



**LAKE COUNTY LIBRARY ADVISORY BOARD MEETING**

**Minutes**

March 16, 2017 – 5:00 P.M.  
Lake Extension Services,  
1951 Woodlea Road, Tavares

**MEMBERS / ALTERNATES ATTENDING:**

Phyllis Smith, Member, District 1  
Caryl Harris, Member, District 2  
John Nystrom, Member, District 5  
Bob Ballenger, Alternate, Fruitland Park Library  
Leslie Temmen, Member, Helen Lehmann Memorial Library  
Frank Kirschenheiter, Member, Lady Lake Public Library  
Robert Glockler, Member, Leesburg Public Library  
John “Les” Johnson, Alternate, Leesburg Public Library  
Norma Emerson, Member, Tavares Public Library

**OTHERS ATTENDING:**

Josh Blake, BCC Commissioner, District 5, and Library Liaison  
Jeff Cole, Director, Lake County Public Resources Department  
Ava Barrett, incoming Library Services Division Manager (via conference phone)  
Ron Moore, Interim Division Manager, Lake County Library Services  
Samuel “Sam” Morrison, Godfrey’s Associates  
Jo-Ann Glendinning, Director, Fruitland Park Library  
Cynthia Plesner, Director, Tavares Public Library  
Stephanie Haines, Director, W.T. Bland Public Library  
Jenna Glendinning, Guest  
Bill Smith, Guest  
Karen Gouker, Recording Secretary

**PLEDGE OF ALLEGIANCE & MOMENT OF SILENCE:** Chair Robert Glockler called the meeting to order at 5 p.m. The Pledge of Allegiance was recited, and a moment of silence observed.

**INTRODUCTION OF GUESTS AND NEW MEMBERS:** Robert acknowledged regular guest Bill Smith, husband of Phyllis Smith, and guest Jenna Glendinning, daughter of Jo-Ann Glendinning. Robert introduced Sam Morrison, consultant with Godfrey’s Associates. Mr. Morrison is conducting a Long Range Planning Workshop with the Library Advisory Board tonight, prior to the regularly scheduled advisory board meeting.

**NOTICE OF MEETING – PROOF OF PUBLICATION:** Proof of publication was presented.

**LONG RANGE PLANNING WORKSHOP:** Mr. Morrison is working with Godfrey’s Associates principal consultant, Mr. Richard “Dick” Waters, on all aspects of producing the Long Range Plan for the Lake County Library System. Both consultants have been conducting meetings with various groups at the libraries since March 8<sup>th</sup>. The following questions were used to



solicit input from interested parties:

1. How do you use the library?
2. How often do you use the library?
3. What do you like most about your library?
4. What is not so great about your library?
5. What could the library do better?
6. Why do people not use the library?

Responses are still being compiled, although it can be said that most respondents are regular users of their library and satisfied with the services offered. Friendliness and helpfulness of library staff was the recurring answer to question number 3. Increased hours, parking and interior space tops the list of what users would like to see changed. It was suggested more effective promotion of library locations and services might result in more people using the library.

Mr. Morrison asked if there were any questions or comments from the board.

John Nystrom shared his belief that library cards need to be put into every school child's hands, whether that child is homeschooled, attends a public, private or charter school. He is advocating for a written partnership agreement between the Lake County Library System and Lake County Schools. His vision is to join forces and share resources to realize the greatest benefit for children. Secondly, John expressed his desire to see the development of a technical collection in the library system. Arguments about cost and short shelf life notwithstanding, a properly maintained technical collection would be a boon to many patrons, particularly business owners. Mr. Morrison acknowledged that both staff and patrons have voiced concerns about collections.

Bob Ballenger asked if there are programs in place to recruit more volunteers for libraries, noting that hiring people is sometimes a problem. Mr. Morrison responded that some of the libraries he visited talked about the importance of volunteers to their operations. He said that Godfrey's Associates does not have a program for volunteer recruitment, but that the vital role of volunteers will be noted in the final report.

Leslie Temmen agreed that volunteers are important, but would be cautious of depending on volunteers and underestimating the value of professional librarians. She sees volunteers as a supplement to staffing, not a replacement.

Phyllis Smith asked about the County's volunteer process. Jeff Cole noted that the County employs a rigorous vetting process. Both Jo-Ann Glendinning and Stephanie Haimes said their respective municipalities require background checks.

Robert Glockler observed that the libraries serve a diverse group of people across the county. Monthly door count statistics suggest that lots of those visiting the libraries are repeat customers. He suspects that many residents are not connected with, or even aware of the libraries. He asked if the library system is missing a portion of the population that it should be serving. Mr. Morrison said this was brought to the attention of the consultants early on in the long range planning process, and work is ongoing to develop a metric to identify this population.

Mr. Morrison asked, "What is working well?" and "What do you envision for our libraries in the next 3 to 5 years?"

John Nystrom would like to see areas that have been underserved, such as the smaller communities, receive more resources and newer, expanded facilities in the future.

Leslie Temmen advised improving the Lake County Library System website. The current site is not intuitive, and searching for programs and events taking place at different libraries is confusing, and often not productive. She has no problem with the online catalog feature and ordering materials.



John Nystrom said his travels in Sweden demonstrated how libraries can have a double function, providing library services, and serving as auxiliary tourist bureaus. These dual roles utilize two areas of strength common to library staff: working with people and dispensing information. He envisions libraries having an interactive kiosk, highlighting what is going on in Lake County. These devices could even be affixed to the building exterior and accessed from outside.

Absent further comments, Mr. Morrison thanked the board for giving him the opportunity to speak, and said if anyone thought of other questions or concerns to relay them to Ron Moore, who would pass them on.

Jeff thanked Mr. Morrison and reminded everyone about the public meetings with the consultants on April 8, 2017. Promotional posters will be available at the end of the meeting. Following Mr. Morrison's departure, Robert Glockler resumed the library advisory board meeting, and asked for a motion to approve the January 19, 2017 minutes.

**APPROVAL OF JANUARY 19, 2017 LIBRARY ADVISORY BOARD MEETING MINUTES: Caryl Harris moved to approve the minutes of the January 19, 2017 meeting of the Library Advisory Board. After being seconded by Bob Ballenger, the motion was put to a vote and passed unanimously.**

**CITIZEN QUESTION AND ANSWER PERIOD:** None presented.

**COMMISSION LIAISON'S REPORT:** Commissioner Josh Blake said he was able to participate in the March 9<sup>th</sup> Long Range Planning Public Meeting at the Leesburg Library. He reported that the attendance was small, but the conversation was good. Library hours and transportation were two topics raised by those present. Following up on John Nystrom's earlier comments, Commissioner Blake said that when he was meeting with business leaders in Astor, they emphasized the importance of the library to their community.

**CHAIR'S REPORT:** Robert Glockler reported that on February 21, 2017, the Board of County Commissioners reappointed Phyllis Smith (District 1), Carol Wasserman (District 3), and John Nystrom (District 5) for a term ending February 28, 2021. Mr. John Tucker was appointed as a municipal member to complete an unexpired term ending February 28, 2018. The District 4 seat on the library advisory board is currently vacant, and is being advertised by the County.

**LIBRARIAN'S REPORT:** Ron Moore reported that on March 7, 2017, the Board of County Commissioners approved a Proclamation expressing its support for National Library Week, April 9--15, 2017. The Proclamation will be presented at the March 21, 2017, Board of County Commissioners meeting. Robert Glockler will attend and accept the Proclamation on behalf of the Lake County Library System, and the Library Advisory Board. Everyone is invited to attend. The Food for Fines Drive has been approved for the period from May 1--13, 2017, and in perpetuity on an annual basis.

Recently 10 additional scholarships for Career Online High School (COHS) were awarded to Lake County. Since the County's involvement began with the program in 2016, records show that 433 inquiries have been made and 100 scholarships awarded. To date, a total of 17 graduates have completed COHS in Lake County.

**ADJOURNMENT:**

It was agreed to dispense with the remaining agenda items in the interest of adjourning at the usual time. The next meeting of the Library Advisory Board will take place on April 20, 2017 at Lake County Extension Services. Karen will coordinate with Library Director Lucy Gangone to reschedule a future meeting at the Leesburg Public Library due to the cancellation of the February 16<sup>th</sup> meeting. Absent further comments or questions, Robert Glockler adjourned the meeting at 6:03 p.m.

Respectfully submitted by:  
Karen Gouker, Recording Secretary