



**Library Board of Trustees**

**Library Board of Trustees Meeting**

**Via Zoom**

**Monday, November 16, 2020, 4:00pm – 5:30pm**

**Trustees Present**

Jennifer Appleby  
Ailen Arreaza  
Rob Harrington  
Joe Helweg, Chair  
Gloria Kelley  
Dr. Kimmerly Martin  
Amy Hawn Nelson  
Charles Thomas  
Ed Williams  
Dr. Ricky Woods

**Absent**

Brandon Neal

**Staff Present**

Kevin Bittle  
Shelley Book  
David Dillard  
Michael Engelbrecht  
Seth Ervin  
Jenni Gaisbauer  
Lee Keesler  
Julia Lanham  
Meryle Leonard  
Pamela McCarter  
Caitlin Moen  
Angie Myers  
Emily Nanney  
Chantez Neymoss  
John O'Connor  
Holly Summers-Gil  
Ann Stawski  
Tony Tallent

**Others Present**

Mark Kutny  
Leslie Johnson  
Daniel Gougherty, Cherry Bekaert

Joe Helweg welcomed everyone and thanked them for their time.

On a motion by Mr. Helweg, seconded by Charles Thomas the Trustees unanimously approved Absence with Cause for Brandon Neal.

**Minutes**

Mr. Helweg requested a motion to approve the minutes from the Board of Trustees meeting held on October 19, 2020.

On a motion by Joe Helweg and seconded by Dr. Ricky Woods, the Trustees unanimously approved the October 19, 2020 meeting minutes.

**Chair Report**

**Library Area of Impact**

Mr. Helweg turned it over to Angie Myers to introduce Daniel Gougherty from Cherry Bekaert to present the Annual Financial Audit results.

Mr. Gougherty presented the following:

- Agenda
  - Role of the External Auditor and Audit results
    - Actions
      - Plan and perform procedures
      - Obtain reasonable assurance
      - Free from material misstatement
    - Results
      - Express opinions on financial statements
      - Unmodified
    - Required Communications
      - Policy changes
      - Estimates
      - Journal entries
  - Key Highlights
    - Opinions
      - Unmodified Opinions provided on financial statements, internal control over financial reporting and state single audit
      - Internal Controls produced no significant deficiencies or material weaknesses and only made verbal recommendations related to the pledge process due to the capital campaign
      - No findings during the single audit process of major programs
      - Required communications
        - There were no significant policy changes this year
        - Tested the estimates provided on Allowance, Depreciation, OPEB and LGERS and found them accurate
        - One adjusted journal entry on revenue from the County that should not have been posted yet
    - Internal control review found no issues in any of the following areas tested:
      - Significant Transaction Cycles
      - Internal Controls
      - Journal Entries
      - IT Controls
    - Significant audit area testing included:
      - Receivables and revenues including pledges
      - Payables and expenditures
      - Payroll
      - Capital assets
      - Cash and investments
    - Summary & Questions
      - Unmodified opinions

- One adjusting journal entry
- Good internal controls
- No findings
- Full cooperation with management

Mr. Gougherty recognized the significant contributions of Angie Myers, Jean Brookshire, Kathy Scott, Teleia White and Karen Beach, that supported the accuracy and completion of the audit.

Mr. Helweg thanked the staff for a great outcome on the audit and thanked Mr. Gougherty for a thorough audit process done remotely.

## **Committee Reports**

### **Finance Committee**

Angie Myers provided the following updates:

#### **Finance Report**

- One third of the way through the year we have spent one third of our money and collected one third of our intended revenue.
- Internal revenue projections were reduced by 50% for the second half of the year based on the expected delay in “return to normal”.

#### **Budget Adjustments**

- \$130,000 from Revenue to Salaries & Benefits, Programming and Misc. General for the Living History Archive Project

#### **Budget Transfers**

- \$3,750 from Professional Services to Misc. General Operating for the Realignment of Phase 1 of the Meck Tech Project

After some discussion about the Living History Archive Project and on a motion from the Finance Committee, seconded by Charles Thomas the Board of Trustees unanimously approved the Budget Adjustments.

## **CEO Report**

### **Community Response to SouthPark Regional Library Renaming**

Ann Stawski provided the following update:

- October 19 – 21: All planned communications activities complete
- Earned Media
  - 87 mentions
  - 159.6M viewers
  - Notable: All local broadcast, print and digital, plus
  - CNN International online and
  - U.S. News & World Report online
- Paid Advertising and Social Media
  - None
- Owned Media

- Emails
  - SouthPark home customers + nearby zip codes
    - 63,000 with 21,600 opens
    - 15 responses received + three through website
  - November email to Library active cardholders
    - 101,622 with 40,617 opens, 218 clicks to Governor Morrison blog
  - November SouthPark branch email
    - 56,979 with 19,691 opens, 78 clicks to blog
- Blog
  - RSCR Staff - biographical on Governor Morrison
  - Zuri Davenport (AWR) – for Black Lives Matter program

## Library Operations

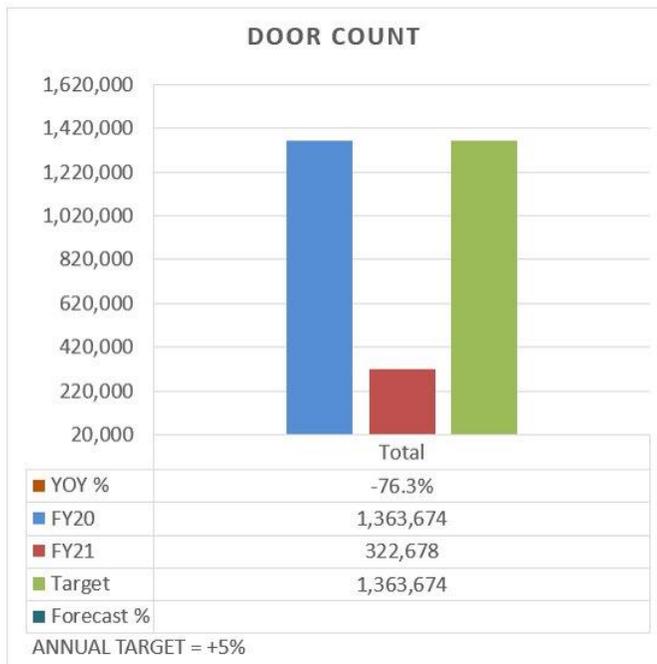
Caitlin Moen provided the following updates:

## Circulation



## Customer Traffic

Despite a 45% increase in traffic following the September 30, 2020 move to Phase 2, customer traffic remains far below pre-COVID-19 levels.



## Employee Wellness

Stressors at work include:

- Normal work duties
- Physical distancing
- Limited service
- Virtual programs
- Cleaning
- Difficult customers
- Wearing masks
- New technology
- Staffing issues
- FMLA and ADA limits
- Change and uncertainty
- New initiatives
- New process and rules

Outside stressors include:

- Health concerns
- Virtual school and other family needs
- Isolation and disruption
- COVID-19 Data
- New cycles

The Library team remains committed to serving our community. Ms. Moen shared a 40 second video of staff member Becca Worthington doing an emotional StoryTime. After some discussion about how the Board can help support the Library staff, Ms. Moen moved on to other updates.

### **Community Read**

The Library selected *I'm Not Dying with you Tonight* by Kimberly Jones. Since our selected book is a young adult book, we also added an adult title, *Just Mercy* by Bryan Stevenson. We have also selected the pre-teen title of *Look Both Ways* by Jason Reynolds and the children's title of *You Matter* by Christian Robinson. We have over 30 community partners participating this year. All programs will take place throughout March with the author virtual appearance of Kimberly Jones on March 24.

### **South County Re-opening**

Ms. Moen shared a couple images of the new space and will reopen in early 2021 with staff returning in December.

### **Fine Free Update**

- During the past month have worked to gather feedback from Trustees, update data and identify potential tools to help with advocacy
- Documents in process now – finalizing presentation, executive summary and talking points
- Next steps – meeting with County leadership this week to get buy-in before engaging in further advocacy work

There was some discussion around whether Trustees should attend the meeting between Ms. Myers and Ms. Moen and Leslie Johnson. After some discussion it was determined that Trustees would not attend this meeting. Ms. Johnson noted that the BOCC will solicit feedback from the Boards and the community in December and January both through a written survey and through public dialogue. That input will be used by the BOCC at its retreat.

### **2021 Holiday and Closing Schedule**

After some discussion and on a motion by Joe Helweg, seconded by Alien Arreaza, the Board unanimously approved the 2021 Library Holiday and Closing Schedule.

### **Employee Climate Survey**

Julia Lanham reported that the Employee Climate Survey was taken in July and produced these highlights:

- Our response rate was up this year to 81%
- Employee Development
  - The overall scores were good at 87%
  - There was a decline in feedback and professional development
- Employee Motivation and Satisfaction
  - Overall score was good at 88%
    - Co-worker respect was up 3%
    - Supervisory communication, recognition, respect, and fairness were down 3% collectively
  - Supplemental Information
    - Cleanliness, IT, and security were up
    - 99% of employees feel the work they do is important
    - Scores were down in some areas of security and compensation

- Scores were also down when employees were asked if the results from last year's survey were used to make positive changes

Next steps include:

- Data gathering
  - Manager/supervisor insights
  - Staff engagement
- Data review and action planning
  - Low hanging fruit
  - Class & Compensation project
  - 2-3 recommendations identified by December 2020

After some discussion it was decided that we would revisit the Employee Climate survey results and the Equity, Diversity & Inclusion and Meck Tech updates would be provided at the next Board meeting on December 21, 2020.

### **Library Foundation**

Jenni Gaisbauer reported the following highlights:

- The Foundation exceeded its goal of raising \$400,000 from Verse & Vino
- A \$1MM gift was secured last week for the Common Spark Campaign which puts us at \$98MM raised
- 73% of the overall goal (\$135MM) has been raised thus far
- Our goal is to raise \$100MM by December 31, 2020

**On a motion by Mr. Helweg, seconded by Charles Thomas, the meeting adjourned at 5:33pm.**

Respectfully submitted,

Lenoir C. Keesler, Jr.  
CEO