



## Minutes of a Regular Meeting of the Coeur d'Alene Public Library Board of Trustees

December 4, 2024

Meeting held in Library Community Room

### Trustees Present:

Jim Windisch, Board Chair  
Steve McCrea, Board Member  
Melisa Carper Bell, Board Member  
Katie Saylor, Board Member  
Ruth Pratt, Board Member

### Others:

Dan English, City Council Liaison  
Holly Stetson, Library Foundation Manager  
Ayla Frens, Student Representative  
Melissa Searle, Librarian  
Elizabeth Westenburg, Library Director  
Angela Flock, Teen Coordinator (Notetaker)

**Call to Order** - The meeting was called to order by Board Chair Jim Windisch at 4:00 pm

**Public Comment** - None

**Consent Calendar** – Moved to approve, Katie; Steve, 2<sup>nd</sup>

Katie had questions about the first draft of the October Stats Report (in the original packet). Jim explained that there was a corrected version that was sent out afterwards that corrected the report.

Jim was curious why the Adult and Children's Outreach lines had increased so much in the October's Stats Report. Melissa explained that the adult increase likely came from "Sunday Serenades", a new program run by Charlene Beach. Elizabeth mentioned the community event "Trunk or Treat" that the Outreach team attended, as a possible explanation for the Children's Outreach numbers going up.

Shortly after, the consent calendar was approved unanimously.

### Director's report (Elizabeth Westenburg)

Elizabeth explained that new Springshare software is coming, which will include LibCal, an event booking and room reservation software, and LibStaffer, the scheduling software. Elizabeth explained that the reason behind the software changes was partially due to an increase in double-booking incidents from city reservations. The new software will streamline these processes, so everything's "all in one spot". It will hopefully go live on February 1st.

Melisa asked about the cost for the software. Elizabeth explained it was \$2000 for the first year and \$1200 per year after that.

Elizabeth has also recently gone through a lot of old files to determine what should be retained (using her previous experiences with archival processes to help guide her). She found a box of old library stats going back as far as the 1980's and gave them to Tyler (who was very excited). Tyler now has library stats from the 80's that

he's inputted into Excel. Tyler would be willing to turn the old stats into a presentation, if the board would like to see them.

Elizabeth is done with all her one-on-one meetings with staff. It's been a great way for her to get to know everyone.

The number of completed holds and door counts have increased a bit lately due to the Post Falls Library being closed for construction. The Post Falls Library will be open again on December 9.

### **Other Reports**

Before the other reports, Jim formally welcomed Ruth Pratt, as the new library trustee, and Dan English, as the library board's new city council liaison.

### **City Council Liaison (Dan English)**

Dan took the opportunity to introduce himself. He's a longtime resident of Coeur d'Alene. His experience in libraries is limited, but he was a part-time clerk at the NIC library years ago. His time there prompted him to think about mindfulness (due to meditation classes that the library held for students), and it inspired him to renew his counseling license. "Healing Hearts Mental Health Therapy" is now where he and his wife are making a difference.

Dan is an avid user of the library, as well. Over the summer, he had a six-part discussion series that was focused on civil discourse, and it was held in the Community Room. He hopes that the discussion series helped break down some division in our community. While Dan is eager to be helpful, he mainly plans to sit back, observe, and learn the ropes.

### **Student Representative (Ayla Frens)**

Ayla is excited for the holidays. It's finals season, and she's been working on her final project for 20+ hours in the library's study rooms. The study rooms have always been available when she needs them. She wants to read more but is a bit too busy right now. She's especially excited for "Gamers Guild" (a teen library event) on Friday, since she's been forced to miss them lately, due to her busy schedule.

### **Friends (Elizabeth Westenburg)**

The Friends have paid for two rocking chairs for the Children's Library, and the chairs have been installed and are a nice addition to the space. The Friends also finalized the purchase of some American Girl dolls. They plan to complete their annual decorating of the library for the holiday season next Tuesday (December 10).

### **Foundation (Holly Stetson)**

Ann Smart and Susan Nipp have almost finished their visits to local schools (to give away Mudy & Millie books) for the year. Holly mentioned that Mudy & Millie were in the downtown Thanksgiving Parade. Melisa's family was on the float, and Melisa heard kids excitedly yelling, "There's Mudy & Millie! I just saw them at my school!" Ruth and Holly chatted about how long it's been since the Mudy & Millie truck was purchased. There were reportedly about 30,000 people at the Thanksgiving Parade.

Dan asked about the Hawaii-themed Mudy & Millie book. Holly explained that it came out last year, and it can be bought in the bookstore.

The art installation over the lower library entrance is complete. The artist was there to help put it up. Melisa expressed her enjoyment of it and how it fits with the building so well that some people thought it had always been there.

A 16-month calendar (created by the Foundation) is coming in June 2025. Ruth was the initiator for the idea. The Foundation is looking for models for the calendar photos and business sponsors for ads. Dan asked about the price for sponsorship. Ruth thought it would be about \$800 a page.

Ruth and Craig are going to have an event on February 13 to talk about playing the saxophone.

There's another event that's in the works for March 20, which will be Mississippi themed.

On December 14, the Foundation is having its annual "Mudgy & Millie and Santa Sing-along".

On December 18, Susan Nipp would like to open her home to the board for a Christmas gathering.

**Unfinished Business - None**

### **New Business**

#### **Policy and Strategic Plan**

Steve wondered how much of the library's (2023) Strategic Plan is being used by staff. He began his concerns on page 2 on the bullet point "Track changes in demographics in order to provide access to materials that meet the needs of all members of the community" and shortly moved on to the bullet point on page 3 "Identify and implement strategies for bringing new patrons into the library." Steve emphasized his concern about non-library users, saying that he's continually surprised how many people in the community don't know that you can use the library to download books.

Steve wanted to highlight another bullet point from page 3, "Creating marketing impact report". Steve said he wasn't sure what it means, "but it sounds like a good idea". If it's referring to an annual report, Steve hasn't seen an annual report in a long time. Katie mentioned that she's not sure an annual report was completed under the previous director.

Dan mentioned that looking at the annual report from another local organization, Ignite, might help somehow.

Steve mentioned tracking demographics and how there are places online that probably gather them. Katie thought it might be worth asking staff to create and present demographic reports for their designated age group.

Steve mentioned gathering feedback from the community. He mentioned that we get feedback from the suggestion box, but that only reaches in-house, which means they're more likely to already be library users. He wondered how we could focus on non-users. Elizabeth mentioned it's possible to reach non-library users at community outreach events.

Steve wants to engage and partner with more tech-savvy members in the community, like the Strategic Plan suggests.

Melisa asked how we've used the Strategic Plan in the past. Katie believed that the board used to focus on a different section of the Strategic Plan each month, and that the board should update one section each month, so it's always a 5-year Strategic Plan. Katie said, "We don't have to do it that way." Katie thought that since there's a lot of new people involved it might be a good opportunity to switch to looking at the Strategic Plan section-by-section. "It's never a giant job when you break it down like that," Katie said.

Steve would like an annual report that shows the progress we're making in the Strategic Plan.

Elizabeth has written down the points that Steve shared. She'd like to start addressing them in January.

Dan mentioned some parts of the Strategic Plan might need to be reconsidered. Specifically, the inclusion of DEI might have to be addressed. Dan mentioned that public comment might be going a different way, and the legislature might be looking to do away with it.

Dan also mentioned that he remembered a comment in a previous meeting's minutes about study rooms always being full. The Strategic Plan may need to address space and availability and how the library may need to be prepared to expand its capacity as the community grows.

Katie pointed out that we have to keep library access available to all.

### **Board Ethics and Responsibilities**

All trustees signed the library's Board of Trustee Bylaws.

### **Dress Code for Staff**

Elizabeth read from page 51 of the City of Coeur d'Alene's Code of Conduct for City Employees, which states, "Comply with dress standards established in the department for which the employee works. In the absence of any departmental dress standards, clothing will be appropriate for the functions performed and will convey an appropriate appearance to the public."

On page 2 of the Coeur d'Alene Public Library General Work Rules, the "Clothing" section reads, "A business-casual appearance lending authority to working with patrons is expected. Clothes should be in good repair. If you have a question, please ask. As all employees are in contact with the library's external and/or internal customers, the library asks that all employees refrain from wearing excessive fragrance (perfume or lotions)."

Jim said that he felt "very comfortable with what exists," but would hear a motion to change things. No motion was made.

### **ILA Offers Memberships to Library Trustees**

The Idaho Library Association (ILA) offers a special membership price for library trustees. Jim was curious to know if anyone knew anything more about it. Katie remembered materials that used to be directly mailed to her. Jim hasn't received anything. Elizabeth will follow up with the ILA to see what the benefits are for library trustees. Elizabeth also mentioned that the special price for ILA membership (for up to six library trustees) is \$175.

### **Library Board Photo on Website**

Holly mentioned that maybe they need to take a new picture for the website.

**Shadow of Student Representative**

Angela introduced Kat Baker, a teen interested in being a shadow to Ayla.

**Maintenance for Truck**

Dan brought up the lack of truck maintenance in the budget expense report.

**Next regular meeting** - January 22, 2025, 4:00 pm in Library Community Room.

**Adjourned at 4:54pm.**

Respectfully submitted,  
Angela Flock, Teen Coordinator (Notetaker)  
Elizabeth Westenburg, Library Director