

URBANDALE PUBLIC LIBRARY BOARD OF TRUSTEES
MINUTES
June 24, 2019

MEMBERS PRESENT: Diana Ripperger, Dede Zaun, Kerry Vande Kieft, Greg Ward, Jeff Merrill, and Marva McCarty

STAFF PRESENT: Julie Wells, Katherine Manion, and Susan Nass.

CALL TO ORDER: Greg called the meeting to order at 5:45 p.m. Kerry read the Character Counts statement.

APPROVE AGENDA: Kerry made a motion to move Citizen's Forum to item II on the agenda. Dede seconded the motion to amend the agenda. All voted in favor and the motion passed.

APPROVE MINUTES: Jeff made a motion to approve the May 20, 2019 minutes. Diana seconded the motion. All voted in favor and the motion passed.

APPROVE BILL LIST: Kerry made a motion to approve the bill list. Jeff seconded the motion. All voted in favor and the motion passed.

CITIZEN'S FORUM: Urbandale resident, Joan Racki, spoke concerning the reduction to the Library's FY19/20 budget. She presented spreadsheets showing budget comparisons from metro city libraries.

UNFINISHED BUSINESS:

A. Strategic Plan Quarterly Update: The Board reviewed the Strategic Plan Quarterly Update—January-March 2019.

NEW BUSINESS:

A. Approve Revised Study Room Use Policy: Jeff made a motion to approve the attached revised study room use policy. Kerry seconded the motion. All voted in favor and the motion passed.

B. Approve New Collection Agency Fee: Library policy states delinquent accounts are reported to a collection agency when materials are *58 days overdue and if the cardholder owes \$30.00 or more in replacement costs, including processing fees. In addition, a \$15.00 non-refundable collection agency fee is owed.*

Unique, the Library's current collection agency, charges the Library \$8.95 per delinquent account submitted. The Library charges the cardholder "a \$15.00 non-refundable collection agency fee." The Library keeps the additional \$6.05 as revenue. Per Iowa code, collection agency fees cannot be more than the cost to create/render the service. If the fee charged is above the cost to create/render the service, the Iowa courts have ruled that is a tax.

Additionally, the City Council, at its May 8, 2018 meeting, approved an agreement with Municipal Collections of America (MCA) to provide city-wide collection services. The Library will migrate a portion of its collection activities to this agency. MCA adds a delinquent account administration fee of 25% of the outstanding balance owed.

Dede made a motion to charge cardholders the actual fee charged by the collection agency instead of the \$15.00 fee now charged and to give the Library the option to send accounts to MCA and charge a collection fee of 25% of the balance owed. Marva seconded the motion. All voted in favor and the motion passed.

DIRECTOR'S REPORT: Greg thanked Dede Zaun for her years of service on the Board. The Mayor has yet to replace her position. Julie passed out copies of Nellie's Vending QTR1 2019 Rebate. She also handed out the list of the FY2018/19 Enrich Iowa Expenditures.

Dede made a motion to adjourn. Jeff seconded and all voted in favor. The meeting adjourned at 6:25p.m.

Respectfully submitted,

Greg Ward
President

Attest: Susan Nass