

**LINCOLN TOWNSHIP PUBLIC LIBRARY  
BOARD MEETING MINUTES  
FEBRUARY 21, 2017  
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**PRESENT**

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

**CALL TO ORDER:** 6:05 p.m.

Linda made a motion, supported by Pauline, to move to closed session at 6:07 p.m. for purposes of discussing labor relations and plans for union negotiations. The voting was as follows: Diane-aye, Linda-aye, Nick-aye, Liz-aye, Pauline-aye, and Megan-aye. Motion unanimously carried.

Meeting went into regular session at 7:04 p.m.

**GUESTS:** Chris Brooks, Natalie Isham, Mary Ann Ware

Chris Brooks, Architect, presented the Board with a summary/update of costs for recent projects.

Natalie Isham, Children's Librarian, presented the board a preliminary report on the 2017 Winter Parent-Teacher Conference Library Card Drive. Natalie also presented a recommendation that the board consider lowering the age a patron can receive a juvenile library card, from 6 to 4. In addition, Natalie presented a draft proposal of a new user agreement for Rosetta House and story time participation. Megan made a motion to accept the proposal, as presented, supported by Linda. After discussion, Megan amended the motion, supported by Linda, to accept the proposal with the removal of the 'patron fine' line. Motion unanimously carried.

**APPROVAL OF MINUTES:** Linda made a motion, supported by Nick, to approve the January 17, 2017 minutes. Motion unanimously carried.

**GOVERNANCE AND ADMINISTRATION**

**President**

**By-Laws:** Pauline made a motion, supported by Megan, to amend Article 3, section 5 by adding, 'The Secretary shall have authority to sign all checks ordered by the board'. Motion unanimously carried.

Diane and Liz have agreed to serve on an ad hoc committee with the purpose of reviewing and revising current by-laws. They have agreed to have Article 1 ready for board review at the March 21, 2017 meeting.

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**Community and Board Relations**

Pauline reports that the Friends of the Library are donating \$6,000 towards the 2017 summer reading program. An additional \$500 will be added, if funds are available.

**Building, Landscape and Technology**

**Boelcke quote:** Nick made a motion, supported by Linda, to approve the quote from Boelcke Heating in the amount of \$5,800, for revisions to the HVAC in the Quiet Reading Room. Motion unanimously carried.

**Finance**

**Treasurer's report:** Nick made a motion, supported by Linda, to approve check no. 17988 thru 18035. Five board members in favor, one member abstained. Motion carried.

**Amendment to budget:** Nick made a motion, supported by Linda, to amend the budget, as presented on page 13. Motion unanimously carried.

**Strategic Planning**

Mary reports bids are being received from strategic planner facilitators.

Linda raised the idea of a bookmobile. This is a consideration for the board as we move forward with the upcoming strategic planning.

**Operations and Staff**

**Policy:** Linda made a motion, supported by Pauline, to lower age of issuing a juvenile library card from 6 years old, to 4 years old. Motion unanimously carried.

**Policy:** Pauline made a motion, supported by Megan, to remove the check-out limit of 4 music and spoken word CD's. Motion unanimously carried.

**Policy:** Linda made a motion, supported by Pauline, that new fiction will circulate 2 weeks. Motion unanimously carried.

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**REVIEW OF STRATEGIC PLANNING ACTIVITIES**

Director's Report – February, 2017

Our remodeling projects are nearing completion. We are working with Chris Brooks to determine a solution to the echo in the Community Room. Boelcke Heating and Cooling has given us a quote to fix the heating/cooling issues in the Quiet Reading room and we are moving forward on getting that fixed. Our contractor, Dale Layman, has been working on the book drops this week and plans to be finished with the project by the end of the week. Our 3M engineer will then come out to configure the RFID (Radio Frequency Identification) units once they are in place.

Mary Ann, Natalie, Kathy, and Marie manned tables at the three elementary schools Parent Teacher conferences this month to promote library card sign ups. They signed up 56 children with new cards. This is our first year doing this program and we hope to have even greater numbers next year when we are able to work out some of the kinks with our technology.

I attended a South West Library Cooperative meeting this month. The Cooperative received their clean audit this month. We are also working on amending their Plan of Service (By-Laws).

I have worked with Brian Mortimore to complete the job description project we have worked on all year. I will have copies for the Personnel Committee to review in March.

Carol Reigle and I wrote a grant to the Cook Foundation requesting money to pay for the digitizing of the Lakeshore D-Day trip to be hosted on our website in addition to the Lakeshore Yearbooks we added last year. We will continue to add to this community website as we add more local history.

The TLC Red Arrow Catalog is now hosted in the Cloud. The staff has noticed less downtime and a faster connection. The transition went very smoothly with only a small downtime for Inter-Library Loan which was quickly rectified.

Our Winter Reading Club as already exceeded last year's numbers and goes until Friday, March 4<sup>th</sup>. In addition to receiving a candy bar for completing the program, our participants will be entered into drawing for prizes from Watermark Brewing and Full Circle Café in downtown Stevensville.

Our story times continue to be very well attended. This month Miss Sherrie and Miss Natalie have offered an evening story time with 26 attending the first session. We had discontinued evening story times a few years back because of lack of interest.

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Hollie, Mary Ann, and Natalie are working with several Berrien County Libraries to bring the first Fandom Fest to Southwest Michigan. The event will be on April 1 at the Mendel Center at Lake Michigan College.

We had one nonresident fee card purchased this month.

Brian has started a writers group which is getting off the ground. He is using the display case this month to promote self-publishing.

Our community outreach lead by Mary Ann continues to receive positive feedback. Mary Ann is providing an after school program for children at the Spring Lake mobile home park on John Beers. She is also conducting a trivia night at the Watermark Brewery, facilitating a Book Club at Martins in conjunction with the cooking school, providing an after school program at the YMCA. She also coordinates a Home School Open House once a year, and until recently hosted the Library Book Hounds program for reluctant readers. She also leads the Tween Tomes book club for middle schoolers, and delivers books to the elderly in nursing homes with our Doorstop program.

Since being assigned the Outreach Coordinator position Mary Ann has done an excellent job taking LTPL to the community.

Recently a child got sick after a program. This prompted us to contact our cleaning service rep for staff training on the efficient, safe, and sanitary removal of potentially infectious substances. Roger from KSS Enterprises will provide staff training in March at our staff meeting.

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

- Eric held a meeting with Reggie Curtis from PC Consulting in which, they discussed goals for the creation of an updated Technology Plan and project goals Eric would like to reach in the next three years. This meeting was meant to be part of an overall goal to develop a new three-year Technology Plan. Reggie wants Eric to draft some goals, and he will hold another meeting with him to construct the new Technology Plan. Here are topics that were discussed:
  1. Wireless coverage throughout the building: At the moment, staff and patrons alike have difficulty getting access to wireless coverage in parts of the building. The goal is that no matter where a person is in the building, they should have the ability to connect to the wireless internet on the staff or guest internet.
  2. Upgrade bandwidth of the wireless internet: Over the next three years, the library will probably experience increased usage of its wireless internet. This increase will result in the library having to upgrade the bandwidth of the wireless internet.

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3. Include a Splash page that includes the computer use policy when accessing the wireless internet: Another goal is to have patrons agree to the terms of the internet just as if they are using library-owned computers. Eric would like to add a Splash page that includes the current computer use policy when patrons attempt to connect. They will be required to agree to the policy.

4. Improve security of building: We discussed repairing the cameras that monitor the library. We want to consider whether to repair the old or go with newer technology such as IP cameras which would reduce the cost in the long term. We also considered whether we want a wireless or wired system.

5. Implement a new library intranet such as WordPress: As a result of the workshop Eric attended at Kalamazoo Public Library, he would like to revise the library intranet and move us away from a Microsoft SharePoint site. The site Kalamazoo Public Library developed is based on WordPress. Eric feels that this is a logical way to go since the main website is based on WordPress. The web development librarian at Kalamazoo Public Library advised Eric to build it separate from the main site and link the two. Eric is considering attaching a link on the staff page and having a login the staff would need to use.

6. Build on virtual servers: Eric's overall goal is to virtualize the entire library. His thought is to implement VCenter in the next three years, since we already have VSphere client. Reggie Curtis advised him to look at VCenter and Microsoft's Hyper-V. He mentioned that Hyper-V can do things we would need to pay extra money for in VCenter.

7. Mobile App: Eric would like to finish development of the mobile application and make it available for Android and iPhone. This would allow patrons to get announcements from the library, check the schedule, and view "How to" videos on their mobile devices.

1.2.1 Provide opportunities for staff to participate in webinars.

- Hollie watched a Solar Eclipse webinar on February 3. She will be collaborating with Mary Ann and Natalie to hold a viewing program on August 21 for the upcoming total solar eclipse. This type of eclipse has not been visible in the U.S. since 1918. The Space Science Institute (SSI) was awarded a grant that will provide 1.26 million solar viewing glasses and other resources for 1,500 public libraries across the nation. The webinar discussed programming leading up to the eclipse, preparing patrons for safe viewing, putting up displays in the library, and hosting story times that follow the theme. Libraries are encouraged to become a center for eclipse information in their communities.
- Natalie and Mary Ann watched the Hands-On Learning for Makerspaces webinar with Megan Lotts in order to produce better makerspace programs for the community. Report is attached.
- Natalie attended a webinar for Project Outcome to learn new and innovative ways to measure impact on our community and community involvement. Report is attached.

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- Eric and Mary Ann attended a web demonstration of EKRooms by Plymouth Rocket. This demonstration provided some views on how this software handles signing people up for meeting rooms. This is one software vendor for booking meeting rooms that we will be looking at.
- Hollie, Vicki, and Linda attended the TLC webinar on February 1. The first webinar focused on what is left to develop for LS2 Cataloging, second webinar focused on the addition of cataloging workspaces in LS2 Cataloging.
- Deb C attended a webinar on Records Retention this month provided by the State Library.

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

- Brian's computer classes since the last Board meeting include:
  - PowerPoint Parts One and Two
  - Microsoft Excel Parts One, Two, and Three
  - Searching and Finding Online
  - Beginning Email
  - Microsoft Word Parts One and Two
  - Build a Website with Google Sites

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

- Eric finished configuring VPN (Virtually Private Network) with Theo from PC Consultants.
- Eric prepared LTPL for TLC Update Release 42 and transition to hosted solution.

2.1.1 Keep an ample supply of new books.

- Hollie will be placing the initial order for the Kindle books to get the adult and teen Kindles ready for lending to patrons. Brian will be in charge of policies of when to purchase replacement books for Kindles, drafting a policy for returning Kindles, and creating an Excel spreadsheet for staff to keep track of ordering.

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 visited with 66 Kindergartners at Stewart Elementary on February 10. She read The Sweet Tooth by Margie Palatini to complement their study of dental health and Snow Dude by Daniel Kirk as a tie-in to advertising our Magic Fun Show on February 22.
- Mary Ann organized a library card drive at the three Lakeshore elementary schools. Natalie, Marie, Kathy and Mary Ann manned tables at each school during Parent Teacher Conferences on February 7 and 9. Eric oversaw the installation of a Virtually Private Network (VPN) on three laptop computers so they were able to remotely access the library's computer system and issue cards at the schools. They spoke with over 350

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people despite problems with the oldest computer, and issued 56 new library cards to eligible students.

2.5.1 Identify and make contacts with homeschooling parents, homeschooling groups, etc.

- Susan Parlak of Berrien Regional Educational Services Agency (RESA) contacted Mary Ann to request information about our upcoming Homeschool Open House and Baby Yoga program. She directs RESA's Parents and Teachers program and would like to have the information available to participants.

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.

- As of February 15, we had 68 people signed up for the Adult Winter Reading Program, which already exceeds last year's total of 67.
- Lego Bricks Club met on January 10 with three patrons in attendance. Natalie has begun brainstorming with the Children's Department to learn how we can better market this club to boost attendance.
- 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 debuted on January 18. Twenty-three patrons attended to hear stories, sing songs, and participate in arts and crafts.
- Five people attended our first Writers' Group Meeting of 2017 on January 19. Brian led the program. Participants talked about their writing background and goals for the group. Brian then led a brainstorming session on the challenges writers face. The meeting ended with participants reading the writing of another member of the group and providing feedback.
- Bookworms Club met on January 19; eleven of the thirteen registered children attended to discuss the assigned reading and participate in crafts related to the book.
- Our first Adult Coloring Group meeting was on January 20. Eight people attended. Brian scheduled the program to last for 90 minutes, but all the attendees stayed longer. There was lots of good conversation, and several participants expressed gratitude for hosting the program.
- Kathy led a Learn to Crochet program with eight patrons in attendance..
- The "A Taste of Yoga" program, a partnership between Lakeland Health's Get Fit in the Mitt Program, Yoga Life Studio, and LTPL, took place on Saturday, January 21. Twenty-six people participated. The program was geared toward those who had never done yoga before. As an outreach, the library supplied free yoga mats to participants who needed them.
- We had 14 people attend our Estate Planning program with Bill Westerbeke in February. Mr. Westerbeke will be back in March for a program on Reverse Mortgages.
- Lisa Micunek of Martin's School of Cooking joined us at the library to present Crockpot Cuisine. Twenty-four participants were treated to a variety of wonderful dishes and learned useful tips for cooking with a crockpot. I received several glowing reports on the program, and comments from folks that would like to see it offered again.

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- We had 20 people attend our Card Buffet with Barbra Otten this month. Participants made their own greeting cards. The staff received many positive comments from participants as they were leaving.
  - The Tuesday Morning Book Club met to discuss The Nest by Cynthia D'Aprix. We hosted 16 people for this event.
- 3.1.1 Sponsor at least 2 programs years that do not require visiting the building.
- Twenty people joined Mary Ann on January 25 for Tales You Can Taste Book Club to discuss The Chocolate Cat Caper by Joanna Carl. Lisa Micunek of Martin's School of Cooking then presented a feast of both sweet and savory dishes featuring chocolate in the ingredients for those who choose to participate. This continues to be a very popular program and we receive many positive comments from the participants.
- 3.1.3 Sponsor at least one program each year to reach nonusers who have never registered for a library card.
- Interest is growing in our Head-to-Head Trivia Night at the Watermark Brewing Company. In January we saw 20 people take part in the game, and in February we saw 25 people participate. Other patrons seem to enjoy watching the competition. In all, we entertained approximately 40-50 people each night. I have received several comments from participants on the quality of the program. Good job, Mary Ann.
- 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 January, 580 patrons from our community attended. February's attendance for Story Times is on track to be just as successful with 326 attendees this month thus far.
  - Story Times have been so successful that in order to better serve the needs of our community; we have implemented an additional Baby Story Time on Thursdays in the beginning of February. So far, we have had 17 attendees.
- 3.2.6 Investigate outreach programming for children in service area.
- We saw 35 children attend Mary Ann's S.T.E.A.M. Locomotion at Spring Lake and 36 children attend at the Y.M.C.A. They took part in an introduction to the Scientific Method called "Cat's in the Bag".
  - Mary Ann reports that since the last Board Meeting we have welcomed two newborns from Lincoln Township, two from Royalton Township, and one from Baroda Township with a Books from Birth packet.
- 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.
- Eleven 'tweens received a free copy of North by Donna Jo Napoli, compliments of the Friends of the Library. Nine of them joined Mary Ann on January 19 at Tween Tomes Book Club to discuss the book.
- 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.

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- The Teen Advisory Board (T.A.B.) met on January 13. Hollie and Vicki met with 20 teens. The group discussed the upcoming T.A.B. lock-in and the Teen Winter Reading Program. Hollie and Vicki also provided booktalks to encourage the teens to check out new books.
- Pizza & Pages met on January 20. Ten teens discussed Lord of the Flies by William Golding. The group will meet again on March 17 to discuss The Raven Boys by Maggie Stiefvater.
- Teen Winter Reading began January 16 and runs through March 4. Teens may sign up at the youth desk. Once they have completed a BINGO, they get a prize and earn an entry into our grand prize drawing. This year's theme is Curl up with a Good Book. We have 27 teens registered as of February 10.
- Pysanky Eggs for teens on February 8 had a full registration and 21 people in attendance. Local artist Char Randall taught the teens to decorate a Ukrainian Egg. The eggs will be glazed and returned to the library for distribution. Char Randall will also be teaching this class at the library for adults and children over the next several weeks.

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 ten at The Pine Ridge Center.
- We are partnering with the Saint Joseph-Lincoln Senior Center to recycle printer cartridges. We don't generate enough cartridges to recycle on our own, so Mary Ann drops them off while making her Doorstep deliveries.

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

- Hollie hosted a planning meeting for the upcoming Fandom Fest on February 8. Lincoln Township Public Library is collaborating with Maud Preston Palenske Memorial Library, Benton Harbor Public Library, South Haven Memorial Library, Three Oaks Public Library, Coloma Public Library, and Bridgman Public Library to bring the first Fandom Fest to Southwest Michigan. The event will be on April 1 at the Mendel Center at Lake Michigan College. Hollie also met with Kara Pauley from Dowagiac Library on February 10 to discuss marketing for the Fandom Fest on April 15 that a different group of libraries will be hosting at Southwestern Michigan College. Hollie is creating brochures and flyers for both Fandom Fest events. Vicki, Mary Ann, and Natalie are also helping with maker spaces, volunteer coordination, costume contests, and various other activities.
- Mary Ann found a grant through Kohl's that she shared with Hollie for the upcoming Fandom Fest. The grant provides \$500 and five volunteers for three hours during an event. Hollie asked Carol Reigle of the Friends of the Library to fill out the application, which required a 501c3 status. If we receive the grant, the funds will help reduce the cost of the event for the libraries involved and provide volunteers to help with youth activities and various other tasks during the event.

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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.

- We are integrating the Easy Series section into Easy Fiction to reduce patron confusion and to remain consistent with the cataloging philosophy for the entire Children's Department.

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

- Our Early Literacy Center continues to be the shining star of the Children's Department. We have had 1,767 visit Rosetta's House since January 1. In order to generate excitement and keep the environment fresh for the patrons, Sherri resets the theme often. Our current theme to fire the imagination is Dinosaurs. A local community member is allowing the library to borrow some of her fossils for our Children's Display Case.

Goal 5: We will market the library to increase awareness and interest in using the library's programs and services among those in our service area.

- Hollie has updated the library's logo and created marketing templates for the staff to use for branding consistency. Hollie is also re-branding and updating all of the existing flyers, brochures, and handouts with the updated logo and has instructed other staff who create print materials for patrons to do the same. Brian has also updated several of his materials and is using the new branding on program handouts.

5.2.2 Configure the website and customize the monthly program calendar.

- Hollie has updated all of the registration links on the library's website including the individual event links in our online calendar. They all now directly link to the new EventKeeper registration form.
- Hollie has added the E-reader policy to the policies section of the library's website.

6.1 We will review current workloads and rewrite job descriptions and performance measures to ensure that no bottlenecks or slowdowns in work processes occur.

Eric held a department meeting on 1/26/2017 in the Community Room

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

- Brian held two more rounds of circulation meetings since the last board meeting. He has been using these meetings as a chance to train staff on new procedures as well as remind them of policies already in place.
- Brian held a Public Services meeting, the topics discussed were:
  - Our plan for the next newsletter cycle
  - Policies for checking out Kindles, when this service is ready
  - Our new logo and branding for publicity
- 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 when they arrive for their shift, while they are working, and while they are closing desk shifts. We have had one implementation meeting with the

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Children's Desk staff and will have a follow-up during in service day, to ensure that the staff has the tools they need to meet the expectations.

- Hollie, Brian, Eric and I met to discuss the next steps in moving forward with our Kindle purchases.

6.3.3 Continue to send staff to workshops and conferences

- Eric attended a workshop at the Kalamazoo Public Library on January 27, called Library Upload. Library Upload is an event for IT professionals who work in public libraries. The workshop began with a presentation of a virtual reality set. The biggest thing Eric took away from this presentation is that one person can build the backbone of the intranet but everyone needs to be knowledgeable of it and collaborate on it to make the intranet work.

February Webinar Report

Referenced in Director's Report 1.2.1

Hands-On Learning Makerspaces with Megan Lotts

This webinar I observed with Mary Ann. I had higher hopes for it but I still had a few good takeaways. The subject was maker spaces, their varieties, histories and practical applications in libraries. That is what is advertised. However, the presenter focused a great deal on her Art Library in Rutgers and what they do there while ignoring public libraries almost completely. This is highly frustrating as the advertisement suggested that the material would cover practical use in public libraries for all ages. As a new children's librarian, I was very excited at the prospect of learning new skills about maker spaces, something that I have little skill in. But it was not to be. She offered one slide with websites for major public libraries that have "successful" maker spaces (I find the proclamation dubious as "successful" maker spaces were never defined or even shown in pictures). I did however, wait out the webinar in case any of her programs at the Rutgers library could be cultivated to our needs. Brainstorming with Mary Ann during the webinar provided many ideas that I can keep in the back of my mind. I particularly like the idea of a tech maker space, called a "hackerspace", which I learned from the webinar and from Mary Ann I learned that we have a program that promotes early computer programming skills. So despite the fact that the webinar did not meet the expectation I had set for it, I would still call the hour I spent watching it successful in that I was able to brainstorm many ideas with Mary Ann and she shared some knowledge with me about what works and what doesn't for her programs.

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PLA-Measuring Outcomes

Our library is, like all libraries, concerned with its impact on the community. We do measure outcome, but by quantifying attendance. Previous to the webinar, I was not sure how else outcome could be measured. The webinar stressed that we can not only look at quantifiable measurement but also qualitative measurement. This can be done with satisfaction surveys or even talking with patrons. Because Project Outcome is free, there is also a tool kit that we can employ here. I will delve into that further and see if we can use all of the pieces or only some of them. I particularly like that the toolkit is made to be flexible to adapt to different communities and their needs. This will be helpful as we continue to measure our own impact.

**FOR THE GOOD OF THE LIBRARY**

A map highlighting the Library's service area was given to the Board.

**ADJOURNMENT:** 8:42 p.m.

Next Board meeting is March 21, 2017

Respectfully submitted,

Elizabeth Schiman, Secretary