

GREEN HILLS PUBLIC LIBRARY DISTRICT
BOARD OF TRUSTEES
August 24, 2024
Special Meeting

The Green Hills Public Library District Board of Trustees met at the Library on August 24, 2024.

CALL TO ORDER AND ROLL CALL

President Angelos called the meeting to order at 10:03 a.m. Present were, N. Angelos, C. Barry, I. Chafee, K. Groark, and T. Hanes.

Also present from staff were Jane Jenkins, Library Director; Sara Horn, Deputy Director, and Roberta Richter, Head of Business Services.

A. Mohammad and S. Stratakos were absent.

Groark exited the meeting at 11:50 a.m.

ACKNOWLEDGEMENT OF VISITORS

Angelos welcomed Amanda Standerfer of Fast Forwards Libraries to the meeting.

NEW BUSINESS:

Standerfer provided the Trustees with handouts, briefed them on the staff retreat and noted that the staff were very engaged. She then gave an overview of the processes completed thus far and explained that the process is now in the “dream phase.” The next phase will be the “do” phase, followed by implementation of the plan. She explained that the Trustees are responsible for the Library’s mission and vision.

Standerfer shared highlights from the Learning Report.

From the community survey, there were 540 responses, which is about 1.7% of the service areas. There were few complaints or negatives and 85.3% of respondents were satisfied. The top three topics mentioned included customer service, atmosphere, and the building.

From the staff survey, Standerfer did not see any red flags and feels that the culture piece of that survey is the most important piece, and the results show that staff enjoy working here. The main things the staff felt could be improved on included communication and cross-training.

The Trustees had a lively discussion about the feedback from the Learning Report, as well as other topics, including space for kids programming, meeting and study rooms, perspectives on diversity, the children’s play area, outdoor spaces, meeting patrons where they are, security and safety, and the constraints of the facilities. Standerfer reminded the Trustees that not everything from the Learning Report will be actionable.

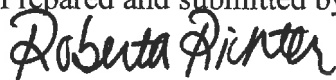
Standerfer asked the Trustees to share their thoughts and ideas on priorities and strategic directions and narrowed the lens down to adapting to changing needs, community engagement, use of spaces both in and out of the physical building, and staff development

Standerfer and the Trustees discussed the vision and mission and the possibility of utilizing a tagline in place of a vision. They also discussed the importance of letting the community know that they are aware of the importance of being good stewards of the taxpayers' dollars. Standerfer explained that she would go back and put together an outline of the day's discussion. The Trustees thanked Standerfer for her work.

ADJOURNMENT

There being no further business before the Board, Angelos adjourned the Special Meeting at 12:55 p.m.

Prepared and submitted by,



Roberta Richter, Recording Secretary