



Library Board of Trustees

**Library Board of Trustees Meeting
Offices of Robinson Bradshaw and Hinson in 101 Tryon Center, 19th Floor
Monday, January 14, 2018, 3:30pm – 6:00pm**

Trustees Present

Ailen Arreaza
Molly Griffin
Rob Harrington, Chair
Joe Helweg
Dr. Ellen McIntyre
Brandon Neal
Charles Thomas

Staff Present

Karen Beach
Kevin Bittle
Shelley Book
Jessica Davis
David Dillard
Michael Engelbrecht
Seth Ervin
Dana Eure
Jenni Gaisbauer
Sean Hogue
Jesse Isley
Leonora Kaufmann
Lee Keesler
Meryle Leonard
Caitlin Moen
Angie Myers
Emily Nanney
Chantez Neymoss
David Sniffin
Holly Summers Gil

Others Present

Dr. Betsy Fleming
Jennifer Green, Library Foundation
Board of Directors
Mark Kutny, Hamilton Stevens

Trustees Absent (with cause)

Jennifer Appleby
Gloria Kelley
Ed Williams
Hyong Yi

MINUTES

Rob Harrington called the Board of Trustees meeting to order at 3:00 pm and welcomed guests Dr. Betsy Fleming and Jennifer Green.

There was not a quorum at 3:00pm so Mr. Harrington delayed any formal action until quorum could be met.

Mr. Harrington introduced Dr. Fleming and she delivered the Public Commons Residency Report. (See attachment 1) After some discussion the Board thanked Dr. Fleming for her hard work and thorough reporting.

Joe Helweg joined the meeting at approximately 3:30pm and the quorum was met at that time.

Mr. Harrington requested a motion to approve absence with cause for Jennifer Appleby, Gloria Kelley, Ed Williams and Hyong Yi. On a motion by Joe Helweg and seconded by Ailen Arreaza, the Trustees unanimously approved absence with cause.

Mr. Harrington requested a motion to approve the minutes from the Board of Trustees meeting held on September 24, 2018 and November 5, 2018. On a motion by Brandon Neal and seconded by Molly Griffin, the Trustees unanimously approved both the September 24 and November 5, 2018 meeting minutes.

Mr. Harrington reviewed the Conflict of Interest form and asked the trustees to sign them for 2019.

Committee Activity

Finance Committee

Angie Myers provided the finance report. Highlights included:

- All current revenue collections and related expenditures are on target
- Lapses salaries are projected to be between \$750k - \$1M for FY 2019
- The Library will make the request to the County to keep lapsed salary dollars

Budget Adjustments

- \$3,000 from Federal Revenue to Professional Services and General Operating
- \$4,000 from Foundation Contribution to Programming
- \$7,473 from Foundation Contribution to Programming and General Operating
- \$26,884 from ABC Board to Professional Services
- \$20,000 from Foundation Contribution to Library Collections

Joe Helweg asked where the library was on developing a fine free policy. Mr. Keesler responded that we are working on a viable plan to bring to the Board. Mr. Helweg recommended a discussion at the next Board meeting and if possible, an action item/decision at the meeting after that.

Cash-On-Hand Action Item

Background

NC General Statute 159-32, *Daily Deposits*, requires that an entity make daily deposits when funds on hand amount to \$500, which is the limit of cash-on-hand that can be maintained. Although the Library makes daily deposits, each branch

maintains a change fund for cash drawers and copiers. The amount of each respective change fund is based on the level of branch transactions and is approved by the Finance Director. Amounts range from \$125 for a small branch to \$500 for a regional branch. The aggregate amount of all change funds for branches totals \$7,627 as of January 14, 2019.

Proposed Action

Authorize the Library to increase Imprest Funds by \$1,650 for the purpose of providing each branch with a change fund for the cash drawers and copiers that better meets their specific branch needs.

On motion by the Finance Committee, the Board unanimously approved the Cash-On-Hand policy outlined above.

FMLA Policy Action Item

Policy Change Summary

The revised Family Medical Leave (FMLA) policy includes changes in the FMLA measurement period, required documentation for call in and notification, intermittent leave, billing of premiums / reimbursements, use of accrued time and prohibition on secondary employment and no retaliation or interference. Changes include:

- FMLA entitlement will be determined using a "rolling" 12-month period measured backward from the date an employee uses any FMLA leave.
- Employees must explain the reasons for the needed leave to allow Human Resources to determine whether the leave qualifies under FMLA
- Employees on Family Leave must follow the Library's call in and notification procedure
- Employees on intermittent leave may be transferred to another position for which they qualify
- Employees who are billed for their insurance premiums and fail to pay will have their insurance coverage terminated until all premiums are paid or until the employee returns to work
- Employee's paid time must be used concurrently with FMLA until such leave is exhausted
- Employees on family medical are prohibited from engaging in outside employment
- Employees may not receive pay from the Library through use of accrued paid leave, while on Short Term Disability or Workers Compensation
- FMLA prohibits discrimination and retaliation against an employee who exercises his or her leave rights and prohibits interference with those rights

Proposed Action

Adopt the revised FMLA policy shown on pages 2-7 of the attachment and summarized above.

On motion by the Finance Committee, the Board unanimously approved the FMLA policy summarized above and laid out in attachment #5 of the board packet.

Real Estate Committee

Background

The Library Board of Trustees approved the use of the Construction Management @ Risk contract methodology for the South County Regional Library Renovation & Expansion Project during its September 18, 2017 meeting. The Library received multiple responses to a Request for Qualifications for Construction Manager @ Risk pertaining to this Project.

The Library now desires to enter into the Construction Management @ Risk contract with Edifice, Inc. for the South County Regional Library Renovation & Expansion Project after receiving and reviewing the responses to the Request for Qualifications.

The Real Estate Committee now requests the Board's approval for the Library CEO to execute the contract with Edifice, Inc.

On a motion by the Real Estate Committee, the Board unanimously approved the authorization of Library CEO to execute the Construction Management @ Risk contract with Edifice, Inc. for the South County Regional Library Renovation & Expansion Project on such terms as reflect the interest of the Library.

CEO Report-Lee Keesler

Stories of Impact

Dana Eure and Kevin Bittle provided the following stories of impact:

- Community Conversations with Teens at Independence Library resulted in great discussion and the teens excited about the next conversation
- Customer came in to update her resume from 2002 on a floppy disk. Librarians went above and beyond to ensure she had an updated resume on technology she could use
- Provide one-on-one technology support to a grandmother feeling ostracized by not being able to communicate well with her grandchildren. Library staff helped her master WhatsApp! to more easily communicate with them
- Through a partnership between Independence Library & Hendrick Automotive, kids were introduced to the automotive technician career path and got to see a cool new Porsche courtesy of Hendrick Automotive

3rd Grade Reading Update

Barbara Cantisano and Emily Nanney provided the following update:

- Evolve from Early Literacy Coordinator to 3rd Grade Reading Leader (broader focus)
- Design and deliver programming for ages 0-8
- Expand initiatives for ages 0-3
- Align with Leading on Opportunity and Library as Public Commons
- Collaborate with other agencies and partner with new ones
- Identify trends and new initiatives (Family Place Library, mobile, etc.)
- Aligning better with READ Charlotte
 - FY 2019 (To Date):
 - AR Family Workshops: 219 parents trained
 - RM Trainings: 1,225 adults trained
 - FY 2018 (Total):
 - AR Family Workshops: 226 parents trained
 - RM Trainings: 829 adults trained
- Measuring success
 - For FY 2019 so far, 9,221 programs have been offered with 179,263 in attendance (YoY program attendance up 8.3%)
 - Early literacy surveys from Project Outcome
- Our 3rd grade reading and educational programs are comparable with other large urban libraries and we are frequently contact by other library systems to share our Active Reading story

Community Update

Jenni Gaisbauer provided the following updates:

- Fall Appeal
 - Strongest December in several years
 - Foundation has raised \$637,000 this fiscal year, that is \$50,000 below this time last year, mostly due to grant timing
- Carnegie Circle
 - On Monday, March 11 we will host author Marie Benedict for Carnegie Circle, our annual donor appreciation event
 - Event will be held at Foundation For The Carolinas from 6:00pm-8:45pm
 - Marie Benedict is the author of *The Other Einstein and Carnegie's Maid*
- Tommy Tomlinson Event
 - Thursday, February 7, 6:30 pm to 8:00 pm at ImaginOn
 - Event is free to attend but you must register ahead of time
 - Tommy Tomlinson will discuss his new book *The Elephant in the Room*
- Capital Campaign Update
 - Recruited more than 55 campaign cabinet members
 - Have held several meetings already
 - \$135M project with a fundraising goal of \$70M (includes capital, programming and endowment)
 - Secured \$17M in pledges to-date with \$10M coming from the Knight Foundation contingent on renderings of new Main Library
 - On target to go public with the campaign at Verse & Vino

Capacity Update

David Dillard provided the following update:

- Construction is underway at North County Regional. There will be a new traffic pattern for book drop-off that will tie into the automated materials handling system
- South County's renovation will include new book drops, a café, large children's space, new meeting and lab space and laptop bars.
- Scaleybark is relocating to a larger space .4 miles down South Boulevard from its current location. The new space will have:
 - 18,500 square feet
 - Large community room
 - Children's program room
 - Dedicating children's area with calming room and family restroom
 - Teen area
 - Computer lab
 - Quiet reading room
 - 5 study rooms
 - Updated technology
- University City Regional will be relocated to across N. Tryon Street at University Place on the ground floor of a mixed-use building
- Support Services Center will be located at the corner of Eastway Drive and N. Tryon Street and the Sugar Creek branch will be relocated to the County complex as well

- West Boulevard Library will eventually move to the County's Community Resource Center just down the street from its current location
- The city of Pineville is interested in using the same model as Matthews by providing a leased space for a new library on the 1st floor of the Townhall building with the town's offices on the 2nd floor. The Library would pay the prorata share of initial capital costs over a 15-20 year period
- The library is exploring an opportunity to have a new Northeast Regional Library in the Prosperity Village neighborhood near 1-485 and Benfield that would be 40,000-50,000 square feet

Molly Griffin would like to explore the pros and cons of leased versus owned libraries. Mr. Keesler commented that leases allow us to be more opportunistic and continue growing but we will have a more in-depth analysis and discussion at a future board meeting.

Innovation

Seth Ervin provided the following updates on how innovation will help our organization engage in improving lives and building a stronger community:

- Innovation will work to find new technology, services, grants/funding sources, and partnerships driven by the Library's strategy.
- Innovation will leverage better processes and efficiencies gained through technology and/or partners/relationships.
- Innovation will support the Library's culture to encourage, reward and elevate experimentation within the bounds of the Library's strategy.

Mr. Ervin explained how innovation will discover, diffuse and develop new ways for the Library to do business. Prototyping will be driven by strategy and if successful, scaled to the enterprise. Mr. Ervin provided two examples of this work, the Make a Movie Workshop and the Cube Satellite Program with MIT and the Public Library Innovation Exchange. He also provided an update on several other innovation projects including the RFID Rollout, our partnership with Aspire Community Capital for accelerator classes for entrepreneurs and #MakingCLT a social media and digital branch programming of local artists art.

Performance Update

Mr. Keesler provided the following Key Performance Indicator (KPI) updates:

- 7.2% decrease in Active Cardholders. We believe this decrease is due to the decrease in CMS students using their One Access accounts. There is a meeting scheduled with Clayton Wilcox to discuss how to increase CMS usage of library services
- 6.6% increase in Total Circulation
- 30.75% increase in Digital Circulation
- 8.3% increase in Pre-3rd Grade Literacy Programming Attendance
- 31% increase in Growth in Wi-Fi Usage
- .07% increase in Customer Satisfaction
- 7.2% decrease in Library Gifts, Grants and Earnings

7th & Tryon Update

Mr. Keesler provided the following updates:

- Master developer selection:
 - SOT completed with finalist 1/31/2019
 - MOU executed by all parties 2/28/2019
 - Final development agreement executed 4/30/2019
 - Land appraisal completed
 - Final stage re-development expenses re-forecasted (ICP 4)

Mr. Keesler gave the following as background information in his request to board to authorize the CEO to execute Second Amendment to Cost Sharing Agreement:

- January 2018 -- BOT approved Library participation in ICP 3 and 4 pre-development expenses subject to funding availability
- Funding secured from lapsed library employee salaries
- March 2018 CEO executed First Amendment To Cost Sharing Agreement (ICP 3)
- January 2019 -- stakeholders being asked to execute Second Agreement To Cost Sharing Agreement (ICP 4)
- Library pro rata portion of pre-development expenses has declined since latest forecast in July 2018

On a motion by Joe Helweg, seconded by Brandon Neal the Board unanimously approved the action item authorizing the CEO to execute the Second Amendment to Cost Sharing Agreement.

New Main Library Update

Mr. Keesler provided the following updates on the Main Library's conceptual design:

- Promising meeting 1/4/2019 with Dena Diorio, Derrick Ramos, Tom Gabbard, Mark Hahn regarding Spirit Square:
 - Duke Energy Theater will remain in scope
 - Renewed support for connecting Library, McGlohon and Duke Energy Theater via shared lobby
 - Library and theaters to share new mechanical systems
- Architects will re-start conceptual design activities 1/14/2019:
 - March completion of design
 - Commercial renderings available 4/1/2019

Mr. Harrington thanked Mr. Keesler for his hard work and dedication to the 7th & Tryon project.

On a motion by Ellen McIntyre, seconded by Molly Griffin, the meeting was adjourned at 6:00pm.

Respectfully submitted,

Lenoir C. Keesler, Jr.
CEO