

WICHITA PUBLIC LIBRARY

Minutes of a Meeting of the Library Board of Directors
July 16, 2024.

The hybrid meeting of the Library Board of Directors was held on Tuesday June 18, 2024 at the Advanced Learning Library with the following present in person: Ms. Lauren Hirsh, Ms. TaDonne Neal, Mr. Kurt Oswald, Mr. Chuck Schmidt, Ms. Karyn Shorter, Ms. Robin Templin, Ms. Susie Ternes, and Mr. Jonathan Winkler. The following attended virtually: Ms. Rose Mary Frame.

Call to Order

Lauren Hirsh called the meeting to order at 12:02 p.m., a quorum being present.

Public Comment

Residents Jessica and Julian Pereira addressed the board concerning three books that discuss gender identity and are shelved in the children's area at the Advanced Learning Library. They requested that these be withdrawn from the collection. Director Nix pointed them to the Library's policy manual and described key features of the process by which residents may request a title be reconsidered.

Jonathan Winkler arrived.

Approval of the Agenda

Chuck Schmidt moved (Shorter) to approve the agenda as published. **Motion carried unanimously.**

Staff Presentation

Director Nix summarized progress on the yearly work plan and outlined upcoming training for board members.

Library staff has worked on the Master Plan, updates to mission, vision, and values, development of a strategic direction, and providing more outreach services through Little Free Libraries, story walks, and the launch of the book bus. Current work focuses on development of more digital services, renovations and construction at multiple branches, strategic services and program assessments, and creation of a customer experience model. Future endeavors will center on developing a more robust volunteer program, building more out of library connections, extending solar panel use and electric vehicle charging stations, repurposing the use of the ALL café space, increasing advocacy and civic engagement, and developing three-year goals focused on improved kindergarten readiness and connecting with community members who are not confident in reading.

Director Nix reviewed training topics that will be presented at upcoming board meetings. She highlighted the August meeting specifically, as a representative from the Finance Department will describe the City of Wichita's budget process and the effects it has on the library's fiscal planning. Library staff also plans a quarterly retreat to provide a more in-depth exploration of board members' responsibilities and duties as a body corporate.

Approval of Minutes

Minutes of the regular meeting held on June 18, 2024 were presented. Karyn Shorter moved (Ternes) to approve the minutes as included in board packets. **Motion carried unanimously.**

Unfinished Business

None

New Business

None

Finance Committee Report

On behalf of the Finance Committee, Chuck Schmidt moved to approve the corrected April finance report and supplemental bills in the following amounts: General Fund bills changed to \$958,214.15, reflecting a variance of \$13,146.69 from the total reported in June. **Motion carried unanimously.**

On behalf of the Finance Committee, Chuck Schmidt moved to approve the corrected May finance report and supplemental bills in the following amounts: General Fund bills of \$822,691.01, reflecting a variance of \$169,874.55 from the total reported in June; and Grant Fund bills of \$7483.92, reflecting a variance of \$423.92 from the total reported in June. **Motion carried unanimously.**

On behalf of the Finance Committee, Chuck Schmidt moved to approve the June finance report and supplemental bills in the following amounts: General Fund bills of \$901,023.72; Grant Fund bills of \$4997.56; and Gift and Memorial Fund bills of \$8576.51, for a total of \$914,597.79. **Motion carried unanimously.**

On behalf of the Finance Committee, Chuck Schmidt moved to approve the invoice from Newsbank to renew its services for 2025 for \$37,364.00. **Motion carried unanimously.**

On behalf of the Finance Committee, Chuck Schmidt moved to receive and file the January through June 2024 report of the Gift and Memorials Account as included in Board packets. **Motion carried unanimously.**

On behalf of the Finance Committee, Chuck Schmidt moved to receive and file the Semi-Annual Report of Staff Travel as included in board packets. **Motion carried unanimously.**

Operations Committee Report

Jonathan Winkler reported that library staff, which has been challenged to modify staffing capacities across the department to anticipate growth in library business, wishes to bring forward a managed call center for incoming routine calls. After examining the results of an industry scan of how urban public libraries manage incoming phone service, staff investigated the concept of a customer contact center for entry-level calls. These would be handled in accord with library policies, culture, and relationship expectations. Research shows that libraries have successfully used such centers since at least 2010 as a method to augment staff capacity. Any funds to pursue this service change would be provided through annual grants.

On behalf of the Operations Committee, Jonathan Winkler moved to further explore the call center management model as proposed by staff. **Motion carried unanimously.**

Planning & Facilities Committee Report

Director Nix reported that after a review of the branch remodel plan with City Finance and the City Manager, the budget has received an additional \$2.1 million from the City's CIP funds. Construction at Westlink should finish by December, allowing it to reopen by January with a dedication ceremony in early February. Groundbreaking for the Rockwell remodel will take place on Thursday July 18. As this location will need to close for six months to accommodate interior refurbishment, hours will be extended at Angelou for the duration. It will then close for its own remodeling once Rockwell reopens.

Public Affairs Committee Report

Kurt Oswald reported that library staff recently met with USD 259, the Wichita Public Library Foundation, the City of Wichita, and multiple local media outlets to brainstorm ways in which the library could enhance the effectiveness of its public relations. Many ideas have been harvested for possible incorporation into the Library's customer experience model.

Special Committee Reports

Friends of the Library – Amanda Shankle reported that new members have joined the Friends board. The organization plans a board retreat and continues to develop a role description and tiers for library advocates.

Library Foundation - Kourtney Carson reported that the Foundation continues to focus on fundraising for the capital campaign and redesigning the Foundation website.

Wichita Genealogical Society (WGS) – Vicki Everett reported that the organization is now planning its annual conference, which it will hold in October. Though membership currently sits at 162, only approximately 40 people attended the most recent meeting. Work is being done to identify ways to increase attendance.

Director of Libraries Report

Director Nix reported that she will be emailing videos to board members that were taped in 2023 and give an idea of the diversity of staff responsibilities across the Library. Tours of the construction at Westlink are being arranged for late July into early August.

Announcements

None

Adjournment

The meeting was adjourned at 1:21 PM.

The next regularly scheduled meeting will be August 20, 2024.

Respectfully submitted,

Jaime Nix