**MINUTES**

Dover Public Library Advisory Commission
July 16, 2013, 5:00 PM
Conference Room

**IN ATTENDANCE:** Beverly Bresnahan, Zach Carter, Margie Cyr, Gertrude Jackson, Scott Koenig, Beth Petit de Mange, Bob Wetherall

Meeting called to order at 5:02 pm by Zach.

**Minutes of March 19, 2013**
After a review of the minutes, Beth made a motion to accept as written and Gertrude seconded. All were in favor.

**March, April, May and June 2013 statistics**
Margie started with a review of the end of the fiscal year statistics. Circulation showed a marked increase. New registrations almost doubled. Registered library users are up a little bit. Library cards expire every year now, so if a card is expired and a library user has not renewed it, it will not be included in these statistics. Scott asked why the cards expire and have to be renewed yearly. It's the only way to keep track of updated email addresses and telephone numbers. Staff verifies the address and the email address; and the patron has to pay off all fines before the card is renewed. Zach asked if patrons are notified when their card expires. This is a notification that is sent by email to the patrons.

The visiting patron statistics are an estimated statistic because we only have one "people" counter in the library. It reads across the entrance way into the library proper. There is not a people counter to count the number of people coming into the Friends book store nor the number of people using our meeting rooms or just the lobby itself. It's an issue we are trying to deal with. Zach said the visiting patron statistic has to be way off, should be much higher because if you look at the meeting room usage, this year is almost 2,000 compared to 100 last year. Margie pointed out that last year was only 100 because the meeting room was being used by the Job Center. Photocopier usage is about the same. Computer users and wireless usages are new statistics this year. Bob mentioned that Dover leads the state in wireless users. We lead in computer users as well. Bob explained that the system is only able to count how many unique devices log into the library wireless system in a month; the State library is looking into ways to count each time a patron logs in: perhaps counting each time a patron accepts the acceptable use policy when logging in. If a patron logs in a few times a day, he is only counted once that month. The system is scrubbed clean at the beginning of the month. Scott asked if we have stopped using Dial-A-Story. Margie said we still use it, but we were not able to bring the old tracking equipment with us to the new building. Margie suggested that we eliminate this statistic from the report. Zach pointed out that the Holds Received statistic was much lower than the Holds Sent statistic this year. Bob said that Dover typically sends out more holds than we receive, but agrees it seems to be a little less this year. Margie said a factor may have been the closure of the library in preparation for the move to the new building.

Margie passed out a chart highlighting a variety of statistics. She explained that the red line represents this past year and the blue line is the year before. What is most interesting is that the peaks and valleys are very consistent for the most part. Zach pointed out that the library was below the blue line last year in July, August and September because the library was closed during some of that time. The very last chart is the wireless users; there's only one line because it's a new statistic. Bev thought the new registration statistic was very impressive. Margie said October was our peak month for registrations which isn't surprising at all, but that we are averaging 500 new cards a month.

Beth made the comment that in talking with her clients and coworkers there are many more people coming to the new library.

**Building Construction status**
Margie said that the installation of the additional security cameras is completed; and they are operational. We are still working on the meeting room issues; the most critical issue is the sound and the ability for people to be able to hear over the HVAC system. We are working with the architects and EDiS to try to get that improved. There were issues with the flooding on Friday. The parking lot flooded and many cars had to be towed. The drainage grate in that part of the parking lot drains into the flood plain. When the flood plain is flooded, there is no place for the water to go. Zach pointed out that that area has flooded in the past; Scott agreed that it's not a new issue.

Zach asked Scott about the 15–30 minute parking along the Post Office side of the building. Scott said they are still considering converting the lot to timed parking. Unfortunately, most of the cars affected by the flood were Post Office employees. Margie said they are now parking over, closer to the library. Scott said the discussion is to convert the lot to two hour parking with 15 or 30 minute parking along the fence. The library would have to give out parking permits. There's some additional striping work that needs to be done on Loockerman Street once the paving is complete. All the road work should be complete by the end of the month or early next month.

There was also some additional flooding behind the building in the ground near the electrical room. The boxes that hold conduit filled up and flooded the downstairs electrical room and onto some of the carpet on the first floor. It was decided to wait and see if it dried with the underfloor air distribution system and fans above. Mike Henry from Becker Morgan came over to see why the area flooded and why those boxes weren't sealed. We had some leaking from the light monitors; some of the monitors look like they've been leaking for longer than just Friday. There are some spongy places on the walls in the Teen Loft as well. EDiS has been notified. Zach asked Scott if the stop signs in the parking lot have slowed people down; Scott said he hopes so. He thinks people are still getting used to the parking lot. There haven't been any accidents up to this point.

**Staffing Status**
Margie said we recently filled the full-time Library Clerk I position that was vacated by Joyce Long's retirement. Maria Jacob-Bunce was promoted from a part-time position to the full-time Library Clerk I position. The part-time Library Clerk I position in the Children's department that was vacated by Susan Cockel's retirement has been relocated to the Circulation department. The advertisement has closed and we will be interviewing next week. The part-time Library Clerk II position that was vacated by Maria's promotion will be relocated from Tech Services into the Children's department. When that position is filled, the Children's department will be fully staffed. We also have two new part-time Library Assistant positions that have been included in the new budget that will be advertised soon. The PT Library Clerk II position will be filled first, before we start on the PT Library Assistant positions.

Margie said that we have been trying to open the Teen Loft earlier since we've moved into the building. We made a decision when we moved in not to open it until 2:30PM Monday–Friday and at 11:30AM on Saturday, based on the time of day the kids get out of school and the time which they theoretically wake up on Saturday. This decision was made based on available staffing. We had promised the public we would not open the Teen Loft unless we could provide staffing for and ensure the safety of the young people there. With the recent hiring of our new full time adult services librarian and Kerri, our full-time library assistant, we are now able to open at 11:30AM Monday-Friday and at 10AM on Saturday. Bev mentioned a letter that was sent to the editor of the DE State News about the Teen Loft hours. Margie called the woman, when she called back, she left a message saying she was thankful for the call and would call back when she was back from vacation. Margie

thought it may have been her first visit to the library. The Teen Loft hours have been the same since we opened. Bev mentioned that if there's a particular book a patron wants, a staff member will always go up and get it.

**Council on Libraries Report**
Zach said that the COL has approved the funding for new construction this year; and is beginning consideration for next fiscal year. Bob said that Claymont is completing their construction; Greenwood is in a temporary building at the moment; and the Town of Smyrna has taken over responsibility for building a new 25,000 square foot library in Smyrna.

Bob said he would check on the status of our State Aid, he thinks Dover has increased this year. Margie said our State Aid decreased last year. Funding is partly based on the prior year operating budget provided by the City. Contract should come in August. Zach said there's an increase in technology funding this year; all PC's and peripherals will be paid 100% by the state. Margie said no monies came out of the library budget for technology this past year thanks in part to the Rotary Club grant the library received. Some technology monies may go for E-Books. Margie said that Dover budgeted 10% percent for E-books this year. The Bond Bill was $6 million.

Margie said there are still a couple of leaks on the green roof that the contractors can't really locate the source of. Another issue with the green roof is the maintenance of it. Margie is aware of the City's staffing issues, but thinks we do need to have a regular weeding program in place. Beth thought perhaps the Master Gardeners would be interested in helping with the green roof maintenance.

The City is in the process of putting together an RFP for the maintenance of the systems which almost all will expire in September. The systems are extremely sophisticated. A training session is scheduled next week for the public works staff on how to operate them. Our LEED certification is still between silver and gold. The dashboard has been installed, still working on the programming. The staff met with Johnson Controls about the HVAC system a few weeks ago and had him lock down system so that patrons can not adjust the thermostats. Bev asked about the bollards in front of Children's Department. Scott said he is working on finding something that will be reasonably attractive. Margie told her that two things were being considered: bollards or benches.

**Friends of Library report**
Bev reported that the Friends had their first meeting of the year. They are looking for an additional board member. They are asking for suggestions and recruiting new members. Bev also said they are always looking for volunteers to help process books in the bookshop. The Board this year consists of Bob Wetherall, Vice President; Mary Kaltreider, Secretary; Barbara Reed, Treasurer; Barbara Qaissaunee, Membership Chair; Ann Alexander and Ruth Bochnowski are the other two board members. Margie thanked the Friends for the unlocking units for the self-checkout systems. Tech Services is in the process of attaching RFID tags to our locking library cases, as soon as that's complete we'll turn them on and see how they work. The Friends also purchased a table for the Administrative Area. Bev said that the book sales are growing all the time; happily surprised with the sales. Beth asked if they accept VHS, DVD, cd's & books; Bev said yes but they prefer not to accept VHS tapes. There's a list by the workroom listing the types of items they accept. Tax forms are available upon request. Bev said that library staff has been wonderful about receiving the money from the sales from the bookshop and putting it in the Friends cash register. Beth asked if they allow children and teens looking for community service to volunteer. Bev said they encourage kids to volunteer. Zach asked if they had ever closed the collapsible shelves; Bev said that they stay open.

**Dover Library Foundation report**
Margie said the Foundation is meeting quarterly, the next meeting is in September. We have opened a checking and savings account with M&T Bank and are now completely separated from the City. We were audited by the IRS for the years 2010 and 2011. The audit came out fine with no problems. It was very time consuming preparing for it but in retrospect it was a good exercise. We are still selling bricks. We have a few bricks that are waiting to be installed. A couple bricks were ordered today.

**New Business**
Distribution of Packets: Margie said she and Karen are interested in sending out the meeting packets electronically. We would like to start this with the next meeting. Beth made a motion to authorize the library to send meeting packets electronically versus regular mail. Gertrude seconded the motion. All were in favor.

Margie said that Lois was supposed to be with us tonight, but advised Karen that she will be resigning from the commission. Karen advised her to submit a letter stating that so that we can provide it to the Mayor and start looking for a replacement.

Zach mentioned one concern when building the library was the drainage from Loockerman Street to the walkway in front of the building. Margie said water does pool in that area. Scott said part of that is due to the washout of the mulch bed in that area but we do need to make sure the drains are cleaned.

Beth make a motion to adjourn, Zach seconded the motion.

Next meeting: **September 17, 2013**