MINUTES OF THE LIBRARY BOARD
January 17, 2018

Board Members Present:
Rosario Klier, Chairperson
Jennifer Linde, Vice-Chairperson
Angela Lewallen
Kathaleen Rodriguez
Gail Robison
Jean Ferguson

Board Members Absent:
Cheryl Moore

City Staff Present:
Carolyn Booker, Director of Library Services

Call to Order and Announce a Quorum is Present ( Agenda Item 1)

The scheduled session of the Library Board was called to order by Rosario Klier at 7:01 p.m. on Wednesday, January 17, 2018, in the Small Conference Room at the Lewisville Public Library located at 1197 W. Main Street, Lewisville, TX 75067. A quorum was present.

Approval of Library Board Minutes of November 15, 2017, Regular Meeting ( Agenda Item 2)

MOTION: Upon a motion made by Board member Angela Lewallen and seconded by Board member Gail Robison, the Board voted six (6) “ayes” and no (0) “nays” to approve the minutes of the Library Board November 15, 2017 regular meeting.

Visitors/Citizens Forum ( Agenda Item 3)

There were no visitors present.
Discussion of Shirts for Library Board Members  

The Library would like to purchase shirts for Library Board members to wear to special events. The shirts would be the same style as Library staff, but in a different color. Color options and size samples were discussed and board members were asked to provide their sizes for the order. The Library Board selected red for the color.

Discussion of Library Golden Standards for Customer Service  

Inspired by Sewell Automotive's Golden Standards, the Lewisville Library Staff collaborated on their own set of golden standards for customer service within the Library. Staff discussed the standards and agreed that they are standards that they can and should follow in order to provide excellent customer service. The Golden standards were presented and discussed.

GOLDEN STANDARDS

Excellent customer service starts with courtesy and respect.

We Will...

- Be Proactive
- Acknowledge with a smile and be approachable
- Use polite and positive language
- Keep conversations quiet and confidential
- Escort patrons to and from locations
- Provide the solution and follow through
- Maintain a tidy and welcoming space

The Library Board indicated that they liked that the golden standards emphasize respect. Board member Jennifer Linde asked what was meant by “Be Proactive.” Carolyn Booker responded that being proactive in the Library means that you may notice a patron has a question before they approach the desk to ask. Or perhaps you are asked the same question multiple times and take some action to fix the problem rather than just answer questions.

Discussion of Service Desk Replacement  

(Agenda Item 6)
The Library had hoped to have the service desk replaced by this time, but design has taken longer than anticipated due to the curve of the desk and electrical and data placement. The Board saw a rendering of the newest draft of the service desk design.

**Discussion of Makerspace Progress**

(Agenda Item 7)

A makerspace was funded for the Library by council in the FY2017-2018 budget. Carolyn Booker updated the Library Board on the project’s progress and will update the Lewisville 2025 Advisory Board on January 18th. The name of the makerspace is The Hive.

The Board asked if The Hive would include any lower tech makerspace projects for the youth such as paper cutting or supplies for school projects. The Library Director indicated that Youth Services does check out some school supply kits to students and that this is not planned for the makerspace at this time. However, the staff will be learning how patrons use the space and are open to the concept growing and changing over time.

**Reports: Calendar of Events; November and December 2017 Service Statistics; Friends of the Library**

(Agenda Item 8)

The Calendar of Events was presented.

November and December 2017 service statistics were presented. The Library now has metrics on the City’s Performance Dashboard.

The Friends of the Library meeting was held 1/9/2018. The Friends will be purchasing a large clock to place above the stairs in memory of Diane Kelly, a longtime Friends of the Library officer and former staff member. They also approved the purchase of Summer Reading Program incentives for children and adults and 12 Sonic gift cards to be used over the next year for employee recognition. In addition to their agreement with Texas Book Consignments, and sales run by the Friends of the Library, the Friends will now sell their unwanted books to Thriftbooks. Meeting times have moved back to 6:30 p.m.

**Adjournment**

(Agenda Item 9)

**MOTION:** Upon a motion made by Board member Jean Ferguson and seconded by Board member Jennifer Linde the Board voted six (6) “ayes” and no (0) “nays” to adjourn the meeting of the Library Board at 7:43 p.m. on Wednesday, January 17, 2018. The motion carried.
PREPARED BY:

Carolyn Booker,
Director of Library Services, City of Lewisville