

## Bonnie Ueckert Pierson

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**From:** Bonnie Ueckert Pierson  
**Sent:** Monday, December 19, 2022 1:10 PM  
**To:** Rebecca Bennett [REDACTED] bgclcm3 [REDACTED]  
[REDACTED] Meagan Webb; [REDACTED]  
[REDACTED] Lisa Gossett  
**Cc:** Veronica Nunez  
**Subject:** Library Board things to think about

Hello ladies & Happy Holidays,

The City Manager has asked city staff to encourage and ask for participation and input from our Boards regularly. She believes our board members are the best way to hear what the community wants and that they can be the leaders for positive community change.

I feel as a board we have made so many positive strides in the last few years that I wanted to give you all a chance to share your thoughts with me about a few items.

1. Book Clubs: Currently we do not have a library book club or even a club that just meets at the library. What are your thoughts on starting one, recruiting members, and maintaining it? Are there groups who could help with this? Could it be run by someone other than staff?
2. Budget: Budget prep for next fiscal year will start soon. What are things you would like to see prioritized? Do you have suggestions for new services or programs? Do you know organizations we could partner with to increase our reach? What would make you want to come to the library?
3. Customer Service: We like to think we offer great customer service. Could we find/create a customer service/facility survey and then recruit folks who don't ordinarily come to the library to visit and fill it out? I'm thinking this would be in the vein of a secret shopper type thing and I wouldn't want the staff to be aware that it was happening.
4. Ideas: Have you seen or heard of great things happening at other libraries? Please share!

I know you are all busy and it is the holiday season, so please do not think an immediate response is needed. These are things rolling around in my head that I wanted to share and we can always put items on the agenda at a later time if you want to discuss together.

Thank you all for being on the Library Board! I wish you a very Merry Christmas and a Happy New Year full of laughter and good cheer!  
Bonnie