

**St. Charles City-County Library District
Board of Trustees Meeting Minutes
November 10, 2020**

The St. Charles City-County Library's Board of Trustees met virtually using the application Zoom on Tuesday, November 10, 2020, at 7:00 p.m. The meeting agenda, including directions to access the meeting virtually or by phone, was posted on the Library's website on Friday, November 6, 2020, at 3:43 p.m. A recording of the meeting, in its entirety, was made available on the Library's website on Wednesday, November 11, 2020.

Board Members present:

- Stacia Alvarez
- Justin Collier
- Joann Leykam
- Georganne MacNab
- TJ Rains
- Renee Tillman
- Gail Zumwalt

Board members absent:

- Nevada Smith

Library Staff present:

- Jan Bardon, Marketing Manager
- Tiffany Barke, Chief Talent Officer
- Lori Beth Crawford, Chief Communications & Engagement Officer
- Jason Kuhl, Director & Chief Executive Officer
- Robin Lunatto, Executive Administrative Assistant & Recording Secretary
- Laurie St. Laurent, Deputy Director & Chief Customer eXperience Officer
- Julie Wolfe, Chief Financial Officer

Others present:

- Myra Crook
- Fifteen additional staff members and citizens signed on to view or listen to the meeting

Board of Trustees Vice President Georganne MacNab called the meeting to order at 7:00 p.m. with the Pledge of Allegiance. Seven members of the Board listed above as present responded to roll call. Ms. MacNab opened the floor for public comment. Recording Secretary Lunatto read comments from Mr. Arnie "AC" Dienoff that were emailed prior to 3:00 pm on November 10, 2020. Mr. Dienoff's comments referenced the following topics: Appreciation to Library workers; Library Board of Trustees vacancies; and fiscally responsible spending until the economic effect of COVID is determined. No additional public comments were received.

Jason Kuhl introduced two newly appointed Board members – TJ Rains and Renee Tillman. Mr. Rains is currently the Vice President for Information Technology and Chief Information Officer at Lindenwood University. Mr. Rains was appointed by Mayor Dan Borgmeyer to replace Mary Reese. Ms. Tillman is the Executive Director of the St. Charles County Family YMCA. Ms. Tillman was appointed by County Executive Ehlmann to replace Myra Crook.

Reports and Correspondence

Financial Report: Julie Wolfe, CFO, reviewed the financial report for FY21 October. Ms. Wolfe reported that the Library's revenues currently exceed year-to-date budget. The Library has received Missouri State Aid and Athletes and Entertainers' income tax assistance revenues totaling almost \$107,000. This assistance was not budgeted for FY21 because of uncertainties about the Missouri State budget. Julie explained that the bulk of the Library's tax receipts will be received mid-January 2021. Salaries and benefits are at approximately 93% of year-to-date budget and library materials expenditures are at 99.8% of year-to-date budget. Other expenditures in Technology & Telecommunication and Other Operations lag behind due to the Library's conservative spending approach

during the pandemic. Capital projects that were planned and started pre-pandemic (Cliff View Branch, Kathryn Linnemann, and Administration Building) are running on time and on budget. Other capital projects are on hold at this time. Joann Leykam reported that additional CARES funding might be available from the State of Missouri. Julie noted that the Finance & Audit Committee will need to meet prior to the next Board of Trustees meeting in order to review the FY20 Audit. The Board will be asked to accept the FY20 Audit at their December 8, 2020, meeting.

Ms. Wolfe reported that she recently attended the virtual 2020 LAGERS Annual Meeting. LAGERS is the public pension system for state of Missouri and manages \$8 billion in assets. The Library's responsibility as a LAGERS employer is the annual contribution on behalf of its employees. LAGERS is dependent on a 7.25% return on their assets to adequately fund the pension plan. During the past year, LAGERS has had 3 times the normal number of employers join the plan. Every five years, the LAGERS actuaries look at assumptions made for each employer and decide if contribution rate changes are needed. This is the year for an update and new contribution rates will be distributed. Julie noted that the Library's FY22 budget will reflect any updated LAGERS contribution rates.

Director's Report: The monthly Director's report details progress on the Library's Strategic Plan initiatives. In addition to the written report, Jason highlighted the following items:

Facilities for the Future

- Building projects continue largely on schedule.
- The Discovery Village Branch had its last day on October 31st. The property will be vacated by the end of November.
- A tentative timetable has been set for repair work at the Kathryn Linnemann location. Work should begin by Thanksgiving. Exterior work is estimated to take 3-4 weeks, as long as the weather stays above 40 degrees, and interior work should take about 5-6 weeks. Some of the work can be done concurrently. Repairs are targeted to be completed by mid-January with a reopening of the branch in February.

Experience and Outreach

- Our reopening in June was led by a Return to Service Team that was comprised of the Library's four General Purpose branch managers and a number of staff members from across the organization. A staff survey was conducted recently about reopening and library operations during the pandemic. Results show staff feel generally positive about the approach the Library has taken.
- Until recently, the number of staff needing to quarantine was limited. One Library branch is currently closed to the public because staff are quarantined. The branch will reopen for curbside only service when there are enough staff members available. The Library will be working through COVID related issues at its branches on a case-by-case basis, with the safety of the public and staff paramount. Jason complimented all staff for their flexibility during this challenging time.

TJ Rains asked if there has been increased digital material access during the pandemic. Jason responded that eMedia usage is up 23% from last year and it is definitely growing at a higher rate than in the past. Joann Leykam asked if the Library has pursued U/V cleaning in its facilities. Jason replied that there is not widespread use of U/V cleaning equipment in libraries. Studies have shown that surface transmission does not pose a significant danger. The library is quarantining materials for the recommended time and is routinely cleaning high touch surfaces. Georganne MacNab asked if there are any areas of need that we are not able to meet right now or if there are plans for a county-wide closure. Jason said that unknowns about the winter are a concern, especially if the Library has multiple locations where a significant number of staff need to quarantine. Joann Leykam responded that St.

Charles County is not moving to a closure. Instead, St. Charles County is implementing a stepped-up education campaign about masks, personal cleanliness with regard to touchpoints, and personal distancing to keep the economy and schools open. Hospitals are at high stress levels and the number of COVID patients in ICUs is rising, however ventilator use is not increasing.

Monthly Statistical Report: Jason reviewed the FY21 October 2020 statistical report and noted that many of the same trends are continuing since the beginning of the pandemic. The Library is operating with 30% fewer hours so impacts to service will be seen. There is a large increase in eMedia use of 23%. Overall, circulation is only down 14%. The number of visitors includes curbside and drive through, however the large decrease mostly due to the suspension of in-person classes and events. In a recent survey, customers mentioned fears of COVID and not realizing we are open as reasons for not visiting. October FY21 YTD statistics are:

	<u>FY21 YTD - October</u>	<u>FY20 YTD – October</u>	<u>% Change (+/-)</u>
Circulation:	1,983,983	2,319,665	-14.47
eMedia	366,307	297,766	+23.02
Visitors	283,501	598,603	-52.64
New Cards:	4,108	8,397	-51.08
Classes & Events	962	2,617	-63.24
Classes & Events Attendance	37,165	60,475	-38.54

Correspondence:

- Customer eMail dated November 3, 2020 subject: Restricting Materials for Minors

Jason reviewed an email dated November 3, 2020, that was sent to the Library Trustee account. The email was from a parent who was concerned about their child who checked out an item that they felt was explicit. Jason asked the Trustees to review the Library’s proposed response to the email. The Trustees authorized Jason to respond on their behalf.

CONSENT AGENDA:

- Minutes from October 13, 2020, Meeting

MOTION: Joann Leykam moved to approve the consent agenda as presented. Renee Tillman second. Motion approved seven affirmative, zero negative, zero abstentions and one absent.

FORMAL AGENDA:

Old Business

None

New Business

Jason welcomed Renee Tillman and TJ Rains to the Board of Trustees and added that the Library is losing two wonderful Trustees, Myra Crook and Mary Reese, who have both served the Library for a very long time. Jason noted that Library records indicate Myra Crook is the longest standing Trustee in the District’s history and Mary is close on her heels.

21-14 Resolution in Honor of Myra Crook: The following resolution, in honor of Trustee Myra Crook, was read by the Recording Secretary:

Whereas, Myra Crook has distinguished herself through her service to the St. Charles City-County Library District as an appointee from the County of St. Charles to the Library Board of Trustees from 2006 to 2020; and

Whereas, Myra Crook, during her tenure as a Trustee, held the offices of Secretary, Vice-President, and President of the Board; and

Whereas, Myra Crook was instrumental in the recruiting process for new Library Directors in 2010 and 2017; and

Whereas, Myra Crook, while serving as Vice-President and President of the Board, led the Trustees during the construction of the Spencer Road Branch; and

Whereas, Myra Crook served as a member of the Library Foundation Board from 2015 to 2018; and

Whereas, Myra Crook participated in the review and approval of two Library Strategic plans, a Facilities Master Plan, and the purchase of the 10 Cliff View Drive property in Wentzville, Missouri; and

Whereas, Myra Crook, one of the longest tenured board members, ensured continuous, strong library leadership; and

Whereas, Myra Crook served as a valuable liaison between the St. Charles City-County Library District and St. Charles County Government; and

Whereas, Myra Crook's thoughtful approach to major decisions impacting library service helped to ensure wise action on the part of the Library Board; now therefore, be it resolved

The Board of Trustees of the St. Charles City-County Library District hereby recognizes and conveys its gratitude to Myra Crook for her excellent service as a member of the Library Board of Trustees, for her dedicated service to the St. Charles City-County Library District and all the taxpayers of St. Charles County and wishes her the best in future endeavors.

Resolved and passed, this 10th day of November, in St. Charles County Missouri.

MOTION: Joann Leykam moved to accept the resolution in honor of Myra Crook. Gail Zumwalt second. Ms. Leykam added that Myra has served the Library with a great deal of distinction and has been a wonderful liaison with the Library Foundation. Motion approved seven affirmative, zero negative, zero abstentions and one absent.

21-15 Resolution in Honor of Mary Reese: The following resolution, in honor of Trustee Myra Crook, was read by the Recording Secretary:

Whereas, Mary Reese has distinguished herself through her service to the St. Charles City-County Library District as an appointee from the City of St. Charles to the Library Board of Trustees from 2008 to 2020; and

Whereas, Mary Reese, during her tenure as a Trustee, held the offices of Secretary, Treasurer, Vice-President, and President of the Board; and

Whereas, Mary Reese was instrumental in the processes of recruiting and hiring new Library Directors in 2010 and 2017; and

Whereas, Mary Reese served as Treasurer and Secretary of the Board of Trustees during the construction of the Spencer Road Branch; and

Whereas, Mary Reese served as the Board of Trustees' representative to the Library Foundation Board from 2017 to 2020; and

Whereas, Mary Reese has held the office of President of the nonprofit Library Building Corporation since 2008 and continues to serve in that role; and

Whereas, Mary Reese participated in the review and approval of two Library Strategic plans, a Facilities Master Plan, and the purchase of the 10 Cliff View Drive property in Wentzville, Missouri; and

Whereas, Mary Reese's thoughtful approach to major decisions impacting library service helped to ensure wise action on the part of the Library Board; now therefore, be it resolved

The Board of Trustees of the St. Charles City-County Library District hereby recognizes and conveys its gratitude to Mary Reese for her excellent service as a member of the Library Board of Trustees, for her dedicated service to the St. Charles City-County Library District and all the taxpayers of St. Charles County and wishes her the best in future endeavors.

Resolved and passed, this 10th day of November, in St. Charles County Missouri.

MOTION: Gail Zumwalt moved to accept the resolution in honor of Mary Reese. Justin Collier second. Motion approved seven affirmative, zero negative, zero abstentions and one absent.

Georganne MacNab added her personal congratulations and best wishes to Myra and Mary. "Please know that your presence and innumerable contributions to this board will be sorely missed – I think I speak for everyone in that regard."

21-16 Revision to Policy e368, Organizational Chart: The Trustees were asked to approve the following revisions to Policy e368, Organizational Chart:

- Removal of the Discovery Village Branch which was closed on October 31, 2020 in anticipation of opening the Cliff View Branch in early 2021.

MOTION: Joann Leykam moved to approve the revision to Policy e368, Organizational Chart, as presented. Gail Zumwalt second. Motion approved seven affirmative, zero negative, zero abstentions and one absent.

21-17 Informational Presentation: Financial Overview: Jason presented a historical overview of the Library's budget that highlighted increases in annual revenues and operating expenditures. The same presentation was recently given to the Library's management team and will soon be shared with all staff. Sources of library revenue (property tax, grants & aid, interest, and other) and types of expenditures were reviewed. General Operating expenditures (salaries and benefits, collection, subscriptions, supplies, marketing, utilities, etc.) are recurring expenditures that are required for the day-to-day functions of the library and by law cannot exceed revenues in a given year. Capital expenditures are used for the acquisition and maintenance of physical assets and equipment and are usually one-time purchases.

Between 2004 and 2020, the Library saw a 64% increase in revenues from all sources. During the same time, 2004 to 2020, the Library also saw an 85% increase in operating expenditures. In 2004, there was a 16% difference between revenues and operating expenditures. There is now only a 5% difference between revenues and operating expenditures. Jason noted that all taxing entities are in an unknown situation right now because the financial impact of COVID-19 is not yet clear. Jason compared the current situation to the 2008 economic downturn. He reported that the Library is mapping out what the Library will look like in 2025 – how are we going to sustain our operations – at the organizational level. TJ Rains added that many organizations are experiencing the same challenges right now. Georganne MacNab noted her support of Library Administration for being proactive, not reactive. Renee Tillman asked Jason what the expectations are for Board members. Jason wants the Board to ask questions and provide support and counsel when difficult choices need to be made. The communities' needs will dictate what we do. Ms. Tillman advised to be proactive, transparent, and involve staff from as many levels of staff from the organization, as possible.

Julie Wolfe reported that \$5 million will be needed to maintain our buildings over the next five years. An additional \$3.5 million needs to be benchmarked for safety reserve. A total of \$8.5 million needs to stay in reserves for those purposes. We are supporting 13 buildings (11 buildings, the Administrative office, and a warehouse) and staff on \$20 million. State law requires the Library to present a balanced budget each year. Julie noted that she has recently seen large increases in costs passed along from vendors for electronic subscriptions and cloud services.

MOTION: Agenda Item 21-17, Informational Presentation: Financial Overview, was a presentation/discussion and did not require any action from the Board of Trustees.

Trustee Joann Leykam signed off of the meeting at 8:25 pm.

MOTION: At 8:31 p.m., Gail Zumwalt moved to adjourn the meeting. TJ Rains second. Motion approved six affirmative, zero negative, zero abstentions and two absent.

The meeting ended at 8:31 p.m.

Respectfully submitted,

Robin L. Lunatto
Recording Secretary

Approved:

Justin Collier
Secretary Board of Trustees

December 8, 2020
Date