

WICHITA PUBLIC LIBRARY

Minutes of a Meeting of the Library Board of Directors
April 15, 2025.

The hybrid meeting of the Library Board of Directors was held on Tuesday April 15, 2025 at the Advanced Learning Library with the following present in person: Ms. Sarah Balderas, Ms. Lauren Hirsh, Ms. Brandi Newry, Mr. Kurt Oswald, Ms. Robin Templin, Ms. Susie Ternes, and Mr. Jonathan Winkler. The following attended virtually: Ms. TaDonne Neal, Ms. Karyn Shorter, and Mr. Adam Smith.

Call to Order

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

Approval of the Agenda

Robin Templin moved (Oswald) to approve the agenda as published. **Motion carried unanimously.**

Staff Presentation

Kristi Dowell, Customer Experience Division Manager, described the Customer Experience Model (CEM) that has been newly developed by the User Experience Team. This model is designed to function as a framework to outline, formalize, and standardize the Library's approach to customer experience. The overall goal is to create an aligned service with a customer-centric culture.

The process of creating the CEM began in early 2024 and included staff engagement and feedback through meetings, staff word cloud exercises, and leadership team approval. The User Experience Team (now the Customer Experience Team) filtered staff comments and word cloud results for reoccurring themes and points that were significant for staff, so that each team member could create draft models. These were merged into a blended model. The leadership team then reviewed this draft, making minimal edits, and discussed the creation of supplemental pages, implementation of the CEM, and the staff support necessary for success.

In March 2025, a customer experience survey was conducted to obtain a baseline of customer opinions regarding their experiences at the library and ideas for improvement. Next steps in implementing the CEM include supervisors ensuring all staff are on the same page with expectations and roles, updating the process for onboarding new hires, and adding new pages to the CEM that outline actionable steps.

Brandi Newry and Karyn Shorter arrived.

Approval of Minutes

Minutes of the regular meeting held on March 18, 2025 were presented. Susie Ternes moved (Balderas) 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, Brandi Newry moved to approve the March 2025 finance report and supplemental bills in the following amounts: General Fund bills of \$985,265.94; Grant Fund bills of \$9,293.31; and Gift Bills of \$5,729.43, for a total of \$1,000,288.68. **Motion carried unanimously.**

On behalf of the Finance Committee, Brandi Newry moved to approve payment of the Sedgwick County Zoo invoice in the amount of \$13,200.00. Motion **carried** with one abstention from Adam Smith.

On behalf of the Finance Committee, Brandi Newry moved to approve payment of the Newspapers.com invoice in the amount of \$22,886.96. **Motion carried unanimously.**

On behalf of the Finance Committee, Brandi Newry moved to approve the South Central Kansas Library System Grant FY 2025 proposed budget and authorize staff to submit the contract to the City Council for review and proposal. **Motion carried unanimously.**

Operations Committee Report

Jonathan Winkler reported that the committee met and discussed the CME, progress of branch remodels, and federal funding cuts to the IMLS.

Planning & Facilities Committee Report

Director Nix reported that the committee discussed branch renovations, the ribbon cuttings for Westlink on May 10 and Angelou on May 31, and the theft of a 3D printer and supplies from the Advanced Learning Library.

Public Affairs Committee Report

Kurt Oswald reported that the committee met new members from the Foundation (Kourtney Carson and Toni Porter) and the Friends (Angie Prather), who have joined to increase synergies among organization efforts. The committee discussed a library support campaign, as well as a meeting that was held recently with Mayor Lily Wu to discuss library programs and the continuing need to keep library priorities in front of decision-makers. Susie Ternes gave a multimedia presentation sharing Library Board members' experiences visiting branches. For

April, board members are encouraged to attend a District Advisory Board meeting for their district and to post about it on social media. The advocacy toolkit is in its final draft and will soon be brought up for review.

Special Committee Reports

Friends of the Library – Erin Shields reported library merchandise is in the bookstore for sale. The most recent book sale went well and the next one will take place in July. The annual Volunteer Luncheon is being held on April 25 at the Advanced Learning Library.

Library Foundation - Kourtney Carson reported that work continues on the capital campaign with a recent donation from Hutton Construction. Library Day of Giving was April 1; while an increase was seen in the number of donations, the donation amounts were down from previous years.

Wichita Genealogical Society (WGS) – Margaret Cramer reported that membership now stands at 161 persons. Plans are being made for the annual conference in October and decisions are being made on specific products to be purchased for the Memory Lab.

Director of Libraries Report

Director Nix reported that the managed call center provided by Unique has been working well, with no negative experiences to report. Recruitment has started for seven AmeriCorps volunteers to assist with the Summer Reading program.

Remodeling continues at branches. The Library is coordinating with the Parks Department to install a StoryWalk at Alford.

Director Nix and Assistant Director Tammy Penland recently met with City staff as part of ongoing work on the 2026 budget. Performance measures and program options are being reviewed.

Announcements

None

Adjournment

The meeting was adjourned at 1:30pm.

The next regularly scheduled meeting will be May 20, 2025.

Respectfully submitted,

Jaime Nix