

**St. Charles City-County Library District
Board of Trustees Meeting Minutes
November 12, 2019**

The St. Charles City-County Library District Board of Trustees met on Tuesday November 12, 2019, at the Spencer Road Branch located at 427 Spencer Road in St. Peters, Missouri.

Board Members present:

- Staci Alvarez
- Myra Crook
- Georganne MacNab – by telephone
- Mary Reese
- Nevada Smith
- Gail Zumwalt

Board members absent:

- Julie Bartch
- Justin Collier
- Joann Leykam

Library Staff present:

- Jan Bardon, Marketing & Communications Manager
- Tiffany Barke, Chief Talent Officer
- Gary Brinker, IT Manager
- Lori Beth Crawford, Chief Communications and Engagement Officer
- Chris Donnelly, Purchasing and Projects Manager
- Aaron Eller, Regional Branch Manager, Middendorf-Kredell
- Asia Gross, Regional Branch Manager, Kathryn Linnemann
- Earl Haug, Assistant Branch Manager, Spencer Road
- Jennifer Jung, Regional Branch Manager, Spencer Road
- Jason Kuhl, Director & Chief Executive Officer
- Erica Land, Director of Development
- Maggie Melson, Director of Youth Services
- Cindy Miller, Branch Manager, Deer Run
- Madison Morris, Branch Manager, Corporate Parkway
- Tauquincy Neal, Facilities & Logistics Manager
- Elizabeth Nelson, Classes & Events Coordinator
- Sara Nielsen, Director of Adult Services
- Trevor Rees, Assistant Branch Manager, Winghaven
- Laurie St. Laurent, Deputy Director & Chief Customer eXperience Officer
- Carol Schrey, Director of Collection Services
- Kristen Sherry, Manager, Outreach Services
- Diana Tucker, Manager, Kisker Road
- Ryan Tullock, School Services Coordinator
- Julie Wolfe, Chief Financial Officer

Others present:

- Kenny Biermann – Portage Des Sioux Resident
- Jeanne Dunkmann – Portage Des Sioux Resident
- Jill Eyres, Group 4 Architecture, Research + Planning, Inc.
- Megan Wunderlich - Portage Des Sioux Resident

Board of Trustees Secretary Staci Alvarez called the meeting to order at 7:00 p.m. with the Pledge of Allegiance. Six members of the Board listed above as present responded to roll call. Ms. Alvarez opened the floor for public

comments. Mr. Biermann, Ms. Wunderlich, and Ms. Dunkmann addressed the Trustees about rebuilding the Portage Des Sioux Branch.

Reports and Correspondence

Financial Report:

Julie Wolfe, CFO, reviewed the summary and detailed financial reports for October 2019. Ms. Wolfe reported that the library's revenues and expenditures are on target four months into the fiscal year. The bulk of property tax revenues are expected in January 2020. The Library received state aid in excess of what was budgeted. Arts & Entertainer tax revenues were received and will be used for materials purchases as prescribed by law. Passport processing revenues are at 120% of the year-to-date budget. Library staffing is currently at 216 FTEs (full-time equivalents), just lower than the budgeted 218 FTEs. Technology expenditures are expected to pick up. Upcoming seasonal utilities will be dependent on this year's winter weather. Capital expenditures for the Administration building, the Kathryn Linnemann Teen Space and the new Cliff View Branch in Wentzville will be forthcoming. Credit card terminals will be installed in branches soon. Some expenses, such as personnel, were applied to the Portage Des Sioux Branch and will be adjusted on the November report.

Director's Report: The monthly Director's report details progress on each of the Library's Strategic Plan initiatives. In addition to the items included in the written report, Jason verbally reported the following:

- Jason Kuhl introduced new staff members Lori Beth Crawford, Chief Communications & Engagement Officer; Ryan Tullock, School Services Coordinator; and Elizabeth Nelson, Classes & Events Coordinator.
- Staff met with the principal at Orchard Farm Elementary to discuss having a public library presence at the school. We are preparing a proposal to be forwarded to school officials.
- Carol Schrey was interviewed for an article about e-Books in the St. Louis Post-Dispatch. Several articles from American Libraries featuring our staff who presented at national conferences were included in the meeting information.
- The Library Foundation's Gala raised over \$145,000.

Monthly Statistical Report: Circulation for the October 2019 was 552,753, which includes physical checkouts, eMedia checkouts, renewals and auto-renewals. Total FY20 year-to-date circulation through October (2,319,665) increased 13.32% over the same period in FY19 (2,046,988). Year-to-date eMedia usage through October (297,766) increased 10.38% from FY 19 (269,758). eMedia accounted for 12.97% of October's total circulation. There were 2,071 new library cards issued in October, 202 of which were online registrations. There were 729 programs offered in October (Children – 325; Teen – 74; Adult – 330) which were attended by 19,718 people (Children – 9,679; Teen – 3,001; Adult – 7,038). Self-checkouts for October totaled 117,909.

Correspondence: The following documents were distributed to the Trustees prior to the meeting:

- Letter from City of St. Peters, Missouri, re: Proposed Industrial Development Project (Medline Industries, Inc.) dated October 17, 2019
- Customer communications related to the Portage Des Sioux branch.

CONSENT AGENDA:

- Minutes from October 8, 2019, Work Session
- Minutes from October 8, 2019, Meeting

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

FORMAL AGENDA:

OLD BUSINESS

None.

NEW BUSINESS

20-15 Facilities Master Plan Presentation Jason Kuhl introduced the presentation of the Facilities Master Plan. Jason reported that the St. Charles City-County Library District serves roughly 385,000 people across a 560 square mile area. By way of comparison, our neighbor to the east, St. Louis County Library serves more than twice as many people in a 467 square mile area. St. Louis Public Library serves just over 300,000 people in a 66 square mile area. We face very different challenges in terms of population density and distribution.

Our population is spread across 18 incorporated cities and villages, ranging in size from around 300 people to around 80,000 people and we also have a significant population residing in unincorporated areas of varying levels of density. Serving such a district with a reasonable number of physical facilities to maintain and operate is our greatest challenge, and it is why early in the District's history, the board adopted policy B088, which reads in part:

"The St. Charles City-County Library District is a special district which provides library services to all residents of St. Charles County. These residents may live within a municipality or within an unincorporated area. The District's branch locations are designed to serve population groups economically and effectively. The District's Board of Trustees, in choosing sites, shall do so in order to best serve the District's population as a whole, without regard to whether or not a particular location is within a municipality.

Municipalities are established within the county to provide general governmental services such as sewer and water, police protection, or recreational services. With the exception of judging the ability of a municipality to provide utilities, streets and necessary services to a particular branch library, the District shall not consider municipal boundaries in the placement of branches. Thus, some municipalities may have more than one branch library while others may contain no branches if this pattern best addresses the service needs of district residents."

Throughout its history, the District has maintained a philosophy of providing high-quality library service in a fiscally responsible and sustainable manner and that approach has not changed. Sometimes that means compromises have to be made in order to provide the best service to the most people. It also means comprehensive planning is essential in order to know the best choices are being made for the present and for the future, which is why this Facilities Master Planning process was undertaken. Jason noted that the presentation is a culmination of seven months of work by Library staff and Group 4. Jason introduced Jill Eyres, Architect LEED AP BD+C Senior Associate from Group 4 Architecture, Research + Planning, Inc.

Ms. Eyres noted that Group 4 is a small architecture firm located in San Francisco, with offices around the country. The firm has thirty years of experience in library architecture and design. Jill specializes in library facilities master planning for multi-facility library systems. Group 4's approach is not just about the buildings, but takes into consideration what the library system has, what it can build, and what it can operate and staff. It also takes into

consideration alternative service deliveries such as outreach, mobile services, and partnerships. Over the last five years, the St. Charles City-County Library worked with OrangeBoy to research customer usage patterns, completed a facilities condition assessment study to determine the condition and maintenance requirements of its buildings, and completed a new strategic plan.

Group 4 studied the St. Charles City-County Library from the network level, how the facilities work together as a system, as well as the individual facilities. OrangeBoy data shows that the St. Charles County communities are mobile and there are few areas where people rely exclusively on one library. Group 4 determined that there are no obvious gaps in branch access and that the number of libraries are serving the community well. The county has seen significant growth over the last 15 years and is projected to grow in the future. The library has added space by building and expanding to keep up with population growth. The library's service capacity, or the square foot per capita, is declining due to rapid population growth in the west of the county. Communities in the east of the county currently have more library service capacity than the west. Jill noted that a big part of service capacity is how the space is used. Another metric that Group 4 looks at is collection density, or the volumes per square foot. Corporate Parkway and Boone's Trail are approaching 5.0 volumes per square foot. The Spencer Road Branch is around 2.0 volumes per square foot. The goal is to have a collection density of less than 2.75 at all locations.

Jill reviewed the branch typologies – regional branches (Kathryn Linnemann, Middendorf-Kredell and Spencer Road); general purpose branches (Corporate Parkway, Deer Run, Kisker Road and McClay); express branches (Winghaven and Discovery Village); and community branches (Augusta, Boone's Trail and Portage Des Sioux). She noted that the community branches are small, are only open a few days per week, and are expensive to operate. The administration building is no longer centrally located for the population that the library serves. As the population center moves west it would be beneficial to centrally locate outreach and mobile services and to co-locate administration staff with a public service location.

Jill said that our libraries are clean, inviting and well maintained. Some facilities will need a lot of maintenance because of where they are in their life cycle. She explained that the ratio of investment in maintenance cost over a ten-year period versus replacement can determine whether the location is replaced versus renovated. Library staff did some visioning about the types of things (face-out shelving, cutting edge technology, etc.) they want to offer customers. Some of the issues at our library branches are collection dominated spaces, inadequate people and program space, hard to read signage, and lots of big desks. There are opportunities to expand at a few locations, but most locations are land-locked.

Group 4 made the following recommendations:

- Collection density target of 2.5 volumes per square foot (SF).
 - Small branches should stay below 2.0 vol/SF.
 - Branches larger than 30,000 SF can go up to 2.75 vol/SF.
- A building capacity target of 0.55 – 0.6 square feet per capita district-wide. This is based on the total population of the county and will be achieved through expansion.
- Add agile alternative service delivery (ASD) solutions such as:
 - Semi-mobile branch
 - Staffless library
 - Programming in community spaces
 - Mobile Materials
 - Embedded librarian at partner locations
 - Library vending/kiosks

- Build capacity in the west with larger facilities
- Improve the experience in the east
 - Re-balance collection
 - Open up spaces for people
- Other locations
 - Supplement, expand and enhance services
- Building specific recommendations are:
 - Replace Corporate Parkway with a larger location of 50,000 – 60,000 square feet. This will require relocation.
 - Expand Middendorf-Kredell. This will require relocation, possibly further west. Co-locating administration with this branch in a central location would be beneficial.
 - Depending on how the community develops, consider moving or expanding the Deer Run branch in the future. In the meantime, it needs some updating.
 - Boone’s Trail branch could be, if warranted, enlarged as there is room for some future expansion on the current site. The location currently needs rebalancing.
 - Kisker Road and McClay have similar issues. They are ready for reimagining – renovation, rebalancing the space, updating the service model. McClay has some unique noise issues.
 - Kathryn Linnemann and Spencer Road, although recently renovated or built, will need some attention in about ten years.
 - The current administration site, if relocated, could be used for additional parking for Spencer Road.
 - Move Discovery Village to Cliff View.
 - Determine if Winghaven needs to be updated.
 - Augusta and Portage Des Sioux. The Augusta building was provided by the Town of Augusta and the library leases it. South county and north county would both be served well by various alternative service delivery offerings. The Library could consider a location in the north county area if a building becomes available that can be operated in a cost effective way.

Jill discussed implementation and mentioned that funding is not set for any of these projects included in the Facilities Master Plan. A timeline, with priorities determined St. Charles City-County Library staff, was presented. A detailed budget was reviewed. Jill recommends updating budgets frequently as there is an estimated three percent per year escalation in cost, which translates to an additional \$30,00-\$40,000 per \$1 million.

Staci Alvarez asked a question about distance between branches, although she said she would not expect the same services at all locations. Jill said they did not try to determine a minimum drive time between branches. Staci also asked how what is happening with ebooks will affect the library’s physical collection. Jason answered that we will need to stay flexible and readjust for physical collection size. Nevada Smith asked if the recommendation was to relocate Administration to a central location or to co-locate with a branch. Jill replied that the leadership team benefits from co-locating with a public service outlet. Staci Alvarez asked if it is possible to build up instead of out on sites that will not accommodate expansion. Jill replied that there is always the potential, but it is uncommon for buildings to have the foundation to support a second story without major updates to the structure. The other challenge is that as a building is expanding parking becomes an issue. Nevada Smith asked how the project priorities were determined. Jill responded that the building maintenance life cycle helped determine the project priorities. Also, balancing a new, larger branch in the west of the county with improvements with the east offers something for all residents.

