

League of Women Voters of Pullman Observer Report

Name of Agency: Neill Public Library Board Date: November 17, 2021
Observer Reporting: Francy Pavlas Bose Length of Meeting: one hour
Members Present/Absent: Jann Hill ; Mary Jane Neill; Kris Boreen; Brandon Wolking; Dan LeBeau
Others Present (i.e., media, public): Megan Welling (Friends of Library); Lori C. Lewis-Adm. Assist;
Joanna Bailey --Director

Meeting Content:

Meeting started at 3 pm. Minutes; October & November vouchers; and November Salary warrants approved.

Lori Lewis pointed out that are 'spending' money before end of year, currently **spending 69% and hope to reach 80% by year's end.**

Recorded 130,000 library visits. Still have curbside check out.

The analysis of the "**Circulation desk**" and how to improve it is ongoing with a 3-hour session to address by creating a "flow-chart" of the process. Joanna described the chart of Circulation Desk evaluation and improvement. The flow chart was created (physical technology) and on the bulletin board with further discussion and improvement needed. The next step to the analysis of "Circulation Desk" will be Goals of Improvement and Supervision.

Then continuing development of "overdue fines" discussion. First step: Auto Renew unless there is a request as a way to reduce the amount of fines. Then there is the concern about how people want to be notified. Researched other libraries noted that even with notification, still 3-5 days late to return.

STAFF: **moving wage level up generally** for staff – hope to move everyone forward.

Board Vacancies: Have four people to interview for opening positions. Next meeting was scheduled for Wednesday, December 8th