

Rockford Public Library
Policies & Services Committee
Tuesday, July 9, 2024
Boardroom, Main Library, 215 N. Wyman St.

MINUTES

Committee Members Present: Molly Brauns, Dennis Horton, Colleen O'Brien, and Janet Moore (via Webex)

Committee Members Absent: none.

Staff Present: Lynn Stainbrook, Anne O'Keefe, Erin Stachowiak, Anthony Cortez, D'awanna Mims

1. Vice President Molly Brauns called the meeting to order at 12:00 pm.
2. Public Speakers: None
3. Library Statistics: Lynn Stainbrook provided the committee with attendance charts for all branches, classes and events counts and stats on collection size, checkouts, and turnovers through May of 2024. Discussion followed.
4. Approve Changes to Policy 5.1-Meeting Rooms and Appendix [action]: Director Stainbrook updated the policy to include the Main branch regarding food and drink as it relates to RPL's agreement with a preferred caterer. In addition, changes were made regarding use of signage in the Main branch with the possibility of utilizing the large monitor on the second floor outside the maker lab for outside promotional advertising. Discussion followed. A motion to approve the changes was made by Dennis Horton and Seconded by Colleen O'Brien. By voice vote, the motion passed unanimously.
5. Approve changes to Policy 5.6 Code of Conduct [action]: Director Stainbrook presented the Code of Conduct to the committee. The Code now contains information regarding food and drink in the library, the number of personal belongings allowed in the library, behaviors not allowed, and other items. In addition, a chart has been provided explaining the consequences of violations of the Code of Conduct and what staff members are authorized to make those decisions.
Vice President Brauns suggested that the 4th violation-Permanent Suspension from RPL-should require authorization from the Executive Director and not just the Assistant Director. Vice President Brauns called for a motion to amend the 4th violation to list the Executive Director. A motion was made by Dennis Horton and Seconded by Colleen O'Brien. By voice vote the motion passed unanimously. Vice President Brauns then called for a motion to approve the changes to Policy 5.6 Code of Conduct. A motion was made by Janet Moore and seconded by Colleen O'Brien. By voice vote, the motion passed unanimously.
6. Approve Changes to Policy 5.8 Alcoholic Beverages [action]: Vice-President Brauns introduced the updated policy. Discussion followed. A motion to approve the changes was made by Colleen O'brien and seconded by Dennis Horton. By voice vote, the motion passed unanimously.
7. Meeting Room Use-Library Equipment Policy 5.4 [discussion]: Vice-president Brauns introduced this item for discussion as it pertains to the Maker Lab and other areas in the New Main. Anthony Cortez was asked about the creation of new policies for technology use. Discussion followed. No action was taken.

8. Customer Service [discussion]: Director Stainbrook discussed the need for staff training to improve customer service. Staff Committees, outside training, and peer review were mentioned. Anne O'Keefe stressed the importance of an outside presenter from the library industry. Discussion followed. In addition, Director Stainbrook discussed a customer email, sent to the Trustees and herself, that addressed an adult program at East which was cancelled. Lynn investigated the customer concerns, spoke with the East Branch Manager, reached out to the customer and is waiting for a response. Discussion followed.
9. Staffing [discussion]: Director Stainbrook updated the committee on the Union Contract with RPL. The City Council needs to approve the contract. Vice President Brauns stated that without a contract we are not able to post jobs. Brauns also asked what positions RPL is seeking to fill. Director Stainbrook indicated that Adult Services and Maintenance are the priority for staffing. HR Director D'awnna Mims stated that as of July 9, 2024, there are currently 19 job openings, 15 are public service positions. Discussion followed.
10. Technology [discussion]: Vice President Brauns added technology as an agenda item for Policies and Services. Anthony Cortez updated the committee on the current state of tech at the Main Library. Currently the primary focus is on making all the doors operational. On August 3rd, the IT Department will be working overnight with the contractor to ensure all doors are operational as intended. After August 3rd, there will be additional work done based on prioritization. Vice President Brauns thanked the Directors for their time and contribution to the P&S Meeting. She also recognized RPL staff for their work leading up to the grand opening and beyond. Continued reporting on will be necessary until the current issues are resolved. Discussion followed.
11. Unfinished Business: None
12. New Business: Vice President Brauns has been hearing from Many people that the collection is smaller at New Main. Erin Stachowiak, Director of Collections, explained that the physical collection is not smaller. Director Stainbrook added that many reference materials, including encyclopedias, magazines and newspapers are no longer being printed. Vice President Brauns asked for a report regarding the make-up of the RPL card holder population. This will aid in the continual building of the collection as it relates to our customer base. Discussion followed. Vice President Brauns asked the committee if they would like to meet at a different time, or once a month on Board night. Discussion followed. No action was taken at this time.

With no further business, the meeting adjourned at 1:12 p.m.

The next regular meeting of this committee will be Tuesday, August 13, 2024, at 12:00 p.m. in the Boardroom, RPL Mian Library, 215 N. Wyman St.

Mary Pat Muzzarelli
Recorder