

NCKLS Directors' Meeting
August 11, 2016
10:00 – 2:00
Elmendaro Township Library

1. KLOW Migration:

- There are only 4 libraries left to move to the new server. LaDonna expects to be finished by the end of August. As LaDonna is moving websites to the new server, she is making sure they are clean.
- Because librarians will not be able to login to their libraries' WordPress sites from home, LaDonna will be the person to post snow day messages to library websites. If you are closed unexpectedly and cannot get into your library, contact LaDonna, using her cell phone number, to make that announcement on your website.

2. Patron Conduct Policies:

General Patron Conduct Policies:

- Linda Knupp brought MPL's customer conduct policy to discuss as a group. The materials include the policy, what is posted at the library, and tips on how to deal with conflict.
- Linda also brought the newly created Patron Conduct Security Handbook. This provides basic security guidelines, specific behaviors that violate the customer conduct policy and how to deal with them, and who should handle specific types of behavior issues.

Smoking Policies:

We discussed smoking policies, noting that the state law requires that there be no smoking within 10 feet of any building entrance. Libraries can extend this distance if they wish to. It was suggested that having a sign for staff to point to would be helpful.

Creating Patron Conduct Policies:

Patron conduct policies can be created to mitigate behaviors that make library use unpleasant to other library users. However, the hazards of detailed policies are that they can become a laundry list of things that are forbidden. Often a simple and flexible set of rules is better. For example, Elmendaro Township Library has a posted sign that states: "Be good. Be quiet. Be Respectful. Or, be gone."

Best Practices:

- It is essential that you follow through on the consequences or you will lose your authority. Examples of strategies for maintaining appropriate behavior included a 3 Strikes system and a Stop Light system.

- We discussed the difficulties of maintaining consistency across the whole staff and for all patrons. It is important to remember that there are problem adults as well as problem teens.
- It is important when you bar a patron from the library, that you have them come and speak to the director and the department head who initiated the barring process before they are allowed to begin using the library again.
- It is essential to document all “problem” patrons so that everyone on staff is aware of issues. This keeps things from escalating and keeps everyone in the loop. This can be done through an internal library blog or in a notebook.
- Always have another staff member or board member with you when you confront a “problem” patron.
- Banning patrons for internet or computer use should be written into the library internet policy, e.g. anything illegal or anything that damages the computer.
- Make your policy as consistent as you can and, especially in small communities, make sure your board knows when you ban a patron. Also let your board know if you have to call the police for any reason.

Homeless Patrons:

We also discussed the issue of odor and homeless patrons. It was suggested that partnering with community resources to help support such patrons because odor is often a sign of a larger problem. One suggested group was the Ministry Alliance.

Unattended Children policies:

It was suggested that including a parental distance would be useful. Also, providing parents with a copy of the policy when they register their children for library cards. The overall message was that parents need to understand that they are responsible for their children at all times in the library.

Duplicate Checking Patron Cards:

We had a general discussion of the duplicate check process when creating new library cards.

3. Smoking Areas (See patron conduct policies)
4. CE update:
 - 4 Fall Youth Workshops
 - Executive Board meeting at NCKLS offices
 - KLA Conference: October 19-21 in Wichita
 - NeCessary KnowLedge Live: November 10 at MPL
5. CE and other grants:

- KLAEF is the education foundation of KLA. They have scholarships to attend KLA which you can get as well as the CE grant from NCKLS.
- There will be a Trustee Preconference to KLA conference for trustees and board members.
- There is money left in the Technology Grant and Service Improvement Grant funds.
- We will provide the Good Idea Grant again in 2017.

6. One Click kiosks:

- Carol put together a One Click Digital kiosk for Elmendaro to demonstrate how easy it is to put up. We also handed out the kiosk to the libraries who had requested them.

7. Library Reports:

Council Grove had 151 summer reading participants who read 115,000 minutes. They had an average of 65 people per week and a pool party as their finale. They are participating in the TALK program from the Kansas Humanities Council. They had 24 attendees at their first TALK event, and they have 3 more events scheduled for the 2nd Tuesday of each month.

Herington completed their summer reading programs as well as a large weeding of nonfiction materials. They are getting ready for fall storytimes, but they also need one of their walls fixed.

Emporia is 2/3 done with a deep weeding project, with the entire adult section weeded. They are now moving on to their children's collection. They are installing a new ILS next year, so they have added a new firewall and switches in the computer room. Emporia PL is in the process of strategic planning. They are replacing the carpeting in their staff areas in October. The new YA librarian tripled the teen participation in summer reading. They have an upcoming book sale in October as well as a "Kilted Man" performance in September that is the outcome of a partnership with the Emporia Arts Center and a local pub. They will be having a Murder Mystery staff appreciation program. Emporia State University has a new dean, Dr. Jong, who really wants to work with libraries around the state, as well as a new director of libraries, Marie Hammond.

Abilene had 105 adults and 662 children register for summer reading for a total of 6315 and $\frac{3}{4}$ hours or 465 books read. They are hosted a Women Writers on the Santa Fe Trail program with 23 attendees. Their Coloring and Cookies events have been very popular and will be starting up again in September. They have also started a passive coloring poster program, a Pokémon Go drawing with 3 portable chargers to give away and a Pokémon Walk where they library will purchase lures. The library has coloring kits that patrons can check out. Kits include gel pens, markers, or colored pencils and Creative Haven coloring books which were purchased at the Dollar Tree.

Manhattan is in the process of an in-depth weeding of adult fiction in an attempt to reduce the collection by 18%. They will soon start weeding nonfiction. They are seeing significant changes to the types of collections patrons are using (physical vs. virtual). They are also looking into RFID.

Pottawatomie Wabaunsee completed their summer reading. At their summer reading kickoff in St Marys, they had 85-90 kids. Along with their summer reading program, they offered a summer food programs which took place at all their library locations except for Westmoreland where another community service was already providing summer food. They partnered with Harvesters and served 2554 lunches over the 8 weeks. The shelf stable meals are more popular and have more variety than the donated meals they received. However, the summer foods program was more work for the staff than they had anticipated. Pott-Wab is in the process of switching all their computers to Screen Connect. They will participate in the Wabaunsee County Fair parade and the Pottawatomie County Fair parade, as well as manning a booth at the Pottawatomie County Fair. They will also participate in a parade in Alta Vista and one in Harveyville on the same day in September.

Burns hosted a craft time for all ages during their summer reading program on Fridays from 4:30 – 6:30. It was so popular they are considering adding a regular craft program every other month. They also had a Reading Time on Tuesday mornings which brought in a large number of their Mennonite population.

Americus included reading, crafts, and movies in their summer reading program for adults and children. They are currently weeding their entire collection, but they have finished up the adult fiction section. They are counting as they weed and will be replacing using county funds. They will participate in a parade in September for the 100 year anniversary of the library.

Elmendaro/Hartford weeded approximately 10,000 books over the last 18 months. The library plans to paint the outside walls, get a library sign, and add new carpet to one side of the building. They participated in a summer foods program and are adding the after-school snack program this fall. They had a Gallery on the Go which raised \$250 and a Biscuits & Gravy sale that raised approximately \$1,000. They had 200 summer reading participants and more than 300 patrons involved in programs. Some of the children are creating quarry safety drawings for a calendar in partnership with the local quarry. The library will have an afterschool program on Monday, Thursday, and Friday with snacks. They are looking into creating a coloring program similar to the one offered by Abilene, a book club, and a family reading night for the fall. For Hartford Days, the library will partner with the Emporia Arts Council and 4H to display fair projects and community treasures. They will be having a book sale soon.

8. NCKLS Tech Consulting

- Duane explained that NCKLS is moving all our libraries from LogMeIn to Screen Connect for screen sharing. This move will make the screen sharing more secure because it requires a 2 part authentication process. 1) is a USB key in each computer and 2) is a login. He also mentioned that Windows 10 is now on all viable computers. On August 2nd, Microsoft issued a large update that can take a computer out of operation for a minimum of 1 hour. We are suggesting that all Windows 10 machines be left on overnight so that such updates can take place when the library isn't open. You can turn off your monitor, but leave the CPU on.

9. Next Directors' Meeting will be **October 13 on Zoom**