

**St. Charles City-County Library District
Board of Trustees Meeting Minutes
April 14, 2020**

In accordance with guidelines established by the CDC, the State of Missouri, and St. Charles County Government to combat the spread of COVID-19, all of the St. Charles City-County Library District's locations were closed to the public on March 17, 2020.

The meeting agenda for the April 14, 2020, Board of Trustees meeting, including directions to access the meeting virtually or by phone, was posted on the Library's website on Friday, April 10, 2020, at 5:08 p.m.

The Board of Trustees met on Tuesday, April 14, 2020, at 7:00 p.m. virtually using the application Zoom. The meeting was accessible to the public via a website link or by phone, using a meeting ID and password. Public comments were accepted by email until 3:00 p.m. on the day of the meeting. A recording of the meeting, in its entirety, was made available on the Library's website on Wednesday, April 15, 2020.

Board Members present:

- Stacia Alvarez
- Justin Collier
- Myra Crook
- Joann Leykam
- Georganne MacNab
- Mary Reese
- Nevada Smith
- Gail Zumwalt

Board members absent:

- None

Library Staff present:

- Jan Bardon, Marketing Manager
- Tiffany Barke, Chief Talent Officer
- Lori Beth Crawford, Chief Communications & Engagement Officer
- Gary Brinker, IT Manager
- Aaron Eller, Regional Branch Manager, Middendorf-Kredell
- Alison Griffith, Branch Manager, McClay
- Asia Gross, Regional Branch Manager, Kathryn Linnemann
- Jennifer Jung, Regional Branch Manager, Spencer Road
- Jason Kuhl, Director & Chief Executive Officer
- Erica Land, Director of Development
- Robin Lunatto, Executive Administrative Assistant & Recording Secretary
- Madison Morris, Branch Manager, Corporate Parkway
- Maggie Melson, Director of Youth Services
- Cindy Miller, Branch Manager, Deer Run
- Sara Nielsen, Director of Adult Services
- Laurie St. Laurent, Deputy Director & Chief Customer eXperience Officer
- Carol Schrey, Director of Collection Services
- Kristen Sherry, Manager of Outreach Services
- Diana Tucker, Branch Manager, Kisker Road
- Julie Wolfe, Chief Financial Officer

Others present:

- Fifteen additional staff and citizens signed on to listen to the meeting

Board of Trustees President Joann Leykam called the meeting to order at 7:03 p.m. with the Pledge of Allegiance. Six members of the Board listed above as present responded to roll call. Ms. Leykam asked the Recording Secretary to read aloud all public comments submitted by email prior to the 3:00 p.m. deadline.

Mr. Arnie "AC" Dienoff submitted the following comments by email:

1. Stated he is opposed to the Library holding the Board of Trustees meeting in violation of Chapter 610 of the Missouri Revised State Statutes. Mr. Dienoff requested that his letter addressed to the Library Trustees and Director, dated Tuesday, April 14, 2020, be included in its entirety as part of the record of the meeting. The letter is maintained by the Library as a public document and may be requested through a public information request.
2. Recommended that the proposed Comprehensive Information Technology Assessment be tabled and hold-off on awarding this contract.
3. Recommended that the proposal for the manufacture and procurement of a Bookmobile be tabled and hold-off on this action.
4. Recommended that the building materials related to the library facility located at 1825 Common Field Street in Portage Des Sioux be salvaged, reused, repurposed or recycled.
5. Recommended that the Library continue to pay employee salaries, benefits and pension contributions during the COVID-19 closure.

Board President Joann Leykam noted that this is not a closed meeting under Chapter 610.021, but is an electronic meeting held under the general provisions of the Missouri Open Meetings Act. Trustee Justin Collier joined the meeting by phone at 7:07 pm. Trustee Mary Reese joined the meeting by phone at 7:16 pm.

Reports and Correspondence

Financial Report: Julie Wolfe, CFO, reported that the library's revenues and expenses are on track (100% of YTD revenue received; 97% of YTD expenditures disbursed) through the end of March 2020. Tax receipts, however, are short by a half-million dollars, and the COVID-19 situation may affect the timing of future payments. The State of Missouri has recently deposited the Library's second payment of state aid, however we have been notified that the second Athletes and Entertainers (A&E) tax payment will be withheld. The Library has been advised not to budget Missouri State Aid for Fiscal Year 2021. The Library is currently \$200,000 short in the Charges for Services category. Salaries and benefits are at almost 99% of year-to-date budget. Collection Services has diverted some materials funds to purchase additional electronic resources. The Chevy Suburban fleet vehicle has been received and branded with the Library logo. HVAC projects at Administration and Middendorf-Kredell have been completed. The Kathryn Linnemann Teen Space bid phase has been completed and a contractor selected. The Cliff View Branch contractor work will cross over into FY21. Ms. Wolfe noted that budgeting for FY21 will be a challenge given the uncertainty of local tax revenues, which will be discussed in detail later in the meeting. The Library will take a very conservative approach when preparing the FY21 budget, which will need to be approved in June 2020. Ms. Leykam and Ms. Wolfe discussed payroll tax relief outlined in the CARES (Coronavirus Aid, Relief, and Economic Security) Act.

Director's Report: The monthly Director's report was greatly expanded in order to highlight the Library's efforts to serve users remotely and implement new initiatives to serve the public. Additionally, Jason reported that staff are working to ensure administrative and support services essential for the Library's ongoing operations are being maintained. Jason also noted the following:

- The Library is continuing to offer all of its core services while facilities are closed— lending electronic materials, providing research tools, conducting online story times and classes and events for all ages, offering reference and reader's advisory services, and outreach.
- All support functions (Finance, Human Resources, Information Technology, Collection Services, Adult/Youth Services, Marketing, Outreach, and Development) continue.
- Business & Nonprofit and Genealogy librarians have adapted to providing virtual consulting services.

- A cloud-based phone system has been obtained to allow Outreach Services staff to call homebound customers via a Library phone line instead of their personal phone. The system could eventually lead to the re-establishment of phone service between staff working at home and customers.
- Adult and Youth Services Staff have been converting the annual Summer Challenge to an online program – identifying a software platform, providing training to staff and redirecting LSTA grant funding from paying for interns to purchasing the virtual program.
- Staff conceived, planned, and rolled out a community reads initiative, *St. Charles County Reads*, tailored specifically for our current environment.
- Building and facilities projects are continuing during the closure.

Jason commented that he could not possibly list everything being done by staff in his update, but he is very impressed with the contributions of all library staff members during this time. Ms. Leykam asked if there has been an uptick in people needing help with unemployment applications. Sara Nielsen reported that the Library has not yet seen an increase in these types of questions. Library staff are putting a COVID-19 recovery plan in place to assist customers with navigating the complex unemployment and disability claims process.

Monthly Statistical Report: A modified statistics report was presented that highlighted eResource use during the Month of March 2020. OverDrive users increased by 102%. Ancestry.com use increased 769%, which is attributed to the database being temporarily available for use at home. Creativebug use increased 147%. Hoopla users increased by 89%. The Library assisted 70% more customers by chat and email during March. Over 5,372 instructional videos were viewed in Niche Academy. There was a 91% increase in online temporary cards. There were also significant increases in Facebook , Instagram and Twitter followers.

Correspondence: A letter from Arnie C. AC Dienoff, dated April 14, 2020, was distributed to the Trustees prior to the meeting.

CONSENT AGENDA:

- Minutes from March 10, 2020, Regular Meeting

MOTION: Gail Zumwalt moved to approve the consent agenda as presented. Nevada Smith second. Motion approved eight affirmative, zero negative, zero abstentions and zero absent.

FORMAL AGENDA:

OLD BUSINESS

None

NEW BUSINESS

20-38 Award of Contract for Comprehensive Information Technology Assessment: The Library released a Request for Proposals for a Comprehensive Information Technology Assessment at the end of January 2020. Proposals were due at the beginning of March. Eleven responses were received, with the majority ranging in price from \$30,000 - \$80,000. In-person interviews were held with three finalists just prior to the COVID-19 closure. The Library is recommending RSM based on their depth and breadth of experience and value relative to the cost of their proposal. RSM recently completed an almost identical IT Assessment for the Kansas City Public Library. Discussion was held about how long the assessment would take and the last time the Library had an IT assessment.

Jason responded that the IT assessment is expected to take eight weeks and that, to his knowledge, one has never been conducted.

MOTION: Myra Crook moved to award the contract for the completion of a Comprehensive Information Technology Assessment to RSM for an amount not to exceed \$40,900. Georganne MacNab second. Motion approved eight affirmative, zero negative, zero abstentions and zero absent.

20-39 Authorization to issue a Request for Proposals for the Manufacture and Procurement of Bookmobile:

Library staff have been working with a consultant, Michael Swendrowski of Specialty Vehicle Services, to determine the needs and goals of SCCCL bookmobile services. Mr. Swendrowski developed and delivered a recommendation for a diesel Truck Style Vehicle based on the Freightliner model M2 106. The main benefits of this style of vehicle are: lower cost; lightweight construction; squared rear service area with no wheel wells; long duty cycle; and ease of drivability, accessibility, and serviceability. Additional features, photographic examples, and maintenance cost details were reviewed. The estimated cost for the vehicle is \$300,000 - \$325,000. The Library Foundation has raised \$52,000 in support of the project. Jason explained that the bookmobile project is even more important given the current economic conditions and in order to serve residents in all areas of St. Charles County. The Library is requesting authorization to issue the RFP for the Manufacture and Procurement of the bookmobile at this time, not approval of the bookmobile expenditure.

MOTION: Nevada Smith moved to authorize the Library to issue a Request for Proposals for the Manufacture and procurement of a Bookmobile. Gail Zumwalt second. Motion approved eight affirmative, zero negative, zero abstentions and zero absent.

20-40 Award of Construction Contract for Kathryn Linnemann Branch Teen Room Project: On March 31, the Library received construction bids for the Teen Room project at the Kathryn Linnemann Branch. Three bids were received ranging from \$132,448 to \$162,000. Bond Architects reviewed the bids and recommends awarding the contract to Lexicon Construction, the low bidder. Bond has worked with Lexicon on projects of similar scope. The work should take around 45 days to complete. \$165,000 was included in the FY20 budget for the project.

MOTION: Gail Zumwalt moved to award the construction contract for the Kathryn Linnemann Branch Teen Room project to Lexicon Construction in an amount not to exceed \$132,448. Myra Crook second. Motion approved eight affirmative, zero negative, zero abstentions and zero absent.

20-41 Approval of Expenditure for Demolition of the Library Facility at 1825 Common Field Street, Portage Des

Sioux: Jason explained that the Library will maintain the current site located at 1825 Common Field Street as a WiFi access point and location for bookmobile visits. The existing structure, which was irreparably damaged during the Spring 2019 area floods, was offered to the City of Portage Des Sioux and the Lewis & Clark Career Center. Both entities declined. The Library worked with a general contractor from the Cooperative Purchasing List (J. E. Novack Construction Company) to examine the project for demolition permitting. Asbestos testing has resulted in required abatement actions. The cost for demolition is \$19,516 and the cost for abatement is \$10,900, which makes the project total of \$30,416 in excess of the Library Director's approval limit. Jason noted that signage has been installed at the site promoting the Library's future facility at Orchard Farm Elementary School. The mayors of Portage Des Sioux and West Alton have been notified about the upcoming demolition of the facility and the program of service being implemented to ensure continued access to Library offerings for residents of the northeastern part of the county.

MOTION: Gail Zumwalt moved to approve the expenditure of \$30,416 for demolition and abatement of the Library facility located at 1825 Common Field Street in Portage Des Sioux. Myra Crook second. Motion approved eight affirmative, zero negative, zero abstentions and zero absent.

20-42 Termination of Declaration of Covenants, Conditions, and Restrictions on Corporate Parkway Branch

Property: Jason Kuhl received a communication from a real estate broker with regard to dissolving the Covenants, Conditions, and Restrictions (CCRs) in place at 70 Corporate Plaza in Wentzville, the development where the Corporate Parkway Branch is located. It is the Library's understanding that the CCRs have not been enforced for many years and are obsolete by today's standards. The other twenty-two property owners also intend to agree to dissolve the CCRs. Julie Wolfe noted that the City of Wentzville's ordinances are more restrictive than the CCRs and agreeing to terminate them will ultimately benefit the Library for any future property sale by clearing the restrictions from the property's title.

MOTION: Nevada Smith moved that the Board of Trustees authorize the Library Director and CEO to sign the Termination of Declaration of Covenants, Conditions, and Restrictions for the Library district property in 70 Corporate Plaza in Wentzville. Georganne MacNab second. Motion approved eight affirmative, zero negative, zero abstentions and zero absent.

20-43 FY21 Budget Discussion: The Library has been working on developing the FY21 budget over the past several months. The economic situation brought on by COVID-19 events makes it difficult to predict what will happen later this year. The State of Missouri has communicated that there will be no state aid distributed to libraries next year and little to no A&E Tax distribution. Jason provided the March 25, 2020, Moody Report which reviewed the 2020 Economic Downturn in Missouri in detail.

Jason told the Trustees that the Library intends to present a conservative FY21 budget for approval as it is believed the best course is to budget conservatively now and come back later in the year to request a budget adjustment once there is more clarity around the economic situation. The Library's top priorities for FY21 will be to restore and maintain essential library services, including making physical materials available and providing outreach to underserved areas and populations. Classes and events will focus largely on specific key audiences and needs – early literacy, teens, and economic recovery services for adults (job search, budgeting, unemployment, etc.).

Jason said his goal is to retain existing staff at current salary levels, however freezes in hiring and step increases will need to be implemented. Travel for staff training will significantly curtailed. Necessary building maintenance will not be deferred. Adding new services, such as a maker space, will be suspended. The Library will, however, add safety features such as hand-free faucets and doors for restrooms. It will invest in capital projects that will allow more efficient use of staff, such as additional self-check stations and single service points. Jason stressed the importance of the Board and Library leadership having a common understanding on budget priorities and delivering a consistent message to the community.

Ms. Leyakm commented that we need to "get farther down the road" to see the long-term effects of the shutdown on the economy. Julie Wolfe said that the FY21 budget will require a line-item approach to identify continuing fixed costs and funds that can be reallocated to other areas. The Library's "charges for services" line item for FY20 is down \$200,000 as of March 2020, with fines and fees declining due to auto renewals and passport revenue decreasing as international travel is restricted. The effect of protested property tax receipts will not be known until the second half of the FY21 fiscal year. Julie recommended first looking at reduced charges for services and

reductions in state aid and A&E taxes, then considering tax revenue reductions and the effect of protested property taxes. The Trustees requested that the CFO investigate different scenarios with tax revenue reductions of 10% and 20%. Several trustees expressed agreement with the conservative budgeting approach. Ms. Crook noted that as of right now, the State has not made any changes to property tax due dates

MOTION: Agenda Item 20-43, FY21 Budget Discussion, was a discussion and there was no action taken.

20-44 COVID-19 Library Closure Update and Discussion: Jason provided an update on actions taken during the COVID-19 Library Closure and discussed plans for reopening Library facilities to the public. A cross-departmental committee has been formed to create a plan for returning to face-to-face service. Opening will likely be in phases, with drive-up service first. Drive-through windows are already available at the Spencer Road and Kathryn Linnemann branches and curbside service has been available at all other branches for a number of years. Laurie St. Laurent noted that we may need to limit the number of visitors or re-design traffic flows throughout the buildings. The Return to Service Committee will also determine the types of personal protective equipment (PPE) that is needed for staff. Discussion resulted in extending the current closure through June 1, which will continue to be updated as appropriate.

Because of the uncertainty around the economic situation and when physical library facilities will reopen, Jason brought up the possibility of closing the Discovery Village location now instead of in 2021, when the Cliff View Branch is scheduled to open. The Library continues to pay rent and utilities for the location without knowing when the facility will reopen. Staff are investigating locker-style holds pickup for customers on the north side of Highway 70 in Wentzville. Joann polled the Trustees to see if they had any objection to providing notice to close the facility, and they did not, however she did recommend Jason check with the Library's attorney to see if Board approval is required. Also, since the item was not on the agenda, any required approval would be deferred to a later meeting.

MOTION: Agenda Item 20-44, COVID-19 Library Closure Update and Discussion, was a discussion and there was no action taken.

MOTION: At 8:57 p.m. Nevada Smith moved to adjourn the meeting. Myra Crook second. Motion approved eight affirmative, zero negative, zero abstentions and zero absent.

The meeting ended at 8:57 p.m.

Respectfully submitted,

Robin L. Lunatto
Recording Secretary

Approved:

Stacia Alvarez
Secretary Board of Trustees

May 12, 2020
Date