

**St. Charles City-County Library District
Board of Trustees Meeting Minutes
April 13, 2021**

The St. Charles City-County Library District Board of Trustees met in person on Tuesday, April 13, 2021, at 7:00 p.m. in Community Commons Room 240/432 at the Spencer Road Branch. The meeting was also accessible via the application Zoom for those not able to attend in person. The meeting agenda, including directions to access the meeting virtually or by phone, was posted on the Library's website on Friday, April 9, 2021, at 1:23 p.m.

Board Members present:

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

Board members absent:

- Renee Tillman

Library Staff present:

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

Others present:

- Ashleigh Bouselli – Citizen
- Johannes Cilliers – Citizen
- Eric Bouselli – Citizen
- Ashley Didion – Citizen
- Arnie C. "AC" Dienoff – Citizen
- Eleven (11) 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. Ashleigh Bouselli, Johannes Cilliers, Eric Bouselli, and Ashley Didion addressed the Trustees about COVID protocols and the Library's mask policy. Arnie "AC" Dienoff addressed the Trustees on the topics of COVID operations, security event at the Deer Run Branch, broadband, locker system, and Information Management manager position.

Reports and Correspondence

Financial Report:

Julie Wolfe reviewed the financial report for FY21 March. She reported that nine months into the fiscal year, the Library's revenues continue to exceed budget and overall expenditures are currently at 90% of budget. Julie noted that health care costs are at 111% of year-to-date budget. The expense category of furniture and equipment exceeds budget due to changes related to the pandemic and an updated customer service model. The postage expense category exceeds budget due to increased mailing of Outreach Services materials. The Mobile Library Vehicle is now in the production phase.

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

- Cliff View is very close to opening to the public. One piece of equipment needs to be installed and inspected before permits and business licenses can be issued. We are targeting the first week of May for a soft opening.

Experiences and Outreach

- Jason reported that the Library is continuing to monitor the number of staff who are unable to work in a Library facility because of quarantine and other reasons related to COVID. The downward trend that began several months ago has continued.
- An open house was held at the Kathryn Linnemann Branch on March 15, just prior to the branch's reopening.

Digital Leadership

- The Library has been working with RSM to determine the organizational structure and future staffing of the IT department, including a blend of internal staffing resources and external managed services. A recent vacancy in the department's leadership shifted the focus of the decision to whether to hire an internal leader for the department and contract with an outside firm to provide managed services and network support or to engage an external virtual CIO and bring on internal staff to provide network support. After considering benefits and advantages of each approach, a decision was made to begin the process of recruiting a Director of Technology Services. This position will be equivalent to the other three director-level positions within the Library and will participate in overall long-range and strategic planning for the Library in addition to overseeing the IT function. Once the Director of Technology Services is brought on board, they will lead the process of identifying and contracting with a managed services firm to provide network and other support services.

Service Model

- Jason commented that a major emphasis of the Library's current strategic plan is to increase self-service. The recent flood at Kathryn Linnemann, which damaged the circulation desk, afforded the opportunity for a full-scale implementation of self-service at a large regional branch. Cliff View will feature the model on a smaller scale. The checkout area at Kathryn Linnemann features five self-service terminals with a staff member to provide assistance and resolve any account problems. Jason asked Asia Gross, Regional Branch Manager of the Kathryn Linnemann Branch, to give an update. Asia reported that the new checkout system is working well and almost all customers have adapted to the change, especially once they realize how easy the process is. One of the terminals is lower for children and customers who require ADA accessibility. A welcome desk is located near the entrance where staff greet customers and offer directional assistance. Additional service desks are

located in the adult and youth areas. Board of Trustees President Nevada Smith said that he attended the recent open house at Kathryn Linnemann and it looked good, adding that there are Library staff on hand to help customers at the checkout area. He said he is glad the branch has reopened after being closed for repairs.

Monthly Statistical Report: Jason reviewed the FY21 March 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 24.75% this fiscal year, and overall eMedia use in March 2021 was 30% of total circulation. Jason added one statistic not shown on the report – over 232,000 face masks have been distributed to Library customers. Customers may take a supply of 10 masks at each visit. Jason thanked the County for providing the masks.

March FY21 YTD statistics are:

	<u>FY21 YTD – March</u>	<u>FY20 YTD – March</u>	<u>% Change (+/-)</u>
Circulation:	3,628,285	4,689,111	-22.62
eMedia	833,341	668,019	+24.75
Visitors	524,406	1,198,289	-56.24
New Cards:	7,293	16,172	-54.90
Classes & Events	1,947	5,387	-63.86
Classes & Events Attendance	58,463	109,554	-46.64

Correspondence:

- Three (3) citizen emails regarding masks were distributed to the Trustees.

CONSENT AGENDA:

- Minutes from March 9, 2021, Meeting

MOTION: Joann Leykam 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

21-28 Revision to Job Description e032.252 – Information Technology Manager: A revision to the Information Technology Manager job description was presented to the Trustees for their consideration. Jason explained that per policy e032, Job Classifications: Descriptions and Salary Track Placement, the Board of Trustees’ approval is required to move a position to a different salary grade. The Information Technology Manager job description, e032.252, has been substantially revised, including a new title of Director of Technology Services and changing the grade of the position from 25 to 24. Laurie St. Laurent reported that this position is currently vacant and the Library will begin recruiting once the revised description is approved. The position will be the equivalent of the other three director-level positions within the Library (Directors of Adult Services, Youth Services, and Collection Services) and will participate in the overall long-range and strategic planning for the Library in addition to overseeing the operation of the IT department. The major changes are the leadership expectations, emphasis on security and systems design, working with outside consultants, and guiding the Library’s direction for end-user technology. A Bachelor’s degree is required, however a Master’s degree in Library and Information Science, Information Technology Management or related degree is preferred.

MOTION: TJ Rains moved to approve the revision of e032.252, Information Technology Manager, as presented. Gail Zumwalt second. Motion approved seven affirmative, zero negative, zero abstentions, and one absent.

21-29 Authorization to Rescind Policy e032 – Job Classifications: Descriptions and Salary Track Placement.

Policy e032 lists of the Library’s sixty-seven (67) job classifications, the salary grade for each position, and links to the full job description for each. Since it is currently policy, the Board of Trustees must approve any alterations to job titles, additions of new job descriptions or removal of obsolete ones, and changes to the salary grade of existing classifications. As written, the Board must also be made aware of changes to any of the job descriptions. This level of board involvement in what are generally considered management decisions in similar organizations is unusual, and we are recommending the policy be rescinded for these reasons:

- Standard operating procedure at most organizations is to review job descriptions/duties and placement within the salary structure at least annually and every time there is a vacancy. This review is crucial for the organization to be nimble and able to readily adapt to changing needs. In healthy organizations, jobs are constantly evolving.
- At most organizations, board involvement in this process occurs only when a change would result in an increase to the approved personnel budget lines. This is consistent with all other areas of the budget and is reflective of the board’s function as the body in charge of high-level fiscal oversight and staff’s role as experts in day-to-day library operations.
- In order to best serve the public, we must be adaptable, flexible, and nimble. Codifying job descriptions and classifications into policy incorrectly implies they are for the most part static and unchanging, which runs counter to reality for a modern public library and is detrimental to our development and improvement as an organization.

Tiffany Barke, Chief Talent Officer, said that job descriptions should be living documents that evolve along with how the Library is changing organizationally. She added that she would like to update all job descriptions annually, but feels that is a lot of changes to bring to the Board each year. The Library currently has eleven (11) job descriptions that have not been updated in the past five years. Nevada Smith commented job descriptions are not included in policy in most other organizations.

MOTION: Georganne MacNab moved to rescind Policy e032-Job Classifications: Descriptions and Salary Track Placement. TJ Rains second. Motion approved seven affirmative, zero negative, zero abstentions, and one absent.

MOTION: At 7:52 p.m., Nevada Smith requested a motion to adjourn the meeting. Gail Zumwalt second. Motion approved seven affirmative, zero negative, zero abstentions and one absent.

The meeting ended at 7:53 p.m.

Respectfully submitted,

Robin L. Lunatto
Recording Secretary

Approved:

Justin Collier
Secretary Board of Trustees

May 11, 2021
Date