

Personnel and Public Relations Committee Meeting

February 7, 1985

Minutes

Present were John Mueller, Edith Rossiter, and Reba Jackson, Chair. Also present were Sharon Alpi, ex officio, and Robert Dumas, City Librarian

The meeting was called to order by Mrs. Jackson at 7:00 p.m. in the Board Room.

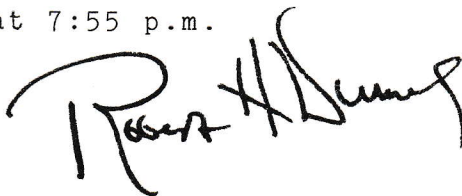
At the last meeting the City Librarian had been desired to meet with Mr. Phillips, the Director of Human Resources at the City, to determine if he would conduct a study to determine the impact, if any, of the standalone computer operation upon the Library's job descriptions and salary classification plan. Mr. Dumas reported that he had discussed the question with Mr. Phillips who was not only agreeable but who remarked that such a study would tie in with a survey he was doing in the Water Department which had recently acquired microcomputers which staff were required to operate. The Committee instructed Mr. Dumas to have Mr. Phillips undertake the study of Library positions.

Because of the downtime incidental to the conversion to the System 23 standalone computer, overdue notices during the three week period were not prepared and mailed on the regular schedule so that there was an accumulation which was mailed after the system came back up and the backlog of paperwork for charged and returned items could be entered. As a result, there were complaints from patrons concerning their fines because they had not received their overdue notices on a timely schedule. A patron whose 12 year old daughter owed a \$10 fine complained bitterly that the size of the accumulated fine was at least partly the Library's fault for not sending him an overdue notice as scheduled. The Committee considered his complaint and discussed it in some detail. Mr. Dumas was questioned with respect to the number of complaints received and whether many or most had paid the fines due over the period of transition. Discussion ranged from whether it was fair to cancel fines for those who complained while charging fines to others, to whether the date due card or the overdue notice was the official notification of when items were to be returned. It was finally decided not to recommend to the Board that any fine be cancelled as a result of the break in scheduled mailing of overdue notices.

Mr. Dumas also raised the question of those patrons who complained that they had never had an item out for which they were

being charged. He noted that there was a possibility of a human error creating such situations and he suggested the desirability of a policy that permitted the forgiveness of such charges for a limited number of items upon the discretion of the Librarian. This would be similar to a policy in effect for patrons who claim they have returned an item. The Committee took no action on this matter at this time, indicating it wanted to think it over.

The meeting was adjourned at 7:55 p.m.

A handwritten signature in black ink, appearing to read "Robert H. Deering". The signature is written in a cursive style with a large, prominent initial "R".