unlikely that we'll use them next year, but decided to obtain an extra quote just to be extra thorough.
- Testing out Hoopla digital streaming service over next month, courtesy of the Hamilton East Public Library.
- Minor issues with Sue's email that Sim2K should have resolved.
- Successfully switched last three basement computers at Atlanta to new surge protector, replacing the 2 extension cords that were there before. We're down to only one extension cord being used at permanent wiring right now!
- Called ENA to get the low-down on the spiking (less than five kilobytes, not big deal, probably just Atlanta pinging us saying "hello" I guess).
- Prepped laptops for Summer Reading stations
- Tweaked Summer Reading website multiple times
- Added Summer Reading Call to Action on website homepage
- Created Call to Action for Summer Reading on homepage
- Created documentation for editing the Summer Reading website in the future
- Created LibraryAnywhere webpage for pointing to app downloads, made it searchable by creating a call to action on the electronic resources page.
- Fixed the event feed on the library app
- Added Summer Reading link to the library app – the SR website is mobile optimized.
- Half of our phone system went down, did some troubleshooting with our provider, Morgan Brigé. Turned out the hardware needed rebooted after week of terrible storms.
- Met with last of IT vendors, eKeepers. Slightly better fit than GadellNet, but AVC is our strongest option right now.

MARKETING

- Ancestry.com – working on more advertising for this resource. We now have flyer in the monthly WIDI rotation and flyer in the display case.

- Created Publicity Checklist for Programs & Events.
- Created several programs, including Car Seat Safety, Knitting for Charity, Budget Basics, and The Magic of Tidying Up book event.
- Publicized upcoming events, including the series of Friday Afternoon Movies.
- Met with Catherine Cardwell from Indiana Repertory Theatre. They've offered us 30 tickets as Summer Reading Prizes and June work with us later this fall on offering discount ticket promo codes for the newsletter, etc.
 - 5 – student vouchers to Peter Rabbit
 - 5 – student vouchers to Mockingbird
 - 20 – adult vouchers to any show but A Christmas Carol
- Visited Karen King Garlinghouse from Black Sheep Yarn & Fiber Arts to finalize details for Knitting for Charity program
- Wrestled MailChimp e-newsletter platform with Cindy, but we came out victorious in the end! We're now including more connectivity by adding active links in the newsletter.

Looking forward: Summer Reading programming, staff training, inventory

Action Items: See if have anything to replace Children's OPAC with.

Discussion: Databases that Hamilton South-Eastern joint funding.

C. Circulation – Cindy Ritter [Exhibit #4, Pages 6-7]

- a. The **circulation stats** for June were 10,306 compared to June of last year at 10,072 and a three year average of 9,011. Atlanta had 503 circulations and Cicero had 9,803. In-house use for Atlanta was 34 and Cicero had 673. Sent out 104 holds from Atlanta and 309 from Cicero. Atlanta received 25 holds from other libraries and Cicero received 324. Top selections for patrons in January were DVD, 2743; Adult Fiction, 1615; Juvenile Fiction, 1482; Children, 1219; Juvenile Non-Fiction, 584; Adult Non-Fiction, 526; Computer, 501; YA Fiction, 405. **Subscription databases Usage:** Overdrive, 553; Freegal 80; Ancestry.com 0 searches.
- b. 98 new cards were issued in June.
- c. Two Circulation staff members will be returning to college in August so we are currently hiring to fill their positions

D. Atlanta – Mary Palmiero [Exhibit #4, Page 8]

The summer reading program kick-off was well-attended, with even the non-reading teens sticking around for Professor Steve's entire program.

Some activity times were set in advance, but the activities themselves were often not decided upon until we determined who was in the building at the time the program was scheduled to start. We think that selecting activities based on the interests of those who are in the building when the program is supposed to start has increased program participation.

We had 169 teen visits in the month of June.

Teens/Children’s activities included movies, origami, Art with Jericho & Rex, online learning with Seth (Parkour and music genres), and a scavenger hunt.

Statistics

PROGRAM	# OF EVENTS	ATTENDANCE	COST	COST PER ATTEN DEE
Professor Steve	1	29	\$260	\$8.97
Teen/Children’s Activities	8	70 (including 29 teens)		
Stitchcrafts	4	12	0	0
TOTALS	13	111	\$260	\$2.34

- E. Adult – Cindy Ritter [Exhibit #4, Page 9]
 - a. June Programs: 9; Attendance, 73; Cost: \$21.00. There were 13 non-library uses of rooms.
 - b. Coming up: Friday Night Outdoor Family Movies;

- F. Children’s – Debra Brown [Exhibit #4, Pages 10-11]
 - a. June Programs: 25; Attendance, 591; Cost: \$1436.00; Cost per Attendee: .74 cents.
 - b. Library Collection – Book displays this month featured Super Hero books to coincide with our SRP theme. In addition, more children’s books that pertain to our weekly themes (science heroes, history heroes, etc.) were pulled and displayed in the programming room. These grab and go books are popular checkout options for moms short on time. Even with a very busy programming month, book inventory in the Youth Services Collection continued and the entire fiction section is now complete.
 - c. Programs – Superheroes, Science Heroes, History Heroes and Community Heroes were our themes this month. The SRP Kickoff with Professor Steve was hugely popular, as was Lego Lab during science week. I can’t say enough nice things about the Conner Prairie Pioneer Sampler program during history week. Two ladies, in costume, did an amazing job keeping our huge group busy with hands-on activities – would love to have them back in the future. I had the honor of being invited to the 4-H Day Camp in Noblesville to deliver a “Pirate” program to 4 large groups of school-age students – lots of fun. The Story Time Heroes programs on Wednesday and Thursday mornings have been very well attended and have been good practice for me in tailoring the story and craft selections for a wide range of age and ability levels.
 - d. Looking Ahead – Wrapping up SRP 2015 and resetting the programming room and schedule for back-to-school will occupy the end of the month. August will be a catch-up month for book ordering due to the time demands of SRP.

- e. Special Thanks– Carrie Compassi – her attention to cleaning the fiction bookshelves while she is scanning for inventory is much appreciated
- f. **Action Item:** Special thanks from Emily Beechler, notes that Debra does fantastic job remembering names, engaging users.

G. Young Adult – Ann Hoehn [Exhibit #4, Page 12]

- g. June Programs: 3; Attendance, 5; Cost \$60; Cost per person: \$12.
- h. Coming up: Back-to-School activities including setting up and planning Teen Advisory Board meetings for the 2015-2016 school year.

H. Maintenance – Jim Roy [Exhibit #4, Page 12]

- a. Eight yards of mulch has been delivered and applied. Nearly all of the areas that are normally mulched have been covered, but due to the weather there is still some trimming and weeding to be done.
- b. A phone jack has now been installed for the maintenance area on the 2nd floor.
- c. A new emergency stand-by battery has been installed in the sump pump in the Atlanta basement. The system is now operating properly and will continue to pump in the event of a power failure.
- d. A high school student was hired as an independent contractor to assist for a couple weeks in getting the library grounds spruced up for the 4th of July.
- e. Looking forward: Will replace missing ceiling panels in drive-thru canopy in rear of building.
- f. **Action Item:** Ask 4-H what they're doing about the Master Gardeners program—they used to help with our landscaping as part of service hours?

VII. Old Business

I. Computer Technology Update [Exhibit #5, Pages 1]

- a. T1 line installation—infrastructure has been installed as of July 15th, although I need to confirm with ENA that the 3rd party, Endeavor, has completed the work.
- b. The full month of data collection on the Atlanta bandwidth shows pretty conclusively that no matter what we've tried, if we have more than just the staff computers going we are maxed out from open to close on bandwidth. Hoping that the extra T1 gives us a little more room to breathe.
- c. Total use for basement computers alone at Atlanta in 2014 was roughly 935.
- d. Preference for disposing of computer & shelving material stored in pavilion?
 - i. Possible a silent auction from the Friends to get rid of computer tables & racks. Emily will call/email to coordinate with Ann.
- b. Still working on tech plan revisions/long-range planning items & pricing.

J. Social Media Policy Draft – 2nd reading [Exhibit #5, Pages 1]

- a. Motion to approve Social Media Policy a written
 - i. Motion made by Emily Beecher
 - ii. Seconded by Emily Holt
 - iii. Motion carried by vote of 5/5

- K. HVAC Evaluation [Exhibit #6 & 7, Pages 1-2, 1-4]
 - a. **Discussion:** none
 - b. **Motion** to approve \$4,111.00 bid for repair of controller
 - i. Motion made by Emily Beecher
 - ii. Seconded by Lee Templeton
 - iii. Motion carried by vote of 5/5

VIII. New Business

- L. Richard Parker – Focus Groups [Exhibit #12, Pages 1]
 - a. Would volunteer his time to moderate focus groups.
 - b. Ways to run them: either present blank slate (brainstorm) or present ideas for people to react to. Combination is best. **Good to have concept boards (including bogus/far-out ideas) –very loose ideas to get people talking.** Then the moderator draws the key info out of people. Basically give them a “list” of ideas to get people talking in the right direction, prevents people from going completely off-topic.
 - c. Good idea to video the conversations (hard to take notes while facilitating)
 - d. Probably hold sessions in the small rooms
 - e. Can have some board members sitting by and can consult with them during a break in the sessions so we can find out if board wants to follow up on any trains of thought.
 - f. Users & non-users (could do one of each and then a mixed session). 3 sessions with 6 people each is recommended.
 - g. Very important to compensate focus group attendees in some way.
 - h. **Factors to consider for group composition:** Age, location, education, household income, community involvement, family vs. non-child household, etc.
 - i. Review similarities, differences, & how people reacted to them in video replay
 - j. Should have physical boards to see & pass around, PowerPoint defeats participation a bit.
 - k. Richard provided a primer on focus groups
- M. InterDesign Group – Capital Projects Discussion
 - a. See: “The Future of Public Libraries” handout for ideas (likely to be part of the concept boards) / soundproof music rooms for practice also suggested
 - b. Adding on to the ends of the building is the easiest, need to take into consideration.
 - c. They will send us a list of other libraries that they’ve worked with.
 - d. We can add lots of extra outlets, etc.
 - e. We need to find out if we’re on our second roof or not (may need to be inspected).
 - f. Boilers/new HVAC needs to be considered as part of our package.
 - g. Indianapolis is doing a TON of rebuilding, new building, in various neighborhoods.
 - h. Energy efficiency
 - i. Need to get info from InterDesign about what it would take to make Atlanta viable.
 - j. InterDesign offered to help us construct the range of concepts for the concept boards.

k. Put concept boards on social media – so putting ‘bad’ idea may backfire if it ends up on social media and makes us look bad.

N. Evergreen Indiana Bylaws Amendment Ballot

- b. Motion to approve bylaws as stated
 - i. Motion made by Emily Holt
 - ii. Seconded by Emily Beechler
 - iii. Motion carried by vote of 5/5

IX. Looking Ahead: Regular library board meeting on August 20, 2015, 6:30 p.m. at Cicero Branch, including 2016 Budget approval.

X. Meeting Adjournment

- a. Motion to adjourn
 - i. Motion made by Emily Beechler
 - ii. Seconded by Emily Holt
 - iii. Motion carried by a vote of 5/5 (all vote AYE)
- b. 8:14 PM meeting adjourned.

XI. Executive Session – Yes

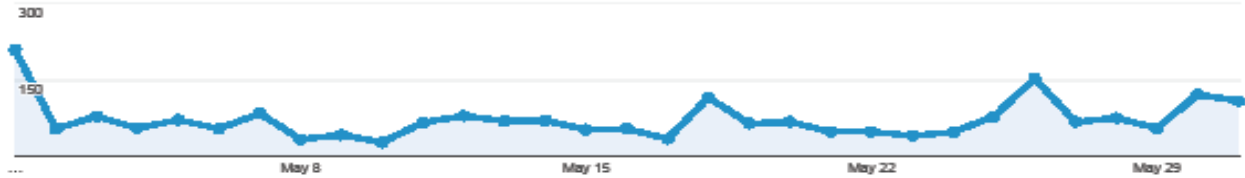
Audience Overview

May 1, 2015 - May 31, 2015

All Sessions
100.00%

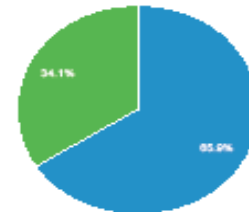
Overview

Sessions



Sessions 2,215	Users 1,564	Pageviews 4,272
Pages / Session 1.93	Avg. Session Duration 00:01:18	Bounce Rate 66.28%
% New Sessions 65.82%		

■ New Visitor ■ Returning Visitor



Language	Sessions	% Sessions
1. en-us	1,500	67.72%
2. (not set)	677	30.56%
3. en	18	0.81%
4. c	5	0.23%
5. en-gb	5	0.23%
6. ru	3	0.14%
7. cs-cz	1	0.05%
8. de	1	0.05%
9. en-au	1	0.05%
10. en-ca	1	0.05%