Present: Ms. Botnick, Ms. Beatty, Mr. Holland, Mr. Mentrek, Mr. Ortmeyer and Mr. Roosa. Ms. Moskowitz arrived at 7:40 p.m.

Also Present: Nancy Levin, Director; Kim DeNero-Ackroyd, Deputy Director; Deborah Herrmann, Fiscal Officer; members of the Administrative Services Team, Wendy Gernsheimer from the Staff Association, Linda Lopez from the Friends, Sue Janssen from the Foundation, Anne McFarland from the League of Women Voters,

CERTIFICATION AND NOTIFICATION
The Fiscal Officer certified that notification of the regular meeting of the Board of Library Trustees had been made.

MINUTES
Minutes of the regular meeting held on March 9, 2016, and a special meeting held on March 21, 2016, have been forwarded to the members. Mr. Roosa moved. Mr. Mentrek seconded. The minutes were approved with unanimous consent.

OPERATIONS COMMITTEE – MR. HOLLAND

FINANCIAL REPORTS
Ms. Herrmann reported she was unable to complete the financial reports prior to going on vacation the previous week and she will present the March and April financial statements at the May meeting.

Members of the Operations Committee have met, discussed and reviewed the following items and recommend approval by the Library Board of Trustees.

RESOLUTION 21-16
SERVICE AND ADMINISTRATION POLICIES
After an annual review of the Service and Administration policies, the Director and Administrative Services Team have suggested the following updates which are marked in red on the attached document.

Service Changes:
D. Accessibility 2: Provide training for staff to work with people who have disabilities
9. Eviction Timetable: One day to one year, when possible give person a written warning if eviction possibly is long.

Public Safety and Video surveillance: Only managers may instigate viewing of the security cameras
1. Cell Phone Use: turn off ringers
2. Photography in Library: Public place, may photograph unless person asks not to. Library must get permission to use photos of minors
5. Smoke Free workplace: If staff violate the policy and we are fined, they will have to pay fine
10. Surveys, Solicitation, and Literature Distribution:
Voter Registration is not solicitation, nonpartisan groups may conduct voter registration drive.

Administration Services
6. Buildings Department includes Shipping
G. Circulation Service
4 types of library cards described

**Borrowing Regulations:**
- F. Golden Buckeye privileges for anyone 60 and over

Ms. Beatty said the copy sent with the agenda did not contain a suggested change to use the word education instead of sensitize in Section D. Accessibility. Ms. Levin said the change would be made.

BE IT RESOLVED that the Service and Administration Policies of the Board of Library Trustees of the Cleveland Heights – University Heights Public Library be approved as amended for 2016 and that a corrected copy be attached to the Minutes of this meeting, to the Library’s web site, and to all copies of the Policy Notebook of the Board of Library Trustees.

Mr. Roosa moved. Ms. Beatty seconded. Resolution 21-16 was approved unanimously by a roll call vote.

**PERSONNEL COMMITTEE – MR. MENTREK**

Members of the Personnel Committee have met, discussed and reviewed the following item and recommend approval by the Library Board of Trustees.

Ms. DeNero-Ackroyd reviewed the personnel report. She said one of the hiring recommendations is to combine 2 part-time positions at Lee Road into a full-time position,

**RESOLUTION 22-16**
**APPOINTMENT OF PERSONNEL**

BE IT RESOLVED: that the following appointments be approved:

- Shamekia Chandler, Full Time Youth Services Associate - Lee Road Branch, Grade 7H, effective April 23, 2016.
- Monica Wilson, Full Time Youth Services Associate - Noble Road Branch, Grade 7H, effective April 23, 2016.
- Elora Agsten, Full Time Youth Services Associate - Coventry Road Branch, Grade 7H, effective April 23, 2016.

Ms. Beatty moved. Mr. Holland seconded. Resolution 22-16 was approved unanimously by a roll call vote.

**MARKETING AND COMMUNITY RELATIONS REPORT**

Ms. Banks reported the following highlights:
- *Sun Press* ran a front page story about University Heights’ planning commission approval of revised UH library renovation design
- *Crain’s Cleveland* featured small item about playwright Rajiv Joseph’s March appearance at the Coventry branch
• Biblio Radio spots on John Carroll University’s radio station, WJCU, continue—March topics included staff members talking about favorite books, the resurrection of the seed library at Coventry, and Noble’s refugee Welcome Hub

• Centennial and Centennial Kick Off Celebration Update:
  o All Cleveland Heights banners hung outside branches
  o VIP invitations sent
  o Online timeline on website adjusted to be swipe-friendly on mobile devices
  o Time capsule and ceremonial shovel purchased, began collecting time capsule items
  o Met with Coventry SID and acquired $300 for refreshments, agreed to support summer activities in Coventry as part of Centennial celebrations

Ms. Banks highlighted the following from the Website/Social Media Quarterly Report:

• Overall visits are down 1% since last quarter, still a drop but far lower than the previous quarter’s 10% drop, which we hope indicates a reversal of the downward trend in our web stats. (see bar chart that follows)

• Unique visitors (unique people, i.e. not same person visiting site multiple times) is up 1% from last quarter but is now lower than the same quarter for the past three years. These falling rates reflect other library stats like visits and circulation that are reflected throughout CLEVNET.

• The number of visits to our research/database page rose 25% this quarter, a significant increase in light of last quarter’s 25% drop.

• Visits to the Bibliocommons catalog from our home page continue to be higher on the new site, and rose 1% this quarter.

• Our bounce rate is holding steady, going down 1.2% in the last quarter, holding steady around 43%. Best practices indicate an organization need not worry until a bounce rate goes over 60%, so we are in terrific shape. Bounce Rate is the percentage of single-page visits (i.e. visits in which the person left your site from the entrance page without interacting with the page). Most are likely accounted for by customers going to the Bibliocommons catalog, which is a separate website.

FRIENDS REPORT
Ms. Lopez said the April 1st book sale was the most successful of the year, raising $750. She said the Friends partnered with the Library for a poetry project and also an upcoming spelling bee. The dates for the next Mega Sale are May 6, 7, and 8.

PRESIDENTS REPORT
Mr. Ortmeyer said he recently met with some friends of his who have moved back to the area and they said the specifically moved to an area in Cleveland Heights where they can walk to the library.

DIRECTORS REPORT
Ms. Levin reported the school art show drew hundreds of visitors of all ages to the Lee Road Library on April 12. Awards were conveyed upon students and purchase prizes were announced. Students performed music to accompany the show. At the April 4th Board meeting the library Board of Trustees chose Regency Construction to be our construction manager at risk for the University Heights renovation. With the help of this company we will now create a budget and continue designing the new building in earnest. She also reported an all staff meeting for Strategic Planning and Wellness is planned for this Thursday, April 21. At this time staff will make plans to meet with community members and will be given questions to ask in their meetings. Also, as part of the Lee Road Streetscape project approved by the city on April 4, sidewalks, trees and light poles will be replaced all along this major thoroughfare from the library to Cain Park. We anticipate some disruption in traffic and pedestrian travel.
GOVERNMENT REPORT
Ms. Levin reported that at the April 4 City Council meeting City Council passed 24-2016(CRR), proclaiming April 10 through 16, 2016, National Library Week in the City of Cleveland Heights and Representative Marcia Fudge (D-11) also recognized Heights Libraries for their excellence in a tweet about National Library Week.

PUBLIC SERVICE REPORT
Ms. DeNero-Ackroyd reported:

- YSD began a new partnership with Zhao Zhao from the International Chinese Reading Association to have a weekly Chinese story time for children from birth to 6 years old;
- Youth Services Associate Monica Wilson attended a Community Care Team meeting that was run by Reaching Heights at Monticello Middle School. She met the Assistant Principal, school psychologist, and school counselor. Also in attendance were two Cleveland Heights police officers who do outreach and a representative from Lake Erie Ink. As a result of the meeting, in addition to strengthening ties in the community, Noble will offer a series of four programs in conjunction with Lake Erie Ink this summer.
- The Training Department quickly made an adjustment and offered Ask a Tech Trainer in the place of Freegal. Ask a Tech Trainer was conducted in the atrium of Lee Road where we set up a table and a laptop and Tech Trainer would answer technology questions. It was very successful and we served 11 customers.
- The NEO-RLS Tech Lab visited the University Heights branch. The event, which was organized by Pam Spangler in partnership with Holly Klinger from NEO-RLS, had 37 attendees who were able to experiment with cool gadgets and new technologies.
- Our longstanding partnership with Lake Erie Ink continued as Peggy Hull helped organize the 17th Annual Poetry Slam with more than 60 people.

Ms. DeNero-Ackroyd reported many of the usage statistics have plateaued and aren’t dropping.

UNFINISHED BUSINESS
None

NEW BUSINESS
Ms. Levin reported the director of the Shaker Heights Library is retiring this summer. Ms. Ortmeyer suggested this board hold a joint meeting with the Shaker Library Trustees in the future.

ADJOURNMENT
Ms. Botnick moved. Ms. Beatty seconded to adjourn the meeting at 7:08 p.m. The motion was approved with unanimous consent.