

**BUCKS COUNTY FREE LIBRARY**  
**MINUTES OF THE REGULAR MEETING OF JUNE 4, 2019**  
**(May meeting rescheduled)**

The Regular Meeting of the Board of Directors of the Bucks County Free Library was held at the Doylestown District Center Library. The meeting was called to order at 6:00 p.m. Present were: Jerry Balchis, President; Roberta Foerst, Vice President; Richard Rogers, Secretary; Bill Draper and Constance Moore, Board Trustees; Martina Kominiarek, Chief Executive Officer; John Doran, Chief Financial Officer; and Pamela Riley, HR Administrator. Also in attendance were Joe Thompson, Chief Operating Officer, and Jessica Gruber, Special Projects Administrator. Larry Jones, Treasurer, and Joe Flood, Board Trustee, were absent.

A MOTION to APPROVE the minutes of the Regular Meeting of April 16, 2019 was made by Draper, SECONDED by Foerst, and APPROVED unanimously.

**STAFF REPORTS**

Report of Chief Executive Officer/Martina Kominiarek

BCFL is applying for a Keystone grant for the Levittown branch for windows replacement. Also, it was announced that to obtain Library Services and Technology Act (LSTA) grants in the future it will be necessary for libraries to show that their board members have attended state training opportunities. BCFL is encouraging board members to attend whenever possible.

The volunteer program is scheduled to begin during the month of June just in time for the Summer Quest program, and there will be a new draft volunteer policy provided to the board at an upcoming meeting. As recently as today, an article and photo appeared in The Intelligencer advertising the volunteer program and opportunities available.

The CEO and CFO attended the Levittown Friends meeting last night to address any questions or concerns they might have.

Report of Chief Operating Officer/Joe Thompson

The elevator in the Doylestown District Center Library is in need of replacement. It is expected that the project will take about 12 weeks.

A MOTION to APPROVE the Brandywine Elevator Company the Doylestown Library elevator repair with a bid of \$152,483 was made by Balchis; SECONDED by Foerst, and APPROVED unanimously.

Special Projects Administrator Jessica Gruber told the board about a customer service training at BCFL that is focusing on specific items that staff can do to improve customer service. The pilot training also allowed branch staff to provide input for future customer service trainings. As a result, they developed a handout on how to field a customer complaint with the acronym BLAST: (*Believe, Listen, Apologize, Satisfy, and Thank*).

Report of Chief Financial Officer/John Doran

MOTION to APPROVE the check register for May 2019 in the amount of \$554,633.34 was made by Foerst, SECONDED by Rogers, and APPROVED unanimously.

CFO Doran stated that revenue is in line with the budget. There are some extra funds to prudently spend because snow removal was under budget. There is a possible favorable variance in a month or so.

MOTION to APPROVE the May 2019 financial statements (subject to audit) was made by Rogers, SECONDED by Foerst, and APPROVED unanimously.

The CFO along with Development Officer Michelle Wexler have been meeting with BCFL Friends groups. The Friends are informed of what their group is responsible for and what BCFL is responsible for, and the Friends are provided with a Memo of Understanding. BCFL is grateful for Summer Quest donations from the Yardley and Doylestown Friends.

**Board Committee Reports:**

No committees met. It was discussed that although Joe Flood will be a member of the Finance Committee, he is invited to sit in on the next Governance Committee, also.

**Correspondence** – Submitted in writing

**Public Comment** – No public commented.

**Unfinished business** – A review of the meeting with the Lehigh Valley Community Foundation representatives was requested and provided by John Doran.

**New Business** – Tabled Volunteer Policy for a later meeting.

There being no further business, a MOTION to ADJOURN was made at 6:39 p.m. by Draper, SECONDED by Foerst, and so MOVED.

APPROVED BY BOARD OF DIRECTORS  
JUNE 18, 2019