

**LINCOLN TOWNSHIP PUBLIC LIBRARY  
BOARD MEETING MINUTES  
APRIL 18, 2017  
PAGE 1**

**PRESENT:** President Diane Nye, Vice President Linda Stocker, Treasurer Nick Sedalia, Secretary Elizabeth Schiman, Trustee Pauline Yost, Library Director Mary Hill. **Absent:** Trustee Megan Yore-Norbey

**CALL TO ORDER:** 6:58 p.m.

**GUESTS:** Eric Blum

**PUBLIC COMMENT:** None

**ADDITIONS TO THE AGENDA:** Friends of Library report.

**APPROVAL OF MINUTES:** Linda made a motion, supported by Nick, to approve the March 21, 2017 minutes. Motion unanimously carried.

**APPROVAL OF TREASURER'S REPORT:** Liz made a motion, supported by Pauline, to approve the Treasurers' Report for March with check no 18091 thru 18142. Motion unanimously carried.

#### **GOVERNANCE AND ADMINISTRATION**

##### **President**

**By-Laws:** Will report on by-law revision at May board meeting.

##### **Community and Government Relations**

There will be a co-op meeting May 11 in Paw Paw. Shirley Bruursema will lead a discussion on restoring penal fines via weigh stations.

Pauline and Liz attended the Friends of the Library board meeting. The Friends moved to donate an additional \$500 towards Summer Reading, bringing the total donation to \$6500.

##### **Building, Landscape and Technology**

**RFID Return System Update:** Eric presented a timeline of the 3M self check-in installation. He explained his process on resolving the system issues the Library has experienced. Eric feels that things are moving forward in a positive direction, and will continue to apprise the Board of the progress he makes.

**Donor Recognition Project:** Completed.

**Community Room Sound Proofing:** Installation of new ceiling tiles scheduled for 4-19-17.

**Parking Lot Painting:** Parking lot will have new parking space lines repainted in May, at no charge.

**LINCOLN TOWNSHIP PUBLIC LIBRARY  
BOARD MEETING MINUTES  
APRIL 18, 2017  
PAGE 2**

**Finance**

**Amended Operating Budget 2017-18:** Liz made a motion, supported by Nick, to accept the amended 2017-18 budget. After discussion, it was decided that the Board would like additional time to review the budget. Motion tabled.

**Restroom Vent Repair Proposal:** Linda made a motion, supported by Pauline, to accept the proposed estimate from Boelcke's for repair to a restroom vent, in the amount of \$1,280. Motion unanimously carried.

**Landscape Proposal 2017-18:** Nick made a motion, supported by Pauline, to accept the proposed estimate from Creative Landscaping for mulching Library planting beds, in the amount of \$1,542. Motion unanimously carried.

**Strategic Planning**

**Proposal Request:** Linda made a motion, supported by Nick, to accept the proposal from KDL for strategic planning, in the amount of \$22,900. Motion unanimously carried.

**Operations and Staff**

**Job Descriptions:** Will review in May.

**Policy:** Linda made a motion, supported by Pauline, to approve the 'Addition to collection development policy', as presented. Motion unanimously carried.

Pauline made a motion, supported by Nick, to approve the 'Policy on surgery and serious illness' policy for the employee handbook, as presented. Motion unanimously carried.

Linda made a motion, supported by Nick, to raise the patron balance owed from \$25 to \$75 before the Library will send a patron to the collection agency. Motion unanimously carried.

Linda made a motion, supported by Pauline, to circulate the e-readers for 3 weeks, with no renewal. Motion unanimously carried.

**REVIEW OF STRATEGIC PLANNING ACTIVITIES**

Director's Report – April, 2017

I was asked by Baroda Area Business Association (BABA) if we were interested in putting a banner in a window of the "Old Mill." I have sent all of you a picture of the finished banner. Please take a moment to view it the next time you're in Baroda.

I have been attending the monthly BABA meetings and have offered them Brian's expertise for computer classes. He is working with the group to determine what they want in their future classes which will be made available to the Baroda Area Businessmen at the Baroda Township Hall.

**LINCOLN TOWNSHIP PUBLIC LIBRARY**  
**BOARD MEETING MINUTES**  
**APRIL 18, 2017**  
**PAGE 3**

Eric will attend our board meeting to answer your questions and update you on the Radio Frequency check-in system.

The Shoreline Garden Club will be donating three new shrubs, a few perennials, and some annual flowers for the Blue Star Rock garden in the front of the library. They are ordering a plaque to label their "Pollinator Garden" which will contain a URL code that will explain the plants in the garden and the meeting times of the Shoreline Garden Club.

The children's department is holding a retreat day at the Lincoln Township Hall May 1 to outline their vision for the children's department. They are now giving out children's library cards at the children's desk and will be checking out books there in the near future. It is hoped this will help decrease our patron's wait time at the front checkout desks, and create a more customer friendly environment.

Boelcke Heating & AC has completed the HVAC work in the quiet reading room. And they have done the quarterly spring maintenance visit for our rooftop HVAC units. This includes lubrication, cleaning condenser coils, checking refrigerant levels, inspecting and adjusting belts, changing filters and changing the batteries in the thermostats.

I have worked with Chris Brooks about the parking lot paint. Jim and Son's have been back to reevaluate the paint job in the parking lot. Huggett-Betten has ordered the ceiling tiles for the Community Room and plan to install them April 19<sup>th</sup>.

Deb C ordered a sample chair so that you may look at it.

Deb, Kaela, and Natalie attended a Michigan Library Association (ALA) webinar, Managing Human Resources: Why HR Matters to Libraries. ALA will offer part two of this topic in May.

The Lincoln Township Fun Day's committee has met and started working on the September 9th event.

We have added a second page to the summer reading newsletter in order to accommodate the additional Summer Reading programs this year. Our offerings continue to grow.

Carol Reigle and wrote a grant to the Cook foundation for the Lakeshore Band items to be digitized. Our grant was turned down; however we are exploring other grants at this time.

I have been working with the cooperative board to revise our Plan of Service and By-Laws for the Southwest MI Cooperative. Eric wrote a successful grant to the State of Michigan for the TLC

**LINCOLN TOWNSHIP PUBLIC LIBRARY**  
**BOARD MEETING MINUTES**  
**APRIL 18, 2017**  
**PAGE 4**

conference in November, 2017. The grant was in the amount of \$1,200. Kaela, Natalie and I will be writing grants for the PLA conference next March in Philadelphia.

Brian has written the first blog for the web site and it will be posted later this week. He wrote on Home Schooling to tie in with the Home Schooling Open House being held April 24<sup>th</sup>.

Brian held a Public Services meeting on March 21. The staff discussed newsletter plans for May through August. Our newsletter for summer was so full we decided to add an additional page to accommodate all the information. There are offerings for every age group this summer including some favorites like the Teddy Bear Picnic.

Goal 1: We will continue to adopt new technologies that improve and enhance the delivery of all aspects of library services.

\* On April 11, Eric purchased twenty licenses of ESET Endpoint Antivirus for the staff computers. This subscription will be for one year and will replace Deep Freeze antivirus, which amounted to \$1588.44. ESET has been vetted by PC Consultants. In the trial stage, it has shown it uses low bandwidth and protects staff from downloading malicious applications or receiving emails with malicious content.

1.1 We will continue to acquire and make use of at least one of the latest information and entertainment technologies available each year.

\* Eric has created a Technology Advisory Group which meets every other Friday. Natalie is a part of that group and seeks to find ways to develop the Children's Department and library as a whole through new technologies. At one meeting, she brought her Virtual Reality Goggles, which are excellent for educational and entertainment purposes. The staff tried them out and discussed the practical applications. There has been discussions about new technologies in the library, while we addressed concerns and questions such as the automatic check-in or circulation at the Children's desk.

\* Eric and Natalie have teamed together to develop a mobile app for the library. The current developer they are in touch with is Boopsie and Eric is seeing if it is possible to locate a grant to offset costs. Eric and Natalie hope this application provides a means to expand the library's active patrons.

1.1.2 Consider providing patrons with devices such as e-readers and iPads for in-house use or loan.

\* Eric visited the Chelsea District Library in March to review their Kindle and Hotspot Lending Programs. The Chelsea District Library has been lending Kindle Devices for approximately three years and has had great success with the program. Eric asked a number of questions, including some Brian suggested, and this visit helped get the Lincoln Township Public Library set up and also helped to identify some obstacles that could be solved before they even happen.

**LINCOLN TOWNSHIP PUBLIC LIBRARY**  
**BOARD MEETING MINUTES**  
**APRIL 18, 2017**  
**PAGE 5**

a. Do you have a use agreement form Lincoln could look at? Chelsea does not have a use agreement. They have found it was harder to get people to understand the agreement and took too much time to explain.

b. What is your checkout time and renewal policy? Kindles checkout to Chelsea residents only and they do not loan to consortium residents. The Kindles also checkout for three weeks with no renewals.

c. Do you have something in your collection development policy that addresses what titles you purchase for your Kindles? The library has six kindles in the adult area, three in teens, and three in children. There is nothing in the collection development policy that addresses the titles purchased. They purchase twenty new titles quarterly.

d. What issues came up that you didn't foresee, and how did you address them? The Kindles are not popular with the teens, which is mainly because they are so locked down and the teens cannot mess with them and go on the web.

e. What age groups and/or demographics have been using the Kindle the most? They do not have all the Kindles set up at the moment. Currently there is a holds list and they are almost never on the shelves.

f. How are you buying materials? Amazon said we could not use our shared credit line. Chelsea instructed Eric to call Synchrony Bank to buy with a corporate credit line.

g. How are you doing music? Do you have music on one or more Kindles? Chelsea does not have anything but books on the devices. All their devices are Kindle Paperwhite.

h. Chelsea also informed Eric that we are not to register the individual device with Whispersync; Eric is to register the user.

\* At the visit to the Chelsea District Library, we also discussed their Hotspot lending program. This is a relatively new program for them and they were excited to share information about it. Chelsea covered their servicer, wireless provider, instructions on usage, and information to improve the service. They use a servicer called Manage Mobility to provide cases for circulation and to do their labeling. For their wireless provider, Chelsea uses Sprint at the moment, but they are also looking at AT&T and Verizon. All the devices have unlimited data. Melanie Bell at the Chelsea District Library gave the contact information of her sales representative if we are interested in starting this program. Regarding usage, they have filtering so the kids may use the devices. When patrons use the devices they select the library wireless network, just as patrons would select LINCOLN-PUBLIC to use the wireless network at the Lincoln Township Public Library. There have been requests at Chelsea to add a password to the devices for encryption. At the moment, there is no password so the device is unencrypted. Additionally, some

**LINCOLN TOWNSHIP PUBLIC LIBRARY**  
**BOARD MEETING MINUTES**  
**APRIL 18, 2017**  
**PAGE 6**

Hotspots do not work where the patrons live. A problem they have encountered is that families put holds on several Hotspots holding up the queue.

1.2 We will provide training every year through at least two, or possibly three, delivery methods for patrons and staff to become adept at using library technologies.

\* On March 31, Eric received training with Jerre Lee from Bibliotheca on the Digital Library Assistant by means of an online web conference. Jerre Lee, a senior product expert from Bibliotheca, provided the training. The purpose of this training was to introduce how the DLA can be used to scan inventory in the library, identify if an item is out of place, search for lost or missing items, or identify if a RFID tag is not secured, not checked in, or not checked out properly. Item lists are downloaded from the ILS (TLC). They are then arranged in Excel the way you want them to function. They must be in tag delimited or comma delimited format. The lists are then uploaded to the Digital Data Manager. Once the lists are uploaded they may be exported to an SD card which is inserted into the Digital Library Assistant (DLA).

\* On April 3, Eric received more training from Jerre Lee from Bibliotheca. This training concerned how to use the Digital Library Assistant with the 3M 877 C-Series Automatic Check-in. The process involves the following steps:

- a. The data is downloaded from the C-Series software on the computer to an SD card.
- b. The SD card is removed from the computer and inserted into the Digital Library Assistant.
- c. Items in the return bins are removed and placed on carts.
- d. The items are then scanned over and the Digital Library Assistant identifies items that have not been checked-in.

\* Eric and Brian have also identified that patrons have been returning more than one item at a time (most notably DVDs and Children's books). Therefore, the items cannot be identified by the RFID reader and cannot be checked in. Staff have been informing patrons when they checkout why they need to return items one at a time, and this has helped cut down the number of items that are not checked in. Also, Eric and Felicia noted on some Spoken Word items, the RFID tag cannot be read through the case. Eric and Felicia have identified book tags in the Spoken Word cases can be read. Eric is also configuring the hold slips to automatically print when the items are returned, which will reduce work for staff.

1.2.2 Continue to send staff to MLA and Spring Institute.

**LINCOLN TOWNSHIP PUBLIC LIBRARY**  
**BOARD MEETING MINUTES**  
**APRIL 18, 2017**  
**PAGE 7**

\* Hollie and Natalie attended Spring Institute from March 29-31 in Frankenmuth, MI. Spring Institute is a conference for youth librarians. Hollie picked up a lot of great new ideas for teen services at the event such as different ways to look at and run a summer reading program, working with mentally ill teens, and family tech programs.

1.2.4 Assure that each current and new technology we offer comes with training in a variety of formats, suitable either for either individual or group learning.

\* Eric and Brian began training for the DLA on April 10. This training involves hands on training for the staff, showing them how the DLA works. In this training, Eric and Brian also instruct best practices by staff as defined by Jerre Lee from Bibliotheca. Accompanying the hands-on training is a handout. Eric will also be creating a how to video which will be posted on the staff intranet.

1.3 We will maintain our current computers and software programs, and investigate new technologies such as mobile apps, laptops, and handheld technologies as they become available.

\* Eric and Natalie had a phone conference with Demco software about their mobile application Boopsie. Boopsie provides the library with a platform that will provide many new benefits. It will allow the library to expand its audience.

1.4 We will investigate ways to improve library processes through the use of technology each year.

\* Eric began a trial of Reboot Restore RX to replace Faronics Deep Freeze. Both of the software programs restore a computer to a baseline image. However, Reboot Restore RX installs the Windows Updates, thereby eliminating the need for Eric to load them manually. Additionally, Reboot Restore RX costs the library \$406 for 30 licenses as opposed to Deep Freeze which is \$3766.50 for 27 licenses.

\* Eric held a meeting with Reggie Curtis from PC Consultants to further discuss project goals for the 2017-2020 Technology Plan. The Technology Plan will be completed by May 2017. They discussed seven goals, and four of them addressed how we could improve on what has already been implemented.

a. The first goal involves improving the wireless so that patrons and staff alike may access staff wireless or public wireless wherever they are in the building. Currently, problems have existed in certain parts of the building connecting to the network. On the far side of the building staff have had difficulty connecting to the staff wireless and on the staff side of the building patrons have had difficulty connecting to the public wireless. Additionally, dead zones have been identified that Eric and PC Consultants aim to address.

b. The second goal focuses on the current strategy of backing up the library's data. At the moment, the library has backed up financial and confidential data to a server. Eric aims to make this data more secure

**LINCOLN TOWNSHIP PUBLIC LIBRARY**  
**BOARD MEETING MINUTES**  
**APRIL 18, 2017**  
**PAGE 8**

by backing up the backup data to the cloud. This would provide security that the data could be retrieved in the event of a natural disaster or fire.

c. A third goal is to improve on the virtualization technology we currently use in the library. We have implemented virtual servers that handle most services the library offers such as the Public Computer Management software or the Wireless software. Eric aims to provide a virtualized image of the public computers, circulation and check-in, and catalogs. This strategy will allow the library to have a new computer up and running within an hour as opposed to reinstalling the computer. Therefore, we would save time so we could perform other duties.

d. Finally, PC Consultants will be assisting with addressing networking issues of current technology as they occur.

\* Eric has been installing a new backup software called Macrium Reflect. This backup software is free and provides differential backups. Differential backups means that it will backup anything that has changed rather than a full backup. This will reduce the amount of space needed for backups and all staff will be allowed to backup to the server. It has also been shown to be reliable and use low bandwidth.

2.3 We will create stronger ties with area educators to support local student population.

\* Natalie was invited by Heather Steinbrook, the Parent Liaison for Great Start Collaborative of Berrien County, to be the presenter at their monthly meeting on March 28. As this was also an outreach event, Natalie invited Mary Ann to attend. They presented on the importance of literacy, skills and tips for parents to promote literacy in their children, and what materials and services the library offers to help them. The presentation went well and we even received ideas for new programming in the upcoming school year. PowerPoint presentation is attached.

2.3.2 Contact each school in service area to offer library services to teachers and make teachers aware that librarians are available for special presentations.

\* Mary Ann spent the month making school visits with the 2017 Michigan Reads! book. Over 750 preschoolers, Kindergarteners, and 1st graders heard and enjoyed the story of Bubble Gum, Bubble Gum by Lisa Wheeler.

Goal 3: We will offer programs for all ages, both on and off-site, to reach as many residents of our service area as possible.

\* Our partnership with the Berrien County Sheriff's Department this past month was a success. They presented a three-part Rape, Aggression, and Defense (R.A.D.) class to 20 participants at the library. The

**LINCOLN TOWNSHIP PUBLIC LIBRARY**  
**BOARD MEETING MINUTES**  
**APRIL 18, 2017**  
**PAGE 9**

interest in the class was so great that the Sheriff's Department contacted Mary Ann to schedule another series of classes in the fall.

\* Lego Bricks Club met on March 14 with 20 attendants. Attendance was up significantly from five patrons in February. The increase in attendance is probably due to the new program display in the Children's Department. At Natalie's request, our page Ashley created a large colorful display and put up the finished Legos creations from the previous month.

\* In an effort to reach out to school age children who miss out on regular story times, we have implemented an Evening Story Time, which we presented on March 15. Twenty-six patrons attended for crafts, rhymes, stories and songs. This was an improvement by three patrons over February's event. We have been receiving much positive feedback from patrons regarding the Evening Story Time, as it gives working parents and caregivers a chance to attend with their families.

\* Three people attended the Writers Group meeting on March 16. Brian started meeting by asking the group to share their goals as a writer and to discuss them with the others. He also talked about Kindle Direct Publishing, which allows authors to self-publish their own Kindle books. There was also an impromptu writing session and two critique sessions, where the participants read each other's essays and offered feedback.

\* Bookworms Club met on March 16; nine of the thirteen registered children attended to discuss the assigned reading and participate in crafts related to the book. Attendance was

down by two patrons, but this may have due to the fact that many children had been ill that month and missed school. This was information relayed to staff by patrons.

\* Three people participated in the Adult Coloring Group on March 17.

\* We drew nine people for the Tuesday Morning Book Club on April 11. The group discussed Purity by Jonathan Franzen.

3.1.1 Sponsor at least 2 programs a year that do not require visiting the building.

\* Eighteen people joined Mary Ann on March 22 for Tales You Can Taste Book Club to discuss Delicious!: a Novel by Ruth Reichl.

3.2 We will review and expand programming to fit the needs of preschool children.

\* Family and Baby Story Time programs have returned with much success. In the month of March, we hosted 847 patrons from our community.

**LINCOLN TOWNSHIP PUBLIC LIBRARY  
BOARD MEETING MINUTES  
APRIL 18, 2017  
PAGE 10**

3.2.1 Maintain attendance and quality of the summer reading program.

\* Mary Ann contacted local merchants and thus far has obtained the following prize donations for our summer reading programs:

- a. Dairy Queen: Free ice cream coupons for the youth and \$50 of coupons for the adult program
- b. Culver's: 500 coupons good for both a custard cone and a Scoopie meal for the youth program
- c. Pizza Hut: 500 free pan pizza coupons for the youth program
- d. Taco John's: 150 free meal coupons for the teen program
- e. Martin's Supermarket: Approximately \$100 worth of gourmet popcorn for the teens and a \$50 gift certificate to their School of Cooking for the adult program
- f. Ricky's: \$50 worth of coupons for the adult program
- g. Tosi's: Two "Year of Free Soup" coupons for the adult program
- h. Ace Hardware: A very nice pizza grilling stone set
- i. Plant Pleasers: Three potted plants for the adult program
- j. The Flour Shop: A \$10 gift certificate for the adult program

3.2.6 Investigate outreach programming for children in service area.

\* Mary Ann's S.T.E.A.M. Locomotion drew 20 patrons at Spring Lake, 41 at the Y.M.C.A., and 43 at the Y.M.C.A's afterschool program at Roosevelt. They continued work on last month's coding project.

3.3 We will continue to offer innovative programming to tweens (kids ages 9 through 13) providing a bridge from childhood activities to teen programming.

\* Thirteen 'tweens participated in Mary Ann's 'Tween Tomes Book Club. The featured book was the Newbery Award winning Mrs. Frisby and the Rats of Nimh by Robert C. O'Brien.

3.4 We will maintain and expand programming that engages teens and allows them to participate in the library in ways that entertain and educate.

\* Twenty-six people attended Hollie and Vicki's Yu-Gi-Oh card game tournament on March 25. We had some new faces and some returning competitors. It was a great competition with several spectators. It

**LINCOLN TOWNSHIP PUBLIC LIBRARY**  
**BOARD MEETING MINUTES**  
**APRIL 18, 2017**  
**PAGE 11**

was great to see teens congratulating each other for doing well and encouraging each other when they lost a match.

\* Pizza & Pages met on March 17 to discuss *The Raven Boys* by Maggie Stiefvater. Hollie and Vicki led the discussion with 12 participants.

\* T.A.B. will meet on April 14 to discuss Junior Friends and the upcoming summer reading program. Hollie is currently creating this year's Junior Friends application and schedule. Junior Friends registration begins May 1.

3.5.3 Increase participation in the Doorstep program and local nursing homes delivery by 2% each year.

\* Mary Ann made our regular Doorstep deliveries to three at The Willows and eight at The Pine Ridge Center.

3.6.2 Work with programmers at neighboring libraries to consider coordinating programs in the area.

\* Fandom Fest, our collaboration with six other local libraries at the Lake Michigan College Upton Hall, was on April 1. Hollie was interviewed on 98.3 radio along with Kara Pauley from the Dowagiac Library and Kat Boyer from the Benton Harbor Library about a week before the event. Hollie, Vicki, Natalie, and Mary Ann helped out at the event with a total of 560 attendees. Everyone helped out in different areas such as the registration table, walking the floor, and taking event photos. Natalie was the MC and helped with the costume contests. Mary Ann was instrumental in organizing the maker space area and helping with crafts. Vicki helped organize the volunteers and helped with the maker space area. Hollie handled marketing for the event, helped make buttons for kids, and gathered statistics for all seven libraries after the event ended. Hollie posted several thank you posts to our vendors and sponsors on the Fandom Fest Facebook page the week after the event. The staff of all seven libraries received many positive comments, and we plan to repeat each year. Hollie is currently working with staff from the other libraries to plan a follow-up meeting and discuss possibilities for next year's event.

4.1 We will install a comprehensive signage and way-finding system that is consistent, contemporary and efficient offering directional aids to visitors to the library.

\* The Easy Series section is now fully integrated into Easy Fiction. Signage is updated and complete. The integration means that the collection in Children's now follows one consistent cataloging vision and is easier for patrons and staff to navigate. Natalie will soon be adding plush décor to make the Children's Department more visually appealing.

4.2 We will optimize the configuration and layout of the space for the public.

**LINCOLN TOWNSHIP PUBLIC LIBRARY**  
**BOARD MEETING MINUTES**  
**APRIL 18, 2017**  
**PAGE 12**

\* Hollie and Vicki have begun shifting the teen collection to ease some of the congestion in that area.

\* Our Early Literacy Center continues to be the shining star of the Children's Department. We have had 1,430 visitors to Rosetta's House in the Month of March. In order to generate excitement and keep the environment fresh for the patrons, Sherri resets the theme often. Our current theme is Bugs, Ants and Worms. We have also added a play Entomology Lab so children may learn more about the anatomy of the insects.

5.2.2 Configure the website and customize the monthly program calendar.

\* Hollie has updated the general policies form on the website with the new card age requirement and the Early Literacy Center's Parental Agreement Form.

\* Brian created his first blog post on the new blog he is running on our website. The article is about how public libraries support homeschooling families.

5.3 We will continue improving the library newsletter, expanding features and using expert newsletter formatting and editing techniques.

\* We have decided to expand the newsletter to six pages for the summer edition. Hollie redesigned the layout, entered all of the programs, and edited the newsletter. She also added all of the events to the library's Google Calendar and will make monthly print calendars for patrons. In addition, Hollie created the annual summer reading flyer and special events brochures for the Children's and Teen's programs. She is currently working on adding all the events to our social media outlets, our outdoor sign, the slideshow on the website, and our marketing outlets inside the library such as the revolving photo frames and the 3M self-checkout machine. Hollie is also adding all of the teen programs to the online registration form in Eventkeeper.

6.1.2 Cross-train staff so no area of service is without competent staff any hour the library is open.

\* Brian continues to hold circulation meetings, which include the DLA training he is doing with Eric.

\* In an effort to offer an excellent experience for all visitors to the Children's Department, Natalie has implemented a checklist to be used by the Children's Desk staff when fulfilling shifts there. The checklist included input from Sherri and Hollie and delineates a set of expectations for the beginning and end of desk shifts, along with what to do during the shifts. This has been in place since February and seems to help staff keep a detailed focus when working the desk.

6.3.3 Continue to send staff to workshops and conferences.

**LINCOLN TOWNSHIP PUBLIC LIBRARY  
BOARD MEETING MINUTES  
APRIL 18, 2017  
PAGE 13**

\* Brian attended the "How to Become a Better Communicator" seminar in Kalamazoo on April 7.

**FOR THE GOOD OF THE LIBRARY**

Statistics were presented and reviewed in graph form.

**ADJOURNMENT:** 8:55 p.m.

Next meeting is May 16, 2017 at 6 p.m.

Respectfully submitted,

Elizabeth Schiman