

**St. Charles City-County Library District
Board of Trustees Meeting Minutes
January 12, 2021**

The St. Charles City-County Library's Board of Trustees met virtually using the application Zoom on Tuesday, January 12, 2021, at 7:02 p.m. The meeting agenda, including directions to access the meeting virtually or by phone, was posted on the Library's website on Friday, January 8, 2021, at 3:14 p.m. A recording of the meeting was made available on the Library's website on Wednesday, January 13, 2021.

Board Members present:

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

Board members absent:

- none

Library Staff present:

- 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
- Sara Nielsen, Director of Adult Services
- Laurie St. Laurent, Deputy Director & Chief Customer eXperience Officer
- Diana Tucker, Manager, Kisker Road Branch
- Julie Wolfe, Chief Financial Officer

Others present:

- Twenty-eight additional staff members and citizens signed on to view or listen to the meeting

Board of Trustees President Nevada Smith called the meeting to order at 7:00 p.m. with the Pledge of Allegiance. Eight members of the Board listed above as present responded to roll call. Mr. Smith 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 January 12, 2021. Mr. Dienoff's comments referenced the following topics: Appreciation for Library staff working at branches; limited access to public computers; tax abatements, 2020 CARES Act funding, and Policy e512, salary schedule and salary increases. No other public comments were received.

Reports and Correspondence

Financial Report: Julie Wolfe, CFO, reviewed the financial report for FY21 December. Ms. Wolfe reported that the Library's revenues continue to exceed year-to-date budget, mainly due to the receipt of Missouri State Aid and Athletes and Entertainers' income tax assistance that was not included in the FY21 budget. The bulk of the Library's tax receipts are expected by mid-January 2021. Expenditures are under budget due to the Library's continued cautious spending approach. Nevada Smith asked for a status on reimbursement of the CARES Act funds. Julie reported that the Library has been reimbursed \$211,000 so far. An additional \$50,000 in grant funding is expected as reimbursement for the hold-it lockers at the Kisker Road and Corporate Parkway branches.

Director's Report: The monthly Director's report details progress on the Library's Strategic Plan initiatives. In

In addition to the written report, Jason highlighted the following items:

Facilities for the Future

- Jason shared photos from the Cliff View and Kathryn Linnemann branches. A solid open date for the Cliff View branch has not yet been determined. The Kathryn Linnemann branch is targeting Monday, January 18, to re-open the drive-up window. Additional work needs to be completed inside the branch before computer access can be made available. Announcements will be made to the public as these plans are finalized.

Digital Leadership

- The Comprehensive Information Technology Assessment engagement with RSM has been completed. Work is underway to address some areas of immediate concern identified in the report. An executive summary of the report will be shared with the Trustees at their February meeting.
- Due to a recent high-level staff departure within the IT team, the Library has engaged RSM to provide CIO Advisory Services through the end of Fiscal Year 2021. RSM will work with the Library's leadership team and IT staff on an as-needed basis to assist with topics such as:
 - Development of the IT governance model – project prioritization, project management, budgeting, etc.
 - Development of a short-term strategic IT plan
 - Education and advisory communication to the leadership team on technology operations
 - Aligning IT department roles with the needs of Library
 - IT project management
 - Vendor management
 - Cybersecurity
 - IT leadership development.

Jason explained the critical need to have IT leadership in place to ensure continuity of service and data security. He added that in order to have appropriate oversight of the department and critical technology systems in place immediately, we were unable to issue a formal Request for Proposals (RFP) for this service. As such, legal counsel advised it falls under the emergency provision of the Library's purchasing policy (Policy g050), which allows for the Director to waive the policy in situations "...where significant damage or disruptions of service would occur if corrective action is not taken quickly...". RSM was determined to be the best firm to step in expeditiously because of their deep familiarity with the Library's IT operations from their work on the Comprehensive Assessment. They were selected for that project through a formal, competitive RFP process.

The end of the fiscal year was determined to be the appropriate duration for the engagement because work on the FY22 budget needs to begin immediately and will carry through most of the remainder of the current fiscal year. Jason added that the ongoing structure of the IT department needs to be determined. In early 2020, the network administrator resigned and that position has been contracted out pending the results of the Assessment, so there are two high level positions that are currently unfilled. A strategy needs to be developed on building the department with internal resources as well contracted services. Ongoing virtual/advisory CIO services will likely be part of that strategy and it makes sense for that long-term engagement to be incorporated into the FY22 budget to begin then. If we do decide to take that approach, we will begin work on identifying a firm for those ongoing services using our standard RFP process outlined in the purchasing policy for professional services (Policy g055) so they will be ready to begin on July 1.

TJ Rains asked about the budgetary impact of the time & materials contract with RSM. Jason responded that RSM's blended hourly rate is \$225 per hour and will likely provide 20-24 hours of CIO support per week. Nevada Smith asked about the terms of the contract. Jason responded that the contract is time and materials through the end of the fiscal year (June 30, 2021), with all expenditures approved beforehand. Staci Alvarez expressed concerns about RSM being engaged to perform any long-term contracted engagement because of their work on completing the Comprehensive IT Assessment. The Trustees decided to revisit the topic at their February meeting after reviewing the Comprehensive IT Assessment Executive Summary.

Public Relations and Marketing

- Jason gave a high level overview of a recent Card Holder Survey. Almost 3,300 responses were received. One of the most significant findings was that respondents reported using the Library to borrow materials (both physical and digital) much more than any other service. Jason noted that information from customers should be used to help inform decisions about future Library services, staffing, and materials, particularly as we see revealed that some of the more specialized services are currently allocated a disproportionate amount of resources relative to their use. Another survey is planned for St. Charles County residents who are not active library users.

Jason also reported that wifi service is now available for customers to use on the former Portage Des Sioux branch lot. The bookmobile will begin visiting this location later in 2021.

Monthly Statistical Report: Jason reviewed the FY21 December 2020 statistical report and noted that many of the same trends are continuing given the environment. The Library's eMedia use has increased over 25% this fiscal year.

December FY21 YTD statistics are:

	<u>FY21 YTD - December</u>	<u>FY20 YTD – December</u>	<u>% Change (+/-)</u>
Circulation:	2,740,534	3,320,664	-17.47
eMedia	544,476	433,293	+25.66
Visitors	377,538	847,710	-55.46
New Cards:	5,288	11,240	-52.95
Classes & Events	1,372	3,803	-63.92
Classes & Events Attendance	47,074	81,413	-42.18

Correspondence:

- none

CONSENT AGENDA:

- Minutes from December 8, 2020, Meeting

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

FORMAL AGENDA:

Old Business

None

New Business

21-20 Revision to Policy e512 – Salary Schedule: Jason reported that in 2018, Missouri voters passed Proposition B, which raises the minimum wage \$.85 per hour each year until it reaches \$12 per hour in 2023. Every year the Library makes adjustments to its salary matrix to meet the new minimum wage. In 2020, the Library eliminated two entire grades, Grades 1 and 2, from the salary schedule. This year, Grade 3, steps A, B, and C, and Grade 4, step A, fall below the minimum wage. At the beginning of the year, the pay rates of twenty-two (22) employees previously earning below the new minimum wage were adjusted, with a budgetary impact of approximately \$14,000. Board President Nevada Smith requested a motion to approve the revisions to the policy.

MOTION: TJ Rains moved to approve revision to Policy e512 – Salary Schedule, as presented. Joann Leykam second. There was no additional discussion. Motion approved eight affirmative, zero negative, zero abstentions and zero absent.

21-21 Policies for Rescindment – e120 Flexible Spending Account; e064 Contributions; g005 Cash Control; and g006 Checks: Jason stated that staff have been systematically reviewing and updating the Library's Policy Manual for the last several years. Historically there have been many policies and a significant number of them are procedural in nature. The following four policies were brought forth for rescindment, which Jason individually reviewed and answered questions:

e120 -- Flexible Spending Plan

This policy outlines the Library's offering of a Flexible Spending Account to employees. As it is written, it largely restates IRS Code. In some cases, the Code has changed and this policy is out of date.

e064 -- Contributions

This policy, from 1990, states that the only time we will solicit employees is for the annual United Way Appeal. It is needlessly restrictive and unnecessary. While we do not regularly solicit contributions beyond that appeal, we did conduct a small-scale employee giving campaign for the Library Foundation at the end of 2020, and there could be instances in the future when we may find it appropriate to solicit for other campaigns. Renee Tillman asked if the Library receives any funding from the United Way. Jason responded that the Library does not receive any United Way funding.

g005 -- Cash Control

This policy contains purely procedural information regarding cash handling in branches. Further, as it is nearly 30 years old, the procedures are quite inaccurate and out-of-date. Since this was written our cash control has been significantly improved by the use of an STS register system and we reconcile drawers daily. Julie Wolfe added concerns about publishing schedules for transporting cash from branches. Additionally, cash dollar receipts have been greatly reduced due to implementation of debit/credit card payment.

g006 -- Checks

This policy from 1989 is also procedural and outdated. We now affix a digital signature to all AP checks and most of this procedure is obsolete. Ms. Wolfe noted that the Library is moving toward ACH payments.

MOTION: Joann Leykam moved rescind Policies e120, e064, g005, and g006 as presented. Georganne MacNab second. Motion approved eight affirmative, zero negative, zero abstentions, and zero absent.

21-22 Enhanced Curbside Services Presentation / Extension of Curbside Delivery Model: As discussed at the December 2020 meeting, the Library transitioned to an enhanced curbside model of service delivery late in November. Sara Nielsen, Director of Adult Services, and Diana Tucker, Manager of the Kisker Road Branch, gave a presentation on the Library's Enhanced Curbside Services. The presentation included statistics for all of the

