

**Manhattan Public Library
Regular Meeting of the Board of Trustees
August 26, 2024**

The August meeting of the Manhattan Public Library Board of Trustees was called to order at 4:00 p.m. by President Linda Cook. Present were board members Sarah May, Melissa Rosso, Tara Coleman, Lucas Loughmiller, Tyler Darnell, and Mayor Susan Adamchak. Also present were Library Director Eric Norris, Business Manager Jennifer Lund, Assistant Directors Rhonna Hargett and Teri Belin, and Collection Services Manager Crystal Hicks. Tanya González was absent.

Public Comment

No public comment.

Approval of Minutes

Tyler Darnell made a motion to approve the June 24, 2024, minutes. Melissa Rosso seconded, and the motion passed.

Financial Statement and Bills

July 2024 expenses:

| | |
|----------------------------------|---------------|
| Tax Fund/General Operations..... | \$ 309,658.82 |
| Tax Fund/Employee Benefits..... | 61,404.28 |
| Grants, Fees, and Interest..... | 4,882.47 |
| Endowment Account..... | 14,497.45 |
| Capital Improvement..... | 0.00 |

August 2024 expenses:

| | |
|----------------------------------|---------------|
| Tax Fund/General Operations..... | \$ 296,199.02 |
| Tax Fund/Employee Benefits..... | 56,965.99 |
| Grants, Fees, and Interest..... | 9,862.29 |
| Endowment Account..... | 7,841.91 |
| Capital Improvement..... | 0.00 |

The business manager reviewed the July and August financial statements. We received the third tax disbursement payment from the City of Manhattan in July. We paid the annual property, liability, and worker’s compensation insurance payment of \$27,234.00. We also paid the annual integrated library system costs.

Lucas Loughmiller made a motion to approve the July and August 2024 financial statements as presented. Melissa Rosso seconded, and the motion passed.

Committee Reports

Building and Grounds

No report.

Legislative

No report.

Finance

No report.

Policy and Planning

No Report.

North Central Kansas Library System

No report.

Manhattan Library Association

MLA will start meeting again after taking the summer off on September 11, 2024.

Manhattan Library Foundation

No report.

Director's Review Committee

No report.

Director's Report

"So, it is not too much to ask of Americans that they not be censors...If we are wounded by an ugly idea, we must count it as part of the cost of freedom and, like American heroes in the days gone by, bravely carry on." — Kurt Vonnegut, author.

- **Organizational Structure Review:** For the past several months, I have been exploring the organizational structure of the library, looking for ways to improve and adjust, and the more I looked, the more complicated it has become. Some ideas would involve either fundamental changes to departmental work or a drastic change to staffing and the salary line item, neither of which seem like the right thing to do. I have identified a couple of smaller changes that I need to make sure will make a positive change instead of just changing to make a change.
- **Conversations about the Goldstein Garden** have begun between BBN Architects and BHS Construction, and a start date will be established once a schedule of work is compiled.
- On August 21, an adult male walked into the library with a camera around his neck and a mic hooked up to his cell phone, obviously filming and narrating as he went along. The staff treated him as a welcome patron, reacting to the situation as I had hoped. By all reports, it was a non-event and speaks volumes about the professionalism of our staff.
- **NCKLS separation** will be complete beginning Sept. 1. Included in this packet is the final MOU between the two organizations. Cody is on track to make sure the two networks and digital systems are isolated and independent. We are also finalizing the physical access to space throughout the building, retrieving master keys, and having keys made for specific doors.
- **Staff Training:** Rhonna has put together a schedule of guided training, using resources such as LinkedIn Learning, for the rest of the year and into 2025. This training is for the managers, supervisors, and all staff and is bi-monthly for each group (meaning that each training period is two months for each group, alternating months). We are starting off August with an all-staff

training from LinkedIn Learning titled *Individual Accountability for Equity and Inclusion*. Following this, in September, managers and supervisors will be focusing on soft skills and mental health.

- Building Notes and Issues:
 - I have requested a quote from BHS for outside signage and will be submitting it for the NCKLS Competitive Grant to help fund. I will bring an example of the type of signage I am seeking to the meeting. The grant deadline is Sept. 15 and is up to \$10,000.
 - Work on the west boiler continues and looks to be on track for the fall.
 - The fire alarm system was tested and passed.
 - Carpets in the Children's Department were shampooed.
 - Roof Leaks: JB Turner Roofing patched failures in the seam between the east and west buildings (we are submitting this as a warranty claim); the skylight in Study Room 1 has been leaking, and we are working with JB Turner Roofing to remove the damaged plastic and cover the skylight hole with roofing material (we have done this previously with skylights above the Community Room). We discovered leaks in The Shell due to seals around the air handler on the roof that TCA has since replaced.
- We are reworking the public surveys for October. Rhonna has put together a committee to create a set of questions that will help us gauge where to put emphasis on future planning and help us understand what we are doing well and what services need improvement.
- I was again a final judge for the Creative Nonfiction selection for the 2024 WILLA Literary Award of Women Writing of the West. This is my second and final year participating as a judge.
- We began offering passive programs for adults – June was Library Date Night, and July was a Scavenger Hunt. We have had very positive feedback.

Meetings and Events:

- June 25: Presented the 2025 MPL Budget to the City Commission.
- June 28: Attended the ALA conference.
- July 5: Attended a discussion of non-profit directors at the Chamber of Commerce office.
- July 11: Attended the Kansas Library Association Council meeting.
- July 16: Met with ALA Intellectual Freedom Office.
- July 17: Attended the online webinar "Lead with Influence."
- July 18: Met with MAC Director Kendra Kuhlman and Artistic Director Chaz Coberly.
- July 22: Attended the City Manager candidates' "Meet & Greet" at the Flint Hills Discovery Center.
- July 31: Security Team met with RCPD to discuss Project Guardians.
- Aug. 3: Participated in Everybody Counts in Douglass Park.
- Aug. 15: Participated in NCKLS discussion of 2025-2029 Guidelines for Public Libraries discussion.
- Aug. 19: Met with the Director's Community of Practice group.
- Aug. 22: NCKLS Annual System and Directors Meeting.
- Sept. 1: MPL and NCKLS separation.
- Sept. 1-2: Library Closed for Labor Day.

Collection Management

- We've continued work on the adult DVD and Blu-ray reorganization project.
- We weeded a section of the adult 700s but otherwise took a break from weeding.
- Alex Urbanek resigned as the Collection Services Librarian, and we started the process to hire a replacement.
- We finished spending on the portion of the Chapman memorial that was dedicated to purchasing print materials.
- We've been working to get copies of all 2024 Kansas Notable Books.

| | July 2024 | June 2024 | July 2023 | June 2023 | 2024 Year to Date | 2023 Year to Date |
|--------------------------|-----------|-----------|-----------|-----------|-------------------|-------------------|
| Collection | | | | | | |
| Total size | 135,903 | 135,826 | 135,464 | 135,333 | | |
| New items added | 1,368 | 1,149 | 1,178 | 1,176 | 8,139 | 8,277 |
| Purchase requests filled | 138 | 130 | 74 | 121 | 718 | 831 |
| Items finished | 828 | 894 | 840 | 862 | 6,278 | 6,755 |
| Items mended | 193 | 247 | 221 | 215 | 1,263 | 1,379 |
| Items withdrawn | 667 | 930 | 665 | 1,610 | 8,094 | 9,583 |
| Circulation | | | | | | |
| Physical circ | 45,143 | 44,804 | 44,009 | 46,415 | 283,447 | 282,081 |
| Sunflower circ | 13,746 | 13,492 | 13,072 | 12,538 | 93,177 | 82,412 |
| Hoopla circ | 3,927 | 3,264 | 3,747 | 3,190 | 25,750 | 22,755 |
| Kanopy circ | 742 | 832 | 1,120 | 861 | 6,760 | 5,865 |
| Flipster circ | 215 | 330 | 294 | 484 | 2,220 | 3,256 |
| Database usage | 20,869* | 13,293 | 16,363 | 14,532 | 111,178 | 96,717 |
| Interlibrary Loan | | | | | | |
| ILLs lent out | 158 | 226 | 150 | 230 | 1,362 | 1,664 |
| ILLs borrowed for us | 316 | 235 | 259 | 266 | 1,909 | 1,673 |

* Missing NewsBank and ValueLine statistics for July 2024

IT Activity Report

June had 109 tickets opened and 95 closed.

July had 90 tickets opened and 98 closed.

- Removed Synology from Circ computers, reconnected the Circ camera and Switch controllers, and dealt with a power flicker affecting the equipment.
- Resolved ABCMouse authentication via EzProxy, managed a tap-to-pay terminal freezing issue, and addressed file lock problems on the network drive using Synology.
- Performed two full AMH (Automated Materials Handling) cleans.
- Power cycled PCs in the Children's area, resolved iPad connectivity issues, and completed imaging for 12 laptops, resolving PXE boot issues.

- Received and prepared new laptops and desktops for deployment in August, integrated them into Singularity and the inventory system, and addressed issues with the coin-counting machine.
- Finalized new AIO (All-In-One) computer inventory and organized laptops into checkout carts.
- Investigated Wi-Fi connectivity issues.
- Continued troubleshooting the Teen Volunteer computers.
- Continued Microsoft 365 migration and training.

Operations and Administrative Services

- The director’s evaluation process will start in October. The process will be finalized at the November meeting.
- We have purchased new software, PerformYard, for our performance management system. Implementation will take place in late September or early October.
- There has been lots of hiring and staff moving to new positions. We’ve received over 90 applications for part-time library assistants. Currently, we have an Adult Services Supervisor position, a Public Relations Assistant position, and three more Library Assistant positions left to fill.
- We added a *Calm for Business* subscription as an employee benefit to support employee mental health. *Calm* provides mental health support for staff who do not need clinical services offered through our employee assistance program. The project supports all six library strategic goals since it provides underlying support for staff working to achieve them. Staff are not required to use it. We will see and evaluate the analytics after a year to determine whether or not the usage warrants renewing the contract.

Public Services

Summer Reading (as of 6/15):

- 3,339 people registered (50 readers participated from Riley County Jail.)
- 4.8 million minutes logged (last year’s total was 2.3 million)
- Achievements:
 - 1,671 reached the Camper Goal for reading over 600 minutes.
 - 999 reached the Explorer Goal - over 1500 minutes.
 - 258 reached the Mountain Climber Goal - over 6000 minutes.
 - 105 reached the Hang Glider Goal - over 12,000 minutes.

June/July Report

| Programs | # of Events | Attendance |
|---------------------|--------------------|-------------------|
| Children’s Programs | 76 | 2,626 |
| Teen Programs | 10 | 148 |
| Adult Programs | 19 | 381 |
| Total | 105 | 3,155 |

| Technology Training | Attendance |
|----------------------------|-------------------|
| TTC Appointments | 18 |

| | |
|-----------------------------|------------|
| Consults | 29 |
| Assistive Tech Appointments | 19 |
| Meadowlark Tech Drop-In | 15 |
| Douglass Center Drop-In | 0 |
| Senior Center Drop-In | 7 |
| Basic Tech Class | 23 |
| Total Patrons Served | 111 |

| Outreach | # of Events | Attendance |
|--------------------------|--------------------|-------------------|
| Group Visit Storytime | 1 | 33 |
| Juneteenth | 1 | 72 |
| Community Baby Shower | 1 | 264 |
| Outreach to Summer Camp | 1 | 40 |
| Group Visit – Children’s | 5 | 265 |
| Group Visit - Teen | 1 | 27 |
| Adult Tour Group | 1 | 15 |
| Kindercare | 1 | 24 |
| Total | 12 | 740 |

- 1,000 books before Kindergarten: 131 new registrations, 1,048 total registrations, 31 rewards
- Books for Babies – 250 board books delivered to Ascension Hospital
- Check-up/Check-out: 73 coupons redeemed
- Book Pick-Up Service: 1 group, 50 books
- 681 Teens visited the Teen Zone
- Questions answered at the Reference Desk: 3,150
- Enjoy & Share: 358 books to the Manhattan Airport, Mosque, Cats Cupboard, Be Able, Flint Hills Breadbasket, Shepherd’s Crossing, and Stonecreek Family Physicians.
- Homebound: 67 Patrons, 307 books delivered
- Book Display Checkouts:
 - 1,266 adult books checked out from 12 displays
 - 358 YA books checked out from 9 displays
 - 328 children’s books checked out from 4 displays
- ReadMHK Podcast: 13 listens.
- Continuing Education & Training:
 - Rhonna – *How Mentally Healthy Workplaces Start with Mindful Leaders; Creative Survey Design; and Advocacy in a Polarized World*
 - Victoria - *Adult Programming*
 - Wandean – *Webinars for Heritage Quest, Fold3, and State Library Reference Desk*
 - All-staff – *Individual Accountability for Equity and Inclusion*
- Security – 9 behavior reports, 7 incident reports

Patron Stories and Experiences:

- Wandean – Increased class size for the latest round of Basic Tech classes. Two patrons successfully interviewed for jobs that start in August.
- Mary – A patron stopped Mary to tell her, “This is a great community library. I have been here for 3 years and have enjoyed the many resources, including books, digital resources, and computer access. I want to thank whoever is responsible for paying for this and providing the resource.”
- Chelsea observed a mother and her two children putting their summer reading stickers on the adventure poster. One of the children asked how many minutes had been read. While the mother did not know, she replied, “The stickers represent all the adventures people have been having!”
- On the day of the tea-rex party, one mom came in with her daughter for the 3:30 party and shared with Chelsea that she was very excited about the tea party and it was her daughter’s birthday. Her daughter had requested two things for the day: to go to the library and the pool.
- Parent reassuring anxious child: “You’re perfectly safe here.”
- Jared – A frequent library user asked when the podcast was coming back because she really enjoys it and misses it. She also started working out after listening to our episodes.
- A young storytime attendee who aged into the toddler storytime missed Bobo so much that she and her mother arrived early so they could come in right after Baby Rhyme Time finished and she could see him. Bobo is Rachel’s monkey puppet that she uses at each baby storytime.
- Patron, who is a local family & marriage counselor, said she loved the Library Date Night activity for patrons.
- We’ve had a good engagement this summer with the badge activities in Beanstack. Readers have completed 14,669 activities. Not everyone does them, but Beanstack reports show that 450 unique readers have completed activities, which is about 17% of participants.
- A participant stated at the first “Scrabble and Tea” that they were delighted to see this program and can’t wait until it grows so they can socialize and play their favorite game. She moved to Manhattan after retiring and has found it a little difficult to make new friends.
- A family who has been regularly attending Hannah’s programs said, “Please duplicate yourself over and over. We saw your storytime and program the other day. The world needs more people like you.”
- Some teens have informed Harley that she happens to be one of their favorite librarians and part of the reason they love coming to the library.
- One woman, while her child was doing crafts, told me that they were moving to Denver at the end of the month and that they were going to miss the library the most because [our library] is welcoming and has lots of activities for children to do throughout the room.
- A mother complimented our baby and toddler story times and how accepting the librarians are of children who have “the wiggles” and need to move around a lot.
- A woman who brought two little girls into the children’s room stopped at the desk to tell us that her little girl wanted to introduce her friend to the library, so they came here to show her around. They went straight to the craft table, and there were lots of laughs.

Old Business

- Conflict of Interest Disclosure Form

Each board member was given a form to sign and turn in at the meeting.

New Business

- MPL/NCKLS Annual Agreement

The board packet includes an MPL/NCKLS Relationship Review and Annual Agreement with the North Central Kansas Library System. Also included were 20 months of shared expenses, which were laid out showing that NCKLS owes MPL \$73,315.00 for the past 20 months.

Lucas Loughmiller made a motion to approve the policy as presented. Tyler Darnell seconded, and the motion passed.

Board Comments

There were no general comments from board members.

Adjournment

Melissa Rosso made a motion to adjourn. Lucas Loughmiller seconded, and the motion passed. The next regular meeting will be on Monday, September 30, 2024, at 4 p.m.

Respectfully submitted by,

President Linda Cook

Director Eric Norris