

MINUTES
LOS GATOS LIBRARY BOARD
November 14th, 2012

Present: Debbi Behrman, Tom Atkinson, Lyn Dougherty, Rita Baum, Kitty King, Henry Bankhead, Secretary.

Absent: None

Call to Order: The meeting was called to order by Tom Atkinson.

Approval of Minutes: Minutes were approved from the special Oct 11th meeting and from the Sept. 12th meeting.

Public Comments: None. A brief discussion occurred about the attendance of the public by the board. Questions arose about what type of public communication the board can receive.

Agenda Review: Executive session added to agenda

Town Librarian Report Presentation: Henry Bankhead presented an overview of the changing management structure of the library since 2008. Data showing the increase in the size of the library building with the new library as well as data documenting the steep increase in use was presented. Three org charts were shown depicting the gradual movement of more staff toward customer-facing duties. It was noted that in order to meet increased demand the savings from the co-management model has allowed the library to increase customer service by increasing front line staff.

Poet Laureate: Board discussed possible remuneration/honorarium for the poet laureate. Examples of surrounding communities (County of Santa Clara, Cupertino etc) were raised. The process of selection was defined by the Town Librarian and it was noted that outreach to previous applicants had been performed.

Customer Service Values: Copies of the library customer service values document were distributed to all board members.

Date for next regular meeting: The next meeting is scheduled for Wednesday, December 12th at 2PM in the library conference room to prepare for the Boards and Commission Forum.

With no further business to be brought before the Board, the meeting was adjourned at 4:55 P.M.

Respectfully submitted,

Henry Bankhead