

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

The St. Charles City-County Library's Board of Trustees met virtually using the application Zoom on Tuesday, February 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, February 5, 2021, at 3:06 p.m. A recording of the meeting was made available on the Library's website on Wednesday, February 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
- 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:**

- Brad Steppig, Director – Technology and Management Consulting, RSM US LLP
- Twenty (20) 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. Seven 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 February 9, 2021, from Mr. Arnie "AC" Dienoff. Mr. Dienoff's comments referenced the following topics: Inquiries regarding the Library's Technology plan and filling of the vacant IT Manager position; support of curbside pick-up service. No other public comments were received.

**Reports and Correspondence**

**Financial Report:** Julie Wolfe reviewed the financial report for FY21 January. Ms. Wolfe reported that the Library received the bulk of its tax receipts in January. Year-to-date total revenues are currently at 105% of budget mainly due to state aid and grants that were unbudgeted. Total expenditures for salaries & benefits and materials are on track. Technology & Telecommunication expenditures are slightly above budget due to procurement related to the CARES Act broadband grant. Operations expenditures are under budget due to the Library's continued cautious spending approach in the areas of supplies, travel & training, and programming. Ms. Wolfe reported that the Kathryn Linnemann Branch modification and building repairs and Cliff View Branch renovations are nearing completion.

**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 Cliff View Branch walk-through was held on February 9 with the contractor and the construction manager. Several COVID-related delays are holding up completion. The project should come in under budget barring any unforeseen issues.

#### Service Model

- At the November 2020 Meeting, Jason mentioned that the work had begun to map out what the Library would look like in 2025 – the Library 25 Project. He noted that 2021 is the halfway mark of the Library's current strategic plan and significant progress has been made toward the goals that were set. Jason remarked that one area that hasn't been addressed in a substantial way is the Library's Service Model. In addition, the financial constraints we now face will require us to look differently at how we deliver services moving forward. The Library will need to be very deliberate when setting goals and priorities. A team has been established and we will keep you updated as the Library 25 Project progresses.

#### Digital Leadership

- Demand for our Overdrive eBook collection continues to grow with no signs of slowing down. Even though we increase the budget for these materials each year, demand is outpacing those increases and we are also seeing price increases from all major publishers. In response, the Library has reallocated \$155,000 within the overall FY21 materials budget away from physical movies (DVDs) and streaming media towards eBooks. At this point of the budget year there have not been enough films released on DVD/Blu-ray for the Library to spend a significant portion of funds allocated for that purpose and nearly all 2020 theatrical releases have been pushed back to 2021 or 2022. All collection budget lines will be closely reviewed during the FY22 budget process as we try to accommodate the rapidly changing needs of our customers and products being supplied by vendors.

#### Community Support

- Jason reminded the Trustees that the Library has two affiliated 501(c)(3) organizations – The St. Charles City-County Library Foundation and The Friends of the St. Charles City-County Library. Both organizations have separate boards of directors and are supported by Library staff. Goal 6 of the Library's current strategic plan is to increase public and private support of the Library through these two organizations. A retreat was held in January 2020 to discuss ways the Foundation and the Library could better work together. When COVID-19 hit, many of the ways the Foundation traditionally held fundraisers, such as the Gala and other in-person events, came to a halt. Development staff and the Library Foundation quickly pivoted to hosting virtual events, expanded individual donors, and received grant funding of \$35,000. The Foundation has donated \$50,000 towards the Library's Mobile Library. Joann Leykam offered to write a letter of appreciation from the Board of Trustees to the Library Foundation.

**Monthly Statistical Report:** Jason reviewed the FY21 January 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% this fiscal year, and overall eMedia use in January 2021 was 33% of total circulation. Jason noted that the Library spends approximately 28% of its overall materials budget on eMedia.

January FY21 YTD statistics are:

	<u>FY21 YTD - January</u>	<u>FY20 YTD – January</u>	<u>% Change (+/-)</u>
Circulation:	3,041,385	3,853,742	-21.08
eMedia	644,120	510,645	+26.14
Visitors	420,549	987,468	-57.41
New Cards:	6,060	13,033	-53.50
Classes & Events	1,568	4,436	-64.65
Classes & Events Attendance	50,927	92,978	-45.23

**Correspondence:**

- There was no official correspondence for the Board, however Jason reported that he received a letter from the Fort Zumwalt School District notifying the Library that they are putting a \$0.39 operating fund tax increase on the April 6, 2021, ballot.

**CONSENT AGENDA:**

- Minutes from January 9, 2021, Meeting

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

**FORMAL AGENDA:**

**Old Business**

None

**New Business**

**21-23 Presentation on Comprehensive Information Technology Assessment:** Jason introduced Brad Steppig, Director of Technology and Management Consulting with RSM, to the Trustees. RSM was engaged by the Library early in 2020 to assess IT Operations, focusing on policies and procedures, data security, and to determine whether current IT operations were adequate to move forward with the technology-related goals of the strategic plan. Jason reported that RSM put together a very honest assessment which shows there is much room for improvement. The report speaks to IT’s role within the organization and also points out that IT is a foundational issue that needs to be addressed sooner than later.

Brad Steppig explained the methodology used to perform the Library’s IT Assessment. The evaluation focused on the following areas, which were outlined in the RFP: Strategy & Governance; Demand & Delivery Management (of IT services within the organization); People & Organization; Application and Data Management (high-level look at key operations, how data is stored, backup and recovery); Security (physical electronic data) Infrastructure & Operations (network components, servers, etc.); and Customer Experience. The RSM team interviewed Library staff and looked at data to support the interviews and identify key themes.

RSM recommends that the Library move toward a more defined information technology structure by having a strong infrastructure, IT service management, and improved information security before adding technology enhancements and innovation. RSM recommends realigning the IT organization to better support the Library’s IT needs and supplement IT staff, who have the core expertise to run and manage the library, with outsourced expertise to fill commodity and specialty function skillset gaps. RSM provided four recommendations to address items of immediate concern: 1) Secure an Advisory IT Engagement (to proceed with a project to improve core elements of the IT department); 2) Evaluate Managed IT services; 3) Conduct infrastructure cleanup; and 4)

Conduct a security engagement. Brad reviewed RSM's recommendations for transformation initiatives and a roadmap for next steps. The Trustees asked questions regarding benchmarking with other libraries, cybersecurity audits, outsourcing of IT services, timeline of the project, and capital impact of the project. Brad recommended budgeting for specific pieces of the project, specifically core IT infrastructure improvements. TJ Rains recommended infrastructure design work be done upfront to inform budgetary decisions and Brad Steppig concurred, adding that documentation is essential.

**MOTION:** The Presentation on Comprehensive Information Technology Assessment was informational and no vote was necessary.

**21-24 Extension of Enhanced Curbside Delivery Model:** Jason reported that the three-week moving average of staff who are quarantined is trending downward, but is still high. Customers are generally supportive and appreciate the approach we are taking by providing service and keeping everyone safe. During January all staff at one of the Library's smaller locations were quarantined. The enhanced curbside delivery model allowed us to keep the branch open by moving staff from another location. The St. Charles City-County Library is the only library in the area offering technology appointments. Jason recommended continuing the enhanced curbside delivery model for the next month. Jason reported that staff are already working on a plan to incrementally increase services if the downward trajectory continues.

**MOTION:** TJ Rains moved to approve continuing the current enhanced curbside service delivery model until at least March 15, 2021, with the authority for any additional rollback of service being delegated as outlined in Policy e465, Public Safety Emergencies. Renee Tillman second. Motion approved seven affirmative, zero negative, zero abstentions, and one absent.

**MOTION:** At 8:07 p.m., Renee Tillman moved to adjourn the meeting. TJ Rains second. Motion approved seven affirmative, zero negative, zero abstentions and one absent.

The meeting ended at 8:08 p.m.

Respectfully submitted,

Robin L. Lunatto  
Recording Secretary

Approved:

Justin Collier  
Secretary Board of Trustees

March 9, 2021  
Date