

Menlo Public Library
Trustee Board Agenda

Date: April 16, 2024 6:00 PM at the Menlo Public Library

1. Call to order
 - a. Present:
 - b. Absent:
2. Approval of Agenda
3. Approval of Minutes
4. On-Going Business
 - a. Board Development-Misty Gray provided board development training on state accreditation.
 - b. Director Development: Signed up for classes-have not started
 - c. Policy/Law Reviews: Personnel policy. Updated February 2024 and approved in March 2024.
 - d. Community Engagement:
 - i. Adjusted library hours to be open during Easter Egg hunt. Only had 4 visitors.
 - ii. Attended City Council meeting in April to discuss street closure for summer program mini-Olympic day (approved) and permission to apply for outdoor bottle refilling station in the park-application nearly complete
 - iii. Provided cookies and thank you card to Coon Valley for on-going donations.
 - iv. Laminated pricing cards for Menlo Auxillary
 - e. County-Wide Board or Director Meetings
5. Reports
 - a. Library Director
 - i. [Circulation Report](#)- door count increased from 46 in February to 112 in March
 - ii. [Bridges Overdrive](#)
 - iii. [WhoFi](#)

- iv. Programs-4 programs provided in March (Toddler/PK Time; Story Time, School Age Book Club, Lego Club, Spring Break Program canceled due to staff illness)
- v. Adventure Pass
 - 1. May-1 (Zoo); June-2(Zoo); July-1 (SCI); Aug-1(Zoo); Sep-2(Zoo/SCI); Oct-0; Nov-1(Zoo); Dec-0; Jan-0; Feb-0; March-1 (Zoo) (TOTAL: 9)
 - 2. cost to renew is \$725 (250 Blank Park Zoo; 250 Sci Center; 225 Tix Keeper). 12.08 uses justifies continued use: cost of 60\$ per family of 4 (2 adults and 2 children ages 2-12 per visit at Science Center and Zoo)
- vi. [Monthly Calendar](#)
- vii. Monthly Expense Bills
 - 1. [Amazon order](#): brochure/sign displays and PK/Toddler Program Supplies
 - 2. [Amazon order](#): PK/Toddler Program Supplies
 - 3. Amazon order: [toner/laminator paper](#)
 - 4. [Coon Valley Statement](#)
- viii. Monthly Revenue Receipts
 - 1. [Copy/Laminating](#)
 - 2. [Coffee Donations](#)
- vii. Treasurer Report

6. New Business

- a. Computer Servicing
 - i. Tiernan Tech-charges hourly rate for computer service needs. First hour 95\$; additional hours 60\$. Depending on the number of computers, the rate may be adjusted. [Quote completed](#)
 - ii. Microsoft 360 free to libraries-software frequently purchased through Tech Soup
- b. Completed Dollar General Youth Literacy Grant for decodable books. Announcement will be on 8/22/2024.

- c. Summer Program Updates:
 - i. Added Tailwise: story/science experiment program
 - ii. Summer programming scheduling completed. To finalize calendar
 - iii. Signed the library up for free I-Cub tickets as part of the Home Run Reading Program. Game will be on Sunday, August 4th at 1:08 PM against the St Paul Saints. 75 tickets received.
 - iv. Requested Free Blank Park Zoo tickets as part of state of library promotion-received notice that they ran out of tickets
 - d. Completed Enrich Iowa Agreement for FY 25. As a Tier 0 library we can only participate in ILL. Application submitted on 4/2/24.
 - e. Public Performance Rights:
 - i. Swank: 325 per movie (has most updated movies)
 - ii. Criterion: 12 movies for 250, must be shown in the library with no admission charges allowed
 - iii. MPLC: umbrella services for libraries but to not compete with other markets, only offer libraries educational and independent content for 209 per year.
 - f. Time off requests:
 - i. Weekend of May 3rd (Friday-Sunday).
 - ii. Closure on Friday May 10. To adjust hours that week.
7. Old Business
- a. Complaint Policy- Discussed with Misty Gray who reported most libraries do not have one.
 - b. Most complaint policies reviewed relate to books being challenged.
 - c. See Appendix A for sample complaint policies
8. Public Forum
9. Board Member Participant Open Forum
10. Next Meeting
11. Meeting Adjourned at

Appendix A:

Example 1:

Any complaint regarding personnel or a situation objected to by a patron will be addressed by: the complainant may fill out a form available in the library which will be reviewed by the director and the Board to determine what action, if any, should be taken.

Complaints about the inclusion of an item in the library's collection shall be directed to the director. A printed reconsideration form will be available in the library. When it is filled out and signed, it will be reviewed by the director as well as the Board to determine what action, if any, should be taken. No such consideration shall be given to any other form of complaint about materials in the collection.

The complainant will receive a written response within two weeks of the next Board meeting.

Example 2:

Patron Complaints Policy While the Woodstock Public Library District tries to provide the highest levels of satisfaction and service to its patrons, we recognize that occasionally a patron may wish to make a complaint. Each patron who expresses a complaint shall be treated with respect. 1. The Library staff should be aware that occasional complaints may occur regarding Library services. Although it is hoped that such occurrences will be rare, it is essential that the Library have in place, a policy concerning the handling of complaints and that the staff be well familiarized with it. A response that is both positive and timely may go far in helping to resolve a complaint. 2. The complainant must know that objections will be given serious consideration and that interest in the operation of the Library is welcome. 3. Complaints involving an inadvertent lapse in Library service may be handled by a simple apology, explaining that it is the Library's desire and mission to provide the best possible service to the community. 4. Staff will inform the Director reoccurring complaints that aren't written. 5. Complaints concerning a rejection of a request for purchase of certain books or materials may occur in which it is necessary to emphasize that the Library must operate on an approved and somewhat restricted budget and that an attempt is made to purchase those material which have the greatest appeal and usage to the overall community. Complaints concerning materials in the Library must follow 6. The staff must be constantly aware that they project the image of the Library, an image that should reflect courteous, friendly and helpful service. Patron complaints about the behavior of staff members should be reported, documented and directed to the Library Director. 7. If a complaint cannot be resolved by the staff or the director, a written complaint should be submitted to the director. The director shall then present the complaint to the Library Board of Trustees for their consideration. The Board will promptly review all complaints presented to it, provide a verbal and/or a written response to the complainant 8. The following procedures will be followed in making a complaint against the Library staff: a. All complaints and requests must be

submitted in writing to the Library Director. b. A complaint form is available upon request. c. Any action upon the request will be deferred until the request has received full consideration by the Library Director and the Board of Trustees of the Library.

Example 3:

Patron Complaint Policy (Approved by the City Council of the City of South Sioux City Feb 12, 2018)
The South Sioux City Public Library works to provide the best possible service to all library patrons. This policy deals with patron complaints and suggestions about how the Library operates on a day-to-day basis. A complaint is from a patron dissatisfied with some aspects of library service, facilities, programs, or equipment. Complaints can be received in person, by letter, telephone, fax, or e-mail. This feedback helps the Library improve its services, build patron support and creates staff training opportunities. It is the responsibility of Library staff members to respond to patron complaints courteously and with good faith efforts to resolve them immediately or in a timely fashion. The speed of the response to a patron's complaint or concern is critical to its satisfactory resolution. The patron will be asked to fill out a Complaint Form. The complaint will be handled immediately by the staff member receiving the complaint, or it will be referred to the appropriate staff member who can effectively address it. If the matter can't be resolved immediately, the patron will be contacted within three working days to answer their complaint or, at a minimum, to acknowledge that their complaint is being addressed and to explain what steps are being taken to arrive at a satisfactory resolution. When a staff member receives a complaint which s/he is not able to properly address without assistance, the complaint will be referred to the appropriate person. In most cases this will be a department head. All department heads are encouraged to use their judgment in interpreting policies and to use a wide range of procedures to resolve complaints to the benefit of the patron. In cases where a mutually agreed upon remedy can't be found, the Patron's Complaint Form will be referred to the director for a resolution of the situation. The director will have final authority to resolve complaints involving day-to-day operational and procedural issues. Complaints about actual library policies may be reviewed by the Library's Advisory Board. Concerns about library materials in the Library's collection are covered by the Collection Development Policy, the Challenged Materials Policy and the Request for Reconsideration of Library Materials form. (Approved by the South Sioux City Advisory Board 12/05/2017)