

**Thomas Memorial Library Board of Trustees
Focus Group Action Committee**

Minutes of meeting: Thursday, May 13, 2010 @ 6:30 P.M.

In Attendance:

Nancy O'Sullivan, Jennifer Healy, Ed Nadeau, and Jay Scherma

Agenda:

- 1) Call to order: 6:33
- 2) Nancy O'Sullivan was elected as the Chair of this committee.
- 3) Approval of Meeting Minutes: March 4, 2010

Motion: Accept minutes of the March 4, 2010 meeting.

Result: Unanimously approved

4) Old Business:

- A. Further discussion of the 3 actionable item selected at our last meeting and subsequently recommended to the TMLBoT:

1. Improve "first impressions" at circulation desk / reception:

- Nancy's recent visit to Portland Public Library (PPL). She observed the absence of signage at the entrance guiding her to the desired collection. Jay has meeting at PPL and he will examine the mapping and/or signage strategy that they utilize.
- Explore options for a "locator map" and/or printed map to guide new patrons. Jay has provided several renditions of the general floor plan. Ed will generate a working copy for review and discussion by the committee.
- Consider options to make the checkout / circulation area more "children friendly" to occupy them while parents checkout, etc.
- Several years ago, the idea of the TML providing a "welcome wagon" like service to new residents was explored. The major obstacle was a means to identify new residents. Ed will research possible method to gather this info on a timely basis.
- The general appearance of the circ area was briefly examined. Several opportunities to improve the area may be:
 - Update window treatment, the paint, and/or the acoustic wall coverings.
 - Rearrange public literature and consolidate into one location.
 - Relocate the "friends" book sale shelving, and consolidate adult and children's books.
 - Suggest the "friends" add signage to book sale cart as a means of increasing awareness and that the current display has 2 sides.
- Jay commented that there is no place to sit in the reception area. Given the multi-level layout of the library; this is a hardship for our senior citizen and physically challenged patrons. The space available is limited. Perhaps an airline style "jump seat" would serve the purpose.
- Are there alternatives to the current work flow at the circ desk? We will explore the pros & cons of repositioning the circ desk, etc.
- Jennifer and Jay are exploring a possible resource to provide "customer service" training to staff.

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4) Old Business: (Continued)

- A) Further discussion of the 3 actionable item selected at our last meeting and subsequently recommended to the TMLBoT:

2. Improvements to Community Room:

- Jay met with Craig Cooper, owner of Rainbow Construction, to obtain an estimate to relocate the fireplace. Craig offered to do the project largely on a pro-bono basis, capping our cost at \$200-300. He estimated that he can do the work in late August to early September.
- Nancy O'Sullivan will shop for new posters for the wings of the fireplace. Her goal is to find 4 pair of posters to rotate with the seasons.
- CE Facilities will paint the Community Room. Jay will contact Facilities Mgr. to estimate the number of gallon of paint required to do the job. Jennifer will work on putting a pallet of colors to be considered.
- A deep cleaning of the carpet is needed. Jay recommends that we put this off until the fall.
- The book shelves used by the Friends to stage and organize books is unsightly.

3. Establish a checkout station in the Children's Library:

- Jay indicated that this is not the right time to attempt such a change. It is his intention to use the Children's library as the test site for RFID. Tabled for future consideration.

5) Confirmation of next meeting: Thursday, June 17 @ **6:00 P.M.**

(**Note:** This meeting is just prior to the regularly scheduled TMLBoT meeting. We will continue after TMLBoT, if necessary.)

6) Adjournment: 8:28 P.M.