

**St. Charles City-County Library District
Board of Trustees Meeting Minutes
March 9, 2021**

The St. Charles City-County Library's Board of Trustees met virtually using the application Zoom on Tuesday, March 9, 2021, 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, March 5, 2021, at 3:08 p.m. A recording of the meeting was made available on the Library's website on Wednesday, March 10, 2021.

Board Members present:

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

Board members absent:

- Gail Zumwalt

Library Staff present:

- Jan Bardon, Marketing Manager
- Tiffany Barke, Chief Talent Officer
- Zach Campbell, Library Technology Coordinator
- Lori Beth Crawford, Chief Communications & Engagement Officer
- Aaron Eller, Regional Manager, Middendorf-Kredell Branch
- Asia Gross, Regional Manager, Kathryn Linnemann Branch
- Jennifer Jung, Regional Manager, Spencer Road Branch
- Jason Kuhl, Director & Chief Executive Officer
- Robin Lunatto, Executive Administrative Assistant & Recording Secretary
- Maggie Melson, Director of Youth Services
- Sara Nielsen, Director of Adult Services
- Laurie St. Laurent, Deputy Director & Chief Customer eXperience Officer
- Carol Schrey, Director of Collection Services
- Julie Wolfe, Chief Financial Officer

Others present:

- Fourteen (14) 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 7:01 p.m. with the Pledge of Allegiance. Six 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 that were emailed prior to 3:00 pm on March 9, 2021, from Mr. Arnie "AC" Dienoff. Mr. Dienoff's comments referenced the following topics: Fiscal Year 2022 tax rate projection; Expansion of in-building services; Cliff View Branch opening; and the student library account program. No other public comments were received. Trustee Joann Leykam joined the meeting at 7:04 p.m.

Reports and Correspondence

Financial Report: Julie Wolfe reviewed the financial report for FY21 February. Ms. Wolfe reported that eight months into the year, the Library's FY21 revenues are strong at \$19.9 million dollars, or 105.7% of budget. YTD expenditures, currently at 90% of budget, are reflective of reduced building hours and associated costs for staff hours, programming, and supplies. Ms. Wolfe reported that the Kathryn Linnemann Branch has reopened for limited services. The Cliff View Branch renovation is nearing completion. Ms. Wolfe noted that interest rates

for CD investments are currently very low and governmental entities like the Library are required to be conservative with investments.

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

- The Library is targeting early April 2021 for a soft opening at the new Cliff View Branch. We are waiting on security cameras that are on back-order. The security cameras need to be installed before occupancy permits can be approved.
- Kathryn Linnemann will be ready to open when the Library opens all facilities to the public. Drive-through services resumed in January and technology and tax appointments resumed on March 1st. Local dignitaries have been invited to an open house on Monday, March 15, to tour the building.

Digital Leadership

- Jason highlighted recent work by the IT Department on a number of technology updates and improvements. Work has been done to ensure adequate backup capacity, managed wifi services to improve broadband capabilities (funded by a CARES grant), updated security cameras at Spencer Road Branch, expansion for efficiencies of the Library telephone system, and improvements in access security. In addition, a solution was found to improve remote printing for our customers, reducing wait time and confusion surrounding remote printing requests.

Community Support

- The Library Foundation voted to grant \$50,000 from earnings on their investments to the Library for the Mobile Library bringing their total support for the vehicle to \$119,750.

The Library's Fiscal Year 2020 Annual report was included with the Director's Report. The Annual Report was recently submitted to the Missouri State Library per RsMO 182.075. Jason noted that the State Librarian, Robin Westphal, gave her kudos to St. Charles City-County Library staff and said the report was one of her favorite annual reports to date. She also commented that she liked the market penetration comparison and new cardholder retention charts, in particular, and that the report contained a lot of relevant information. Jason thanked staff who provided content for the report and the Marketing team who put it all together.

Experiences and Outreach

- Maggie Melson, Director of Youth Services, gave a brief update on Student Accounts. Currently, the student accounts have been activated for Francis Howell School District, City of St. Charles School District, and Orchard Farm School District. Fort Zumwalt and Wentzville School Districts will be joining soon. Students use their school ID number to access their account, which gives them access to the Library's electronic and online resources. Students may also checkout of a limited number of physical items on their student account.

Maggie noted that the Library is very excited to have all of the school districts in St. Charles County as partners and that this has been a "years long" project that would not have been possible before implementation of Polaris, the Library's new ILS. Maggie thanked the team who worked on the project - Brad Winner (IT Department), Carol Schrey (Director of Collection Services), Ryan Tullock (School Services Coordinator), the Youth Services Department, and all of the school districts who

provided a lead librarian and an IT staff member as point of contact. She noted that it is a rarity to have every public school district in one county participate in a program like this.

Monthly Statistical Report: Jason reviewed the FY21 February 2021 statistical report and noted that many of the same trends are continuing given the current environment. The Library’s eMedia use has increased over 26.53% this fiscal year, and overall eMedia use in February 2021 was 35% of total circulation

February FY21 YTD statistics are:

	<u>FY21 YTD - February</u>	<u>FY20 YTD – February</u>	<u>% Change (+/-)</u>
Circulation:	3,303,222	4,363,594	-24.30
eMedia	735,419	581,203	+26.53
Visitors	465,075	1,124,109	-58.63
New Cards:	6,587	14,674	-55.11
Classes & Events	1,751	5,117	-65.78
Classes & Events Attendance	54,362	105,377	-48.41

Correspondence:

- none.

CONSENT AGENDA:

- Minutes from February 9, 2021, Meeting

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

FORMAL AGENDA:

Old Business

None

New Business

21-25 FY22 Tax Rate Projection: Julie Wolfe requested the Trustees to authorize a projected FY22 tax rate for the St. Charles City-County Library. The projected tax rate will allow for a conservative revenue calculation for FY22 budgeting purposes. Preliminary real and personal property assessments, prepared by the St. Charles County Assessor and issued by the St. Charles County Registrar, were included in the meeting information packet. Tax assessment worksheets for FY21 and FY22 were presented for comparison purposes. These include FY22 revenue calculations based on the current tax rate (\$0.1996) and a proposed rollback rate (\$0.1930). Maintaining the current tax rate of \$0.1996 per \$100 valuation would result in a net increase in tax revenues of \$1,537,067, which exceeds Hancock Amendment limits. Ms. Wolfe recommends rolling back the projected tax rate to \$0.1930 per \$100 valuation, which would result in a net increase of \$843,570 in FY22 tax revenues, falling closer to the limits of the Hancock Amendment. Ms. Wolfe reminded the Trustees that Missouri law requires a re-evaluation of property values every 2 years (each odd year), which applies to this year. Ms. Wolfe will continue to review and modify the projected tax rate based on updated real and personal property information from the St. Charles County Assessor. The Library’s FY22 tax rate be formally adopted at the September 2021 meeting.

MOTION: Joann Leykam moved to adopt \$0.1930 per \$100 valuation as the projected non-binding tax rate for Fiscal Year 2022. TJ Rains second. Motion approved seven affirmative, zero negative, zero abstentions, and one absent.

21-26 Policy Revisions (e512 – Salary Schedule; e512.1 Compensation Plan; and e512.2 Promotion or Demotion): Jason Kuhl presented revisions to three policies (e512 – Salary Schedule, e512.1 – Compensation Plan, and e512.2 – Promotion or Demotion) to the Trustees for their consideration. He explained that the changes look complex, however the proposed revisions are very simple - moving away from an annual salary increase that is set at 3% to allowing options for a variable amount of salary increase depending on the financial circumstances of any given budget year. Currently, salary increases within the compensation plan must be either 3% (the amount of the annual step increase) or nothing (which occurs when step increases are frozen for a given year). As you may recall, step increases were frozen for FY21 due to uncertainties about Library revenues as a result of Covid-19.

Jason further explained that organizations typically determine the amount for salary increases each year based on a number of factors with the overall budget for the year being the most important. The Library's budget for salaries in FY21 is just over 10.1 million. Revenue between FY19 and FY20 increased by \$293,233, while operating expenses increased by \$940,334. Staff have been looking closely at all expenditure areas to address this discrepancy, but one thing is clear – the conditions under which the Library is operating now are very different than in the past and a 3% increase to salaries in FY22 could only occur with noticeable cuts to library services. In a year such as this one, for example, it might be determined that even though a 3% increase is not feasible, a smaller increase could be. He added that 2020 was an extremely difficult year that we were only able to manage because of the dedication, patience, and perseverance of our staff. A second consecutive year without any salary increase would be a serious blow and not reflective of their value to the Library and community.

The Library's existing salary schedule (policy e512) consists of 32 grades (numbered 3-34 since grades 1 and 2 were removed as the Missouri minimum wage increased). Each job description falls into a specific grade and there is a 6% difference in pay between each grade. There are 14 steps within each grade, which are labeled A-N (exceptions are grades 3 and 4 where steps falling below the new minimum wage have been eliminated). Employees progress through the steps as their tenure with the library increases, generally moving to the next step each year on their hire date. There is a 3% difference between each step. The salary of every employee in the library should fall into one of these boxes. The proposed revision to policy e512 – Salary Schedule, would keep the existing grades but eliminate the "middle" of the matrix (steps B-M). By doing so, the library board would have the flexibility to consider and approve a specific amount of increase that is appropriate for the financial situation that year instead of either approving a) step increases; or b) no step increases. The proposed changes to policies e512.1 – Compensation Plan, and e512.2 – Promotion or Demotion reflect only the changes to the proposed salary schedule (policy e512).

Nevada Smith asked if the Trustees would set the staff salary increase percentage along with the annual budget, which Jason confirmed. Joann Leykam asked if the approved salary increase would be consistent for all staff and Jason responded that yes, the same salary increase percentage would apply to all employees, unless they were at the maximum for their grade. Jason also added that the Library does not, at this time, have plans to move to a merit based compensation plan. Nevada Smith asked if the information had been shared with Library staff and if any feedback was received. Jason answered that a pre-recorded video had been shared with all staff and that some questions were received. Most of the questions asked if the Library planned to move toward a merit-based compensation plan.

MOTION: Georganne MacNab moved to approve the proposed revisions to Policy e512 – Salary Schedule; e512.1 Compensation Plan; and e512.2 Promotion or Demotion as presented. Renee Tillmann second. Motion approved seven affirmative, zero negative, zero abstentions, and one absent.

21-27 Expansion of In-Building Services: At the February 2021 Board meeting, Jason said that at the next meeting he hoped to be able to report a continued downward trend in the number of staff quarantined or otherwise unable to work in a Library facility because of COVID. The trend has continued to decrease and staff have been working on a plan to increase Library services. Beginning on Monday, March 22, we will be returning to Phase 2 of our return to service plan which was in effect prior to scaling back services in mid-November. Library hours will remain unchanged, but buildings will be open to the public for in-branch services, with capacity limits in effect. One change from the previous Phase 2 is that we will require anyone who is age 5 or over to wear a face covering while in the building. Masks have been required for in-building technology services since November and extending that practice will allow us to safely increase available services. Marketing is preparing signage and publicity and supervisors are using the time prior to March 22 to train staff on how to address any issues that might arise. Jason asked the Trustees if they had any objections to expanding in-building services and no objections were voiced. The Trustees asked a few questions about capacity limits. Staff responded that capacity limits differed based on the size of the branch and that there have been very few occasions when maximum capacity was reached. Joann Leykam asked Jason to review the current hours, which are:

**Corporate Parkway, Deer Run, Kathryn Linnemann, Kisker Road, McClay, Middendorf-Kredell,
Spencer Road, and Winghaven:**

Monday – Thursday 11 am – 7 pm
Friday and Saturday 11 am – 5 pm
Sunday 1 pm – 5 pm

Boone’s Trail and Augusta:

Monday, Tuesday, Thursday 11 am – 7 pm
Saturday 9 am 11:30 am

Orchard Farm*:

Tuesday and Thursday 4 pm – 8 pm
Sunday 1 pm – 5 pm

*Due to its location inside the Orchard Farm Elementary School, the Orchard Farm Branch will continue to offer only curbside service.

MOTION: Agenda Item **21-27, Expansion of In-Building Services**, was informational and no vote was necessary.

MOTION: At 7:45 p.m., Joann Leykam moved to adjourn the meeting. Renee Tillman second. Motion approved seven affirmative, zero negative, zero abstentions and one absent.

The meeting ended at 7:45 p.m.

Respectfully submitted,

Robin L. Lunatto
Recording Secretary

Approved:

Justin Collier
Secretary Board of Trustees

April 13, 2021
Date