



# CITY OF LECLAIRE, IOWA

325 WISCONSIN STREET  
LECLAIRE, IOWA 52753

TEL: (563)-289-4242  
[WWW.LECLAIREIOWA.GOV](http://WWW.LECLAIREIOWA.GOV)



## LECLAIRE COMMUNITY LIBRARY LIBRARY BOARD OF TRUSTEES REGULAR MEETING

*will be held at 7:00 P.M. on Tuesday, August 8 at the LeClaire Community Library,  
323 Wisconsin Street, LeClaire Iowa.*

"The Mission of the LeClaire Community Library is to  
enhance the intellectual, social, and cultural strength of our community."

### AGENDA

#### CALL MEETING TO ORDER- ROLL CALL

#### CONSENT AGENDA

- Preview agenda
- Minutes from last regular meeting
- Library Claims

#### PUBLIC COMMENT

#### LIBRARY DIRECTORS REPORT

- Library Director's Report
- Library Monthly Statistics

#### UNFINISHED BUSINESS

- LTC Grant Community Meeting July 15 - update
- August 6 Friends of the Library open house – recap

#### NEW BUSINESS

- Plan for evaluation of Director to be completed by 9/2/23
- Annual Report to City Council

#### BOARD TRAINING

- Meredith Viljoen

#### ADJOURNMENT

### TRUSTEES

Ray Ainslie (June 2024)  
Linda Mitchell (June 2026)  
Calla Parochetti (July 2028)

Mandy Harvey (June 2026)  
Meredith Viljoen (June 2026)  
Tom Kosticheck (July 2028)

Nick Johnson (June 2024)  
Bill Bloom – Council Liaison

### Title VI Notice to the Public

*It is the policy of the City of Le Claire to assure full compliance with Title VI of the Civil Rights Act of 1964. Related statutes and regulations provide that no person shall on the basis of race, color, national origin, gender, age or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity conducted by the City. Any person who believes that they are being denied participation in a project, being denied benefits of a program, or otherwise being discriminated against because of race, color, national origin, gender, age, or disability, may contact the City Administrator for the City of LeClaire at (563)-289-6004.*

## **Library Director's Report - August 8, 2023**

### **Programming**

- Summer Reading was very successful. Two of our programs, the Little Mermaid Escape Room and the ISU Insect Zoo, had over 120 attendees. SRP Raffle prizes will be awarded Monday, August 7.
- The Grout Museum from Cedar Rapids canceled their "Combustion" program four days before the event. All the staff pulled together to get the word out on social media, and to help Ashe prepare a Science Storytime about explosions for the 15 children and parents who came that day!
- As usual we will have fewer programs in August in order to recover from summer and plan ahead a few months.

### **Circulation**

- Kanopy video streaming service for our patrons began June 30. In our first month we had 34 accounts created, 292 plays, and used \$99 of our \$100 budget. According to our account manager, "We do tend to see higher usage in the summer with kids being home (or in the library). Running that close to budget is a pretty good thing, and if needed, we can always add more money. If you continue to see that growth, I would suggest adding another \$20, but also keeping in mind that usage may decrease or plateau in September."
- Callen sorted the Local History section, putting into the non-fiction section some books that aren't LeClaire or Quad-City oriented.
- We re-ordered our periodicals with Rivistas subscription service. We have dropped some magazines, and added Flower Magazine, First for Women, J-14 Magazine, Natural History, and Travel & Leisure. We also subscribed to Quad City Business Journal.

### **Friends of the Library**

- Proceeds from the Friends Book Sale room in July 2023 were \$147.97
- The Friends have raised approximately \$3500 from Birdies for Charity to support next year's Summer Reading Program.
- Callen prepared several informational half-sheet handouts for the Friends Open House on August 6, which we will continue to use through the year.

### **Human Resources**

- Since we increased the substitute clerk budget to 8 hours per week, in July Kristine is beginning a regular schedule of every Wednesday from 10-2. This is to allow the full-time staff one day per week when they are not assigned to the front desk, and can complete planning, program preparation, statistical analysis, training, etc., with fewer interruptions.
- The revised and Board-approved clerk job description goes to the Council on Aug. 7.

### **Facility**

- The Library was offered to the public as a "cooling station" during our regular open hours, for those who may not have had sufficient home cooling during last week's extreme heat.

### **Outreach**

- We have a new display from the Buffalo Bill Museum – Women's Victorian Era Accessories.

ACCOUNT NUMBER	ACCOUNT TITLE	MTD BALANCE	YTD BALANCE	BUDGET	DIFFERENCE
410-6408	INSURANCE LIBRARY	2,611.29	2,611.29		2,611.29-
410-4440	STATE GRANTS			15,800.00	15,800.00
410-4500	LIBRARY FEES FOR COPIES	76.85	76.85	800.00	723.15
410-4550	LIBRARY FEES FOR FAXES	33.00	33.00	600.00	567.00
410-4705	CONTRIBUTIONS - PRIVATE	26.00	26.00	1,500.00	1,474.00
410-4710	REIMBURSEMENTS-LIBRARY	43.00	43.00	500.00	457.00
410-4726	OTHER MISC. REVENUES			50.00	50.00
410-4765	LIBRARY FINES	21.00	21.00	500.00	479.00
410-6010	SALARIES-LIBRARY	12,460.76	12,460.76	168,738.00	156,277.24
410-6061	SPECIAL PAY - LONGEVITY			750.00	750.00
410-6150	GROUP INSURANCE	1,923.20	1,923.20	24,385.00	22,461.80
410-6210	ASSOCIATION DUES-LIBRARY			250.00	250.00
410-6230	TRAINING			450.00	450.00
410-6240	MEETINGS & CONFERENCES	385.00	385.00	1,500.00	1,115.00
410-6310	BUILDING MAINT & REPAIR	329.80	329.80	4,250.00	3,920.20
410-6320	GROUNDS MAINT & REPAIR	165.00	165.00	2,000.00	1,835.00
410-6371	ELECTRIC/GAS EXPENSE	581.06	581.06	6,800.00	6,218.94
410-6372	REFUSE/RECYCLING			25.00	25.00
410-6373	TELECOM-LIBRARY	26.34	26.34	360.00	333.66
410-6374	WATER/SEWER EXPENSE	29.08	29.08	285.00	255.92
410-6409	JANITORIAL EXPENSE	361.00	361.00	4,332.00	3,971.00
410-6412	MEDICAL/WELLNESS EXPENSE			500.00	500.00
410-6415	RENTS/LEASES-EQUIP/VEHICLES	42.00	42.00	750.00	708.00
410-6419	TCHNLGY SVCS-LIBRARY	64.12	64.12	1,600.00	1,535.88
410-6490	OTHER PROFESSIONAL SERVICES			1,250.00	1,250.00
410-6491	LIBRARY SERVICES-INTERNAL	7,287.47	7,287.47	16,000.00	8,712.53
410-6492	LIBRARY SERVICES-PUBLIC	1,710.22	1,710.22	6,500.00	4,789.78
410-6499	OTR CNTRTL SVC-LIBRARY			2,900.00	2,900.00
410-6502	LIBRARY/REFERENCE MATL'S	2,371.97	2,371.97	24,500.00	22,128.03
410-6506	OFC SUPLS-LIBRARY	222.19	222.19	1,200.00	977.81
410-6507	OPERATING SUPPLIES			150.00	150.00
410-6508	POST/SHIP-LIBRARY			100.00	100.00
410-6514	BUILDINGS/GROUNDS SUPPLIES			1,000.00	1,000.00
410-6519	PROCESSING SUPPLIES			1,800.00	1,800.00
410-6520	PROGRAM SUPPLIES	253.10	253.10	1,500.00	1,246.90
410-6521	FURNITURE/FIXTURES	417.26	417.26	2,500.00	2,082.74
410-6525	OFFICE EQUIPMENT			500.00	500.00
410-6526	COMPUTER EQUIPMENT	1,554.99	1,554.99	2,250.00	695.01
410-6160	WORK COMP-LIBRARY	253.43	253.43	339.00	85.57
410-6110	FICA/MEDICARE-CITY SHARE	925.35	925.35	12,966.00	12,040.65
410-6130	IPERS-CITY SHARE	1,176.30	1,176.30	16,000.00	14,823.70
	DIFFERENCE	34,951.08-	34,951.08-	288,680.00-	253,728.92-

Unapproved Library Claims as of July 31, 2023

Budget Line	Vendor	Previous month	Current month
008-410-6499	copier maintenance/ fee gaming instr	136.88	0.00
008-410-6371	Electric/Gas	378.88	581.06
008-410-6409	Janitorial	361.00	361.00
008-410-6415	Copier lease / postage meter	42.00	42.00
008-410-6492	OverDrive ebook order + <u>Bridges</u>	394.31	1710.22
008-410-6419	Metronet - internet	64.12	64.12
008-410-6373	Metronet - fax phone	26.34	26.34
008-410-6374	Water/sewer	24.32	29.08
008-410-6502	materials: CDs,DVDs, Launchpads	219.07	722.89
008-410-6502	Ingram - books	1296.33	1649.08
008-410-6240	conferences - ALA digital		385.00
008-410-6506	office supplies	130.82	222.19
008-410-6520	program supplies	132.24	253.10
008-410-6310	building thymet + roto-rooter + A/C		494.80
008-410-6491	services: MOBIUS, OCLC, Bridges		7287.47
008-410-6526	computer equipment		1554.99
008-410-6521	furniture/fixtures	182.00	417.26
		<b>3388.31</b>	<b>15800.60</b>

Budget Line	Revenue	Previous month	Current month
008-410-4500	Charges Fees for Service (Printouts)	141.15	76.85
008-410-4550	Misc Charges for Service (Fax)	32.00	33.00
008-410-4765	Fines	28.30	21.00
008-410-4710	Reimbursements - lost or damaged it	61.00	65.00
008-410-4705	Contributions - Private/Friends	100.00	0.00
		<b>362.45</b>	<b>195.85</b>

Approval: Board President \_\_\_\_\_

Date: \_\_\_\_\_

Approval: Board Secretary \_\_\_\_\_

Date: \_\_\_\_\_

**2023/2024 LeClaire Library Statistics**

Month	July	August	September	October	November	December	January	February	March	April	May	June	FY totals
website visits	268												268 *
wi-fi usage	301												301 **
AWE sessions	511												511
ebooks	280												280
computer users	112												112
gamers/equip	16												16
hotspots	18												18
meetings	46												46
meeting attendance	135												135
programs	23												23
program attendance	395												395
passive program count	41												41
door count	5936												5936
new card holders	29												29
items added	179												179
items deleted	99												99
ILL received	521												521
ILL sent	779												779
adult circulation	1498												1498
JUV circulation	3229												3229
YA circulation	91												91
in-house circulation	136												136
total circulation	5234	0	0	0	0	0	0	0	0	0	0	0	5234
custom circ report	3600												3600
reportable circ	3736	0	0	0	0	0	0	0	0	0	0	0	3736
*Beginning October '22, Unique web visitors counted by Whofi **Unique wifi clients counted by Cisco Meraki													



Year	FY19	FY20	FY21	FY22	FY23
website unique visitors	6998	6457	5834	4345	2854
wi-fi usage	7196	4861	5814	5285	3535
AWE sessions	5272	3540	1000	3568	4843
ebooks	2530	3014	3019	2225	2375
computer users	2890	2652	1926	1414	1504
gamers/equip	475	197	81	110	28
hotspots					205
meetings	640	384	213	494	512
meeting attendance	2617	1664	487	1514	1542
program attendance	3979	3474	3005	2880	4196
passive program count				1210	1176
door count	32115	26756	21908	27269	29153
new card holders	228	170	169	196	232
items added	2864	2808	2142	2137	2373
items deleted	2297	2457	2119	1170	2795
ILL received	7238	6127	7834	6449	6897
ILL sent	10545	8351	10363	9374	9620
adult circulation	18826	14874	15330	12485	15911
JUV circulation	22970	18206	18616	18788	26699
YA circulation	1169	841	1090	702	984
in-house circulation	2080	1768	862	1165	1948
<b>total circulation</b>	<b>45323</b>	<b>35689</b>	<b>38917</b>	<b>35365</b>	<b>47917</b>

Jan '22 changed from Piwik to Google Analytics to measure website use.

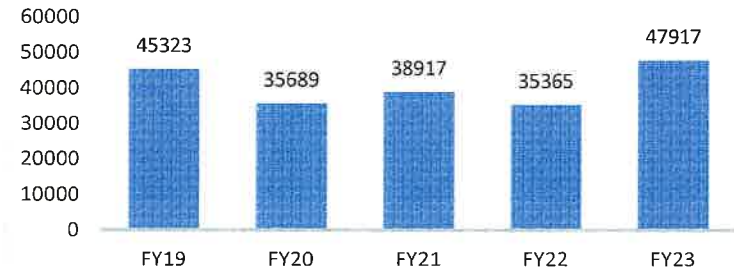
\*Beginning October '22, Unique web visitors counted by Whofi

Unique wifi clients counted by Cisco Meraki

Closed 3-17-20 until June 2020,

limited hours until October 2021- closing at 6pm

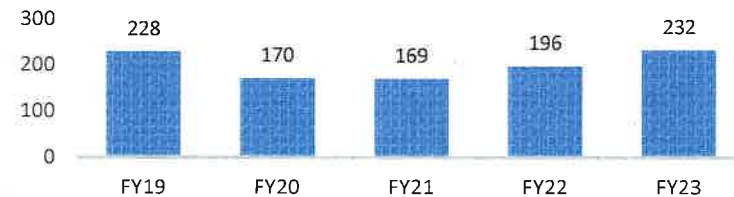
total circulation



program attendance



new card holders



## Accessibility Grant – Community Meeting

July 15, 2023

3:00 pm

Introductions - Comments made while introducing each individual:

Being able to open the door brings challenges to those who do not have good strength, and/or who have trouble with balance. Others stated they have witnessed individuals struggling to get into the library. One stated she had a broken wrist and it was hard to get the door open. One individual talked about the struggle to open to the door when pushing a stroller. Coming into the library when your hands are full of books makes it difficult to open the door. One individual stated that assisting someone with a mobility/disability issue makes it difficult to assist them and open the door at the same time. If someone uses a wheelchair/transport chair, it is difficult, if not impossible to open a door and get your chair through to get inside a building without someone to help (reduces independence).

Opening Questions:

1. What do you appreciate most about the library? The many programs. Delivery of books to patrons. Individuals can get a library card without coming into the library. Like that there is help with finding/checking out books. The staff are wonderful, and that is truly appreciated. They are very helpful. Love all the programs, and all the movies that can be checked out.
2. What has been your experience using the library? To check out books; go to programs; using the technology within the library (and even gaining assistance with using technology). Individuals like that there are quiet, comfortable, small, calm spaces to spend some time. There are cozy and welcoming spaces within our library that are truly appreciated.
3. What services or programs do you use most often at the library? Check out books in person; use Libby to read ebooks; the quiet spaces to just read (it was stated it would be nice to also have drinks or snacks for those who want to spend time reading at the library). The many programs offered by the library are very appreciated.

Follow-up Questions:

1. What limitations, if any, have you experienced using the library? Getting inside, due to doors, is difficult at times. Only one parking space for handicapped seems pretty limited. Parking spaces at north of building are very tight, so makes it a bit of a problem to help someone with needs to even get out of the car. In the winter, when it freezes, the steps off of Wisconsin are dangerous, but the sidewalk off the north parking lot is also dangerous when ice is there. The stairs that bring you into the library off of Wisconsin creates inaccessibility. You can get into the building from the parking lot from the north of the building, but not everyone knows that is how to get in. Knowing where and how to get into the building for those who need accessibility is a need.
2. How might we make the library more accessible for all? The push button door entry is the number one need. More handicapped parking might be considered. Signage to



designate how to get into the library if you have mobility issues. Having staff always at the front desk to check out books is always nice.

3. What would you like to see at the library? Any particular services or programs? It was suggested that in the future, we might have the technology to just scan our own books to check them out.
4. Whose perspective may be missing from this conversation?
5. What might we be overlooking in our possible next moves?
6. Is there anything else you wish to share about your experience at the library that can help to improve your ability to access and use the space? The library could be more accessible if there was better signage to designate entrances, where the book drop is, and the accessible parking at the north of the building. Also, automatic doors can help reduce germs from pushing open a door with our hands. We can tap the button with our elbow to get inside.

#### Questions to Go Deeper

1. What surprised you, enlightened you, or was otherwise memorable/notable for you?
2. What have you learned in discussing this topic? Several of the attendees stated there were services at the library they had not heard about before. Getting the word out in ways that do not include use of technology might be helpful to some patrons.
3. How might we prioritize the actions identified? Automatic doors and signage.
4. What are our action items? \*
5. In what ways would you like to continue to be involved in actions items moving forward? Future meetings after the grant monies are used to determine other needs.

#### \*Ideas for what to do:

1. Put in automatic doors is the number one need.
2. Signage that designates where the accessible parking is located.
3. Signs that warn when there are wet, icy walkways. There is drainage from the roof that hits the sidewalk that makes it continually icy and slippery in winter.
4. Making sure the community is aware that books/movies, etc., can be delivered to individuals within the community.
5. Overall getting word out for everything that is available at the library: ebooks, delivery, assistance with technology. Add postcards that can be mailed out to let everyone know about what is available – not everyone goes online (e.g. Facebook, or website). Mailings would be very helpful to get the word out, or place hard copy information about the library/programs where individuals can access it in person. Helping community members know what is available is important. One example was to come to the library to try out games (e.g., MindCraft) is great, so you know if the child/youth really likes it before buying it (this comment was from a parent of a son with disabilities). (It was mentioned that mailings do go out to individuals who sign up with their email.)
6. If we do any other meetings for community members to attend to talk about the library, it might be a good idea to hold it somewhere other than the library, like one of the parks.

(12 community members attended the meeting)



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## LECLAIRE COMMUNITY LIBRARY LIBRARY BOARD OF TRUSTEES REGULAR MEETING

*was be held at 7:00 P.M. on Tuesday, July 11 at the LeClaire Community Library,  
323 Wisconsin Street, LeClaire Iowa.*

"The Mission of the LeClaire Community Library is to  
enhance the intellectual, social, and cultural strength of our community."

### AGENDA

**CALL MEETING TO ORDER- ROLL CALL** The meeting was called to order by Linda Mitchell, Secretary.

The following members were present: Ray Ainslie, Tom Kostichek, Linda Mitchell, Calla Parochetti, Meredith Viljoen, Melita Tunncliff – Library Director, William Bloom – Library Liaison

**CONSENT AGENDA** – Meredith moved to approve the agenda, minutes from last meeting and library claims. This was seconded by Calla and vote was unanimous.

- Preview agenda
- Minutes from last regular meeting
- Library Claims as of June 30th

Budget Line	Vendor	Previous month	Current month
008-410-6499	copier maintenance/ fee gaming instr.	236.88	136.88
008-410-6371	Electric/Gas	399.70	378.88
008-410-6409	Janitorial	361.00	361.00
008-410-6415	Copier lease / postage meter	42.00	42.00
008-410-6492	OverDrive Advantage digital books	400.06	394.31
008-410-6419	Metronet - internet	64.12	64.12
008-410-6373	Metronet - fax phone	26.34	26.34
008-410-6374	Water/sewer	23.89	24.32
008-410-6502	DVDs CDs Amazon	332.46	219.07
008-410-6502	Ingram - books	1716.71	1296.33
008-410-6519	processing supplies	254.98	392.91
008-410-6506	office supplies	64.95	130.82
008-410-6520	program supplies	106.97	132.24
008-410-6310	building/grounds supplies	0.00	57.00
008-410-6230	library training	76.10	0.00
008-410-6507	operating supplies - soap, towels	60.87	0.00
008-410-6521	furniture/fixtures	1413.79	182.00
		<b>5580.82</b>	<b>3838.22</b>

Budget Line	Revenue	Previous month	Current month
008-410-4500	Charges Fees for Service (Printouts)	104.20	141.15
008-410-4550	Misc Charges for Service (Fax)	27.00	32.00
008-410-4765	Fines	3.00	28.30
	Reimbursements - lost or damaged		
008-410-4710	items	131.00	61.00
008-410-4705	Contributions - Private/Friends	650.00	100.00

**PUBLIC COMMENT** – There were no public comments.

## LIBRARY DIRECTORS REPORT

### Programming

- There is still time to sign up for Summer Reading, which will end August 5.
- So far, we have registered over 400 children and adults for Summer Reading.
- This month Ashe has scheduled 24 programs, including a Little Mermaid Sing-along party and a Little Mermaid Escape Room.
- Our special performers will be Dino O'Dell singer/storyteller, The Grout Museum of Cedar Rapids will present a program called "Combustion," and ISU will be bringing their Insect Zoo!
- Adult Book Club with Callen is continuing through the summer months and attendance has been strong. Ashe is trying to start a youth book club on the theme of "Choose your Own Adventure" books.

### Circulation

- Kanopy video streaming service for our patrons began June 30. So far 12 patrons have created accounts. I encourage all of you to create an account and to recommend it to others. It is free to our patrons and the library pays per view, capped at \$100 per month. This can be adjusted in future.

### Friends of the Library

- Proceeds from the Friends Book Sale room in April 2023 were \$102.00
- The Friends are planning a party/open house/membership drive at the library on Sunday, August 6 from 4-6pm. There will be beer and wine, appetizers, and giftcard drawings. They will have informational kiosks about the library.

### Human Resources

- The City updated the Employee Handbook to include 6 leisure/sick days per year for salaried employees.

### Facility

- The AC unit for the Community Room and Lobby failed this month. It was replaced by Precision Air at a cost of \$4,053.
- Midwest Fire Alarm began installing our Fire alarm system July 7, but the new CPU was faulty from the factory, so we will have to wait an undetermined period of time to have the system installed and running.
- Bill Bruce Builders will begin work on the Plaza redevelopment mid-August, with a projected completion date of June 30, 2024.
- We will hold a Community Meeting to fulfil the requirements of the LTC Accessibility Grant we have received for automatic front doors Saturday, July 15 at 3pm.
- We have utilized the sign frames that came with our front-facing shelves with picturebook neighborhood displays. Callen created the designs and they were printed inexpensively at Fed Ex. Please take a look.
- I purchased 5 reconditioned patron computers through the non-profit Techsoup. 5 HP EliteDesk 800 G1 Desktops, Core i5-4570, Windows 10 with a Two-Year Warranty.
- I have purchased new chairs and have a new computer table on order.
- I hope to dispose of old computer carrels and unneeded rolling carts by sale, auction, or donation sometime next month.

### Continuing Education and Conferences

- I have an online pass to the ALA Annual Conference which took place in June and we will be able to access those programs through August.

- **Library Monthly Statistics**

Month	July	August	September	October	November	December	January	February	Ma
website unique visitors	221	*	333	308	281	275	227	218	
wi-fi usage	308	331	306	320	277	307	272	246	
AWE sessions	497	417	238	331	310	291	435	404	
ebooks	227	201	187	157	168	188	213	204	
computer users	121	152	124	142	106	134	133	108	
gamers/equip	0	2	0	0	0	0	6	3	
hotspots	16	20	20	21	15	19	12	11	
meetings	36	41	31	40	55	39	34	36	
meeting attendance	114	165	105	142	108	107	169	86	
program attendance	661	55	180	458	257	341	600	219	
passive program count	155	65	76	135	89	57	113	140	
door count	3410	2582	2064	2620	1849	1927	2182	1951	
new card holders	29	22	17	15	9	12	22	16	

items added	219	232	238	203	160	213	182	152
items deleted	390	27	580	169	233	222	2	295
ILL received	565	595	552	607	606	504	634	508
ILL sent	865	839	818	813	772	712	845	784
adult circulation	1205	1493	1361	1241	1245	1244	1324	1245
JUV circulation	2480	2485	2145	2098	1619	1704	2322	2428
YA circulation	64	98	80	70	72	54	79	81
in-house circulation	275	178	167	95	98	102	147	192
<b>total circulation</b>	<b>4251</b>	<b>4455</b>	<b>3940</b>	<b>3661</b>	<b>3202</b>	<b>3292</b>	<b>4085</b>	<b>4150</b>
custom circ report	3976	2967	2655	2407	2104	2241	2874	2923
<b>reportable circ</b>	<b>4251</b>	<b>3145</b>	<b>2822</b>	<b>2502</b>	<b>2202</b>	<b>2343</b>	<b>3021</b>	<b>3115</b>

\*Beginning October, Unique web visitors counted by Whofi

Unique wifi clients counted by Cisco Meraki

### UNFINISHED BUSINESS

- The Plaza project rough schedule was discussed. The Plaza project plan is to begin in mid-August. Stamped concrete pads will be placed on each side of the doors of the library. This means that there will be plants that need to be dug up and planted in other places. There are currently no landscaping plans within the Plaza project. There are some other revenues to put in tables and some landscaping. End date is planned for June of 2024.
- LTC Grant Community Meeting July 15 – volunteers will help with this meeting. Melita will facilitate the meeting. Linda will take notes. Ray will provide support for any individuals that come to the meeting. Melita will be calling MAGGS to finalize their services to install the automatic doors into the library. The plan is to use any leftover monies of the grant for signage to show the accessible entrance into the library, unless the community meeting produces other suggestions.
- Kanopy film streaming service is open to library card holders. Easy to enroll. Go online to the library website and the registration is easily found.

### NEW BUSINESS

- Election of Board officers. Discussion was opened up to determine if anyone is interested in taking over as President, Vice President, and Secretary for the fiscal year 2023-2024. Meredith offered to be president for next year, Calla stated she would serve as Vice President, and Linda stated she will continue as secretary. Ray moved that Meredith will serve as President, Calla will serve as Vice President, and Linda will serve as Secretary for the next year, beginning August 2023-July 2024. Tom seconded the motion. All were in favor, unanimous vote.
- August 6 Friends of the Library open house. Encourage everyone to attend, as this is their membership drive, and encouragement of donations.
- Approve clerk job description/policy, revised. Calla made motion and Meredith seconded to approve the Clerk Job Description. All were in favor, passed unanimously.

### BOARD TRAINING

- Ray Ainslie – Creating a Culture of Yes was a webinar Ray attended. “The America I love still exists at the front desk.” This quote was given at the webinar. An example was provided about how to respond to a patron who opposed a book. The suggested answer was to say “yes, but there may be other patrons who would want the book; have them suggest other books to pursue that would be a good choice. What do you see when you walk into the library; do you feel welcomed; are there areas that are quiet and calm. Declutter the entrance, the counter. Add signage to inform patrons, for example that we have free Wifi. Customer service was discussed. This should be to create a culture of care. Hiring the right staff is important for this. They should acknowledge patrons as soon as they come up to the front desk.

**ADJOURNMENT** - Ray moved to adjourn the meeting. Seconded by Meredith. Unanimous vote to adjourn.

Next Meeting will be held at the library on August 8, 2023, at 7:00 pm.

### TRUSTEES

Ray Ainslie (June 2024)  
Linda Mitchell (June 2026)  
Calla Parochetti (July 2028)

Mandy Harvey (June 2026)  
Meredith Viljoen (June 2026)  
Tom Kostichek (July 2028)

Nick Johnson (June 2024)  
Bill Bloom – Council Liaison

*It is the policy of the City of Le Claire to assure full compliance with Title VI of the Civil Rights Act of 1964. Related statutes and regulations provide that no person shall on the basis of race, color, national origin, gender, age or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity conducted by the City. Any person who believes that they are being denied participation in a project, being denied benefits of a program, or otherwise being discriminated against because of race, color, national origin, gender, age, or disability, may contact the City Administrator for the City of LeClaire at (563)-289-6004.*