CLEVELAND HEIGHTS-UNIVERSITY HEIGHTS PUBLIC LIBRARY
BOARD OF TRUSTEES
Regular Meeting
Coventry Road Branch 1925 Coventry Rd., Cleveland Heights, 6:33 p.m.
September 18, 2017

PRESENT: Ms. Botnick, Mr. Gerboc, Mr. Holland, Mr. Mentrek, Ms. Moskowitz, Mr. Roosa. Ms. Beatty was absent.

Also Present: Director Nancy Levin, Deputy Director Kim DeNero-Ackroyd, Fiscal Officer Deborah Herrmann, Human Resources Manager Laurie Marotta; members of the Administrative Services Team; Charlotte Blaiser from the Staff Association, Linda Lopez from the Friends, Sue Janssen from the Foundation and Khaliah Fisher-Grace from the LWV.

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

APPROVAL OF MINUTES
Minutes of the July 17, 2017 Regular Meeting and the August 7, 2017 Special Meeting have been forwarded to board members. Mr. Mentrek moved. Mr. Gerboc seconded. The minutes were approved by unanimous consent.

FINANCIAL REPORT
Ms. Herrmann presented a chart showing a four year history of the library’s major revenue sources; property tax, Public Library Fund and tax reimbursement from the State. While all have varied over the years the changes are less than 3%.

APPROVAL OF FINANCIAL & INVESTMENT REPORTS – JULY & AUGUST
Mr. Mentrek moved. Ms. Moskowitz seconded. The financial and investment reports were approved by a unanimous roll call vote.

OPERATIONS COMMITTEE – MS. BOTNICK

STRATEGIC PLAN UPDATE
Ms. DeNero-Ackroyd reported:

- The Strategic Plan Leadership Team has started surveying customers using Project Outcome surveys, which were developed by Special Projects Manager Maggie Kinney and the manager of each particular activity.
- For the second consecutive year, the Summer Reading Program for children and teens has been surveyed.
- The results from 25 surveys from parents or caregivers found:
  - 96% reported that their child maintained or increased their reading skills and 92% said their child is a more confident reader.
  - The results from 36 surveys from children or teen participants found:
    - 91% want to use the library more often and 85% enjoy reading more.
We are also currently surveying customers of the Hotspot Lending Program. Since this is still in progress, we don’t have final numbers. However, we do have a lot of positive anecdotes from customers, who are using the service for educational, employment and vacation reasons.

Activities have been identified for evaluation surveys for the fall and winter. Those are:
- Story Stop programs at Coventry, Lee and Noble (UH will be added).
- Tai Chi at Coventry.
- Know Your Rights at Lee. This is part of the “On the Same Page” slate and is geared toward both teens and adults.
- Learning Circles at the HKIC.
- Third Tuesday Book Group held at the Tavern and staffed by Lee Rd ASD staff.
- Computer Basics and Social Media Friday classes at the HKIC.
- Coventry Conversations: Meet the Mayor.

With the results, we will use some form of data visualization software. We’ve used Piktochart to create visuals for the Strategic Plan and may continue to do so, but we will investigate other free software.

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

RESOLUTION 50-17
APPROVAL OF EXPENDITURE TRANSFER

BE IT RESOLVED: that the Library Board of Trustees grants permission for the Fiscal Officer to make an expense adjustment in an amount not to exceed $25,000.00, to the 402-Technology Fund, for purchases made from the General Fund technology budget account that were for items needed for the University Heights branch.

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Equipment/Software</th>
<th>Description</th>
<th>Unit Price</th>
<th>Total Price</th>
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<tbody>
<tr>
<td>1</td>
<td>Misc. Equipment for UH</td>
<td>Variety of equipment – some already purchased from general fund</td>
<td>25,000.00</td>
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<td>TOTAL</td>
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Mr. Hoffman said the UH branch will have 25% more computers than it did previously and some of the purchases were made as part of general fund purchases. Ms. Herrmann said this resolution will allow expense to be booked to the technology fund once the purchases are finalized.

Mr. Roosa moved. Mr. Mentrek seconded. The motion was approved by a unanimous roll call vote.

RESOLUTION 51-17
LIBRARY CARD SIGN UP MONTH & YOUTH BORROWER AMNESTY

WHEREAS, the public libraries located in Cuyahoga County have entered into a memorandum of understanding to support National Library Card Sign-Up Month from September 1 to September 30, 2017 and;
WHEREAS, since 1987 the American Library Association and libraries across the country remind parents that a library card is the most important school supply of all and;

WHEREAS, library fines for the Heights Library system are capped at $5.00 per item and charges for lost items are determined to be the replacement value of the item; and Youth materials are fine free but lost item fees are still charged and;

WHEREAS, many juvenile card holders (under the age of 18) have cards which have been blocked due to an accumulation of fees over $15.00 and;

WHEREAS, the Library Director has proposed a 2017 one-time waiver of fines and fees for cards held by persons under the age of 18 to enable the youth of our community to take advantage of the library’s many treasures and enjoy intellectual pursuits; and to celebrate National Library Card Sign-Up Month and;

WHEREAS, any person may only have one library card at a time and;

WHEREAS, the youth must be present in one of our four library branches to receive fine amnesty and will provide either a library card or identification and;

WHEREAS, the impact of this program will be studied by the participating libraries for impact on borrowing activities by youth while preserving the privacy of card holder records and;

THEREFORE BE IT RESOLVED that the Library Board of Trustees of the Cleveland Heights University Heights Public Library declares September 1-September 30, 2017 Library Card Sign Up Month and authorizes the staff of the library to waive fees and fines for persons under 18 years old to reinstate them as “bonafide” library users, and to also provide parents a $5 fine waiver for completing a survey.

Ms. Levin said this program is a tool to keep children’s accounts active.

Mr. Gerboc moved. Mr. Mentrek seconded. The motion was approved by a unanimous roll call vote.

RESOLUTION 52-17
APPROVAL OF
MATERIALS & SELECTION POLICY

BE IT RESOLVED that Library Board of Trustees adopt an amended Materials & Selection Policy that changes gender to gender identity, sets guidelines for the purchase of self-published books and defines the local history collection.

Mr. Mentrek moved. Ms. Moskowitz seconded. The motion was approved by a unanimous vote.

PERSONNEL COMMITEEE – MR. ROOSA

Members of the Personnel Committee have met and have no items to report.

PERSONNEL REPORT

Ms. Marotta reported:

Staffing
We are close to filling the four vacant part time youth services associate positions, two of which are for the University Heights branch. We have also filled three part time circulation assistant positions, but that was followed by two resignations. Noble circulation assistant, Dana Gisser, completed her bachelor’s degree and has found a job in her field. Eric Odum, U.H. circulation assistant, is also moving on to work in his field.

We held three page test opportunities in the past six weeks. We have open page hours in several locations and departments that we are working to fill.

**Kronos – Workforce Ready and Time Keeping Implementation**

The first phase of the implementation process overview is near completion. Their first phase was called the “Planning” phase. Here we mostly sent them documentation they requested and then were introduced to websites where support and solution build out will happen. The second phase, which they call the Assess phase, is where more discovery will occur as they prepare for their third phase “Solution Build”.

Nancy Levin and I presented an overview of the Kronos implementation to staff on Staff Day. We talked about the benefits of joining the digital world such as instant access to their H.R. related information such as ETO and Sick Leave balances, time keeping, and benefit information.

**PLANNING AND EXTERNAL RELATIONS – MR. MENTREK**

Members of the Planning and External Relations Committee have met, discussed and reviewed the following items and recommend approval by the Library Board of Trustees:

**RESOLUTION 53-17**

**APPROVAL OF CHANGE ORDERS #8, #9 & #10**

UH BRANCH – B&R FUND

**BE IT RESOLVED** that the Board authorizes the Director and/or Fiscal Officer Manager to approve, sign and deliver, in the name of and on behalf of the Library, Change Order #8, #9 and #10 for additional scope of work for the University Heights Branch Library Renovation Project. The Guaranteed Maximum Price (GMP) will be increased by an amount equal to Forty Five Thousand Nine Hundred Fifty Six and 05/100 Dollars ($45,956.05).

The GMP for the Project is therefore revised to be an amount equal to Four Million Four Hundred Twenty Four Thousand Four Hundred One and 55/100 Dollars ($4,424,401.55), which amount includes the Building Work.

These changes include work on: northeast curtainwall, window wells, sound dampening for air handlers, fireplace tile removal, changes to door hardware and strikes, electrical work, moisture floor sealer, and repairing an existing rotted roof deck.

Ms. Botnick moved. Mr. Gerboc seconded. The motion was approved by a unanimous roll call vote.

**COMMUNICATIONS REPORT**

Ms. Banks reported:

**Media Highlights**
• *Sun Press* and Cleveland.com highlighted library programs and services such as the Teen Music Maker Space, Harry Potter's Birthday Party, Lynda.com learning sessions, Teen Open Mic Night, National Library Card Sign-Up Month/fine forgiveness, a UH Branch renovation update, resume workshop, screening of the Lego Batman Movie, and the Ukulele Jam
• The *Heights Observer* printed articles about the UH renovation’s progress, the continuing education department’s new focus, the Teen Tech Ambassador Program, and Library Card Sign-Up Month.

**Publications/Outreach Highlights**
• The fall issue of Check Us Out was compiled, published, and delivered, including annual reports for the library, Friends of the Heights Libraries, and Fund for the Future of Heights Libraries.
• Redesigned What’s Going on @ Heights Libraries enewsletter continues to enjoy steady open rate of roughly 10.5%, up from a low of 6% in the spring.
• Blog posts were cleaned up and categories streamlined
• Live coverage of solar eclipse was featured on digital signs in all branches

**Other Projects**
• Planning began on UH grand opening celebration
• Coordinated participation in the 5th annual Music Hop
• Department transferred meeting room management to the business/finance department, and trained Kimberly Austin to handle day-to-day management—this task was formerly handled by the communications coordinator.
• Reconfigured communications coordinator position to be part-time; hired new staff person and he is now up to speed and doing well.
• Creating function on meeting room website to allow customers to upload nonprofit documentation.

**FRIENDS REPORT** – Ms. Lopez reported the First Friday sale raised $680 and the Friends have given to $750 in scholarships to library employees. She said the Friends annual meeting is October 8th and the Friends will be providing refreshments at the October 22nd read-in.

**PRESIDENT’S REPORT** – None.

**DIRECTOR’S REPORT**
Ms. Levine reported:
• **Nellie the Bookmobile’s Final Ride-Report**
  ▪ Sara Phillips reported the bookmobile saw 2,000 people and circulated 3,000 items.
• **On the Same Page: March Book Three**
  The library-sponsored adult book discussion for On the Same Page (our Community Read) will take place on Monday, Sept. 18, at 7:00 pm the Lee Road branch. We have are multiple copies of this Graphic Novel, along with other books on the subject of the Civil Rights movement of the 1960s. See Check Us Out for all of the programming surrounding this book.
• **Juvenile Fine Amnesty**
  September is Library Card Sign-Up Month as well as a month to provide amnesty for juvenile card holders so that they can reactivate any blocked cards. Heights Libraries wish to welcome as many young people into the library as we can.
• **38th Annual Staff Day-Race & Ethnicity Workshop**
Racial, ethnic, and cultural differences offer us a source of strength, community, and identity. However, these same aspects of identity are also tied to stereotypes, prejudice, discrimination and oppression. This workshop will explore concepts relating to race and ethnicity, and discuss the impact that these socially constructed differences have in the workplace and society as a whole.

During this workshop, the film *Cracking the Codes: The System of Racial Inequity*, will be used as a tool to help participants engage in meaningful dialogue. Cracking the Codes is a systemic approach to understanding racial inequity as a precursor to building strategies that address racial and socio-economic barriers. It is designed to aid in understanding the system of racialization and the network of relationships that must be considered if we are to build a society that provides equitable, sustainable access to resources in community where all members can thrive.

Participants will explore their own process of racial and ethnic identity development. They will be given the opportunity to engage in meaningful dialogue with others surrounding these topics. Participants will leave with an increased understanding of the ways in which they can play an active role in creating an inclusive space where everyone is respected, valued, and appreciated.

- **Parking Lot Safety** article by Sheryl Banks
  - In August, the Lee Road branch of Heights Libraries, in partnership with the City of Cleveland Heights, took steps to improve parking lot safety for customers with new signage and the creation of a drop-off zone on Dellwood Avenue.
  - “We’ve had some challenges with customers parking in the fire lane,” said Security Manager Kevin Echols. “Aside from the worst possible scenario, where an emergency vehicle could be blocked, cars parked in the fire lane cause a ripple effect of problems, like preventing parked cars from backing out, forcing cars to drive around them, and creating congestion and frustration that can lead to accidents.”
  - To address the concerns, Echols spoke to Kara Hamley O’Donnell from the city’s Planning and Development Department and the police department’s Sergeant Robert Butler, suggesting that a portion of nearby Dellwood could be used as a drop zone for drivers dropping off able-bodied library customers. The city agreed and put up signs on Dellwood allowing one-hour and three-hour parking.
  - “Parents dropping off or picking up kids at the Library are strongly encouraged to use Dellwood now,” said Echols. “Adults can use it, too.”
  - Ohio law makes an exception for mobility-impaired customers, who can use the handicapped curb cut in front of the building for brief drop off and pick up, but drivers cannot stay in the fire lane for longer than the time it takes their passengers to get in or out of the vehicle.

Ms. Levin reported she attended a meeting regarding the Coventry School. She said the school tenants have a proposal to keep the school as it is, and construct low density housing on the fringes of the property. She the tenants said the sale of housing parcels would finance improvements to the school building. The tenants would like to keep the majority of the park green space, and want to work with the city. Ms. Levin said she made no commitments on behalf of the library other than to see the library wants to keep its parking spots.

**GOVERNMENT REPORT**

Ms. Levin presented a letter from the State Librarian regarding the loss of $1.4 million in the new two year budget for the state library.
PUBLIC SERVICE REPORT

Ms. DeNero-Ackroyd reported:

- Our Adult Summer Reading campaign concluded on August 10th with 689 entries at Lee Road. This is a slight increase over the same period last year (679), and topped 2015 (684) for our best year ever in that 10 week period. Patrons submitted an entry for each book they read this summer and weekly drawings were held for prize tote-bags of reading-related items and two ticket vouchers for Dobama Theater. Three grand prize drawings will be held in early September for a Kindle Fire HD 8, a Samsung Galaxy Tab A Nook 7” or in $100 in gift cards.

- The Bookmobile’s final day of service was Thursday, August 31. Nellie will be missed by all of her loyal customers, but we look forward to serving them again soon in the new University Heights building!

- Circulation Assistant Payton Meeks partnered with Rebecca Fisher of YSD to help launch the Teen Library Council meetings.

- Two local high school students, Michael Garrett, Jr & Morgan Lewis, were selected for Teen Tech Ambassador Internship Program. This paid internship included a general orientation to the library, various learning opportunities, and hands-on experiential activities. Specifically, the interns have shadowed staff in the computer/multi-media labs and have observed computer classes. At the end of their internship in August, Michael and Morgan co-taught a public computer class.

- The old metal shelving in the Shire was removed, old radiators removed from the wall, and new shelving installed. The new shelving looks wonderful and is an efficient system to house and display our children’s print materials.

- The concrete wall at Coventry that edged part of the front garden was removed and a new stone block wall built. The new wall, which surrounds the full span of the garden between the stairways, is both aesthetic and functional, holding the soil and mulch in place and coordinating nicely with the brick of the building.

- Born to Read Kits were launched and were checked out immediately after story times at Coventry and Noble. The kits were a brainchild Mary Looby. Each branch received five kits that contain board books, CDs, materials for hands-on play, and a resource page for adults addressing the different ways children learn and highlighting the five practices of early literacy. The kits are aimed at children from zero to three years old.

- The Special Projects Manager will attend planning meeting at the City Club Sept 13. Heights program planning in progress. Teen Poetry Slam with Lake Erie Ink scheduled for January 18. Lee Road will be a streaming location for the Matthew Desmond event on Mar 15.

- Also, due to the efforts of the Youth Services Summer Reading Committee, registrations for 1000 Books Before Kindergarten increased 55% during the summer months, from 139 to 216 total participants.

UNFINISHED BUSINESS

None.

NEW BUSINESS

None.

ADJOURNMENT

There being no further business before the board Mr. Roosa moved, Mr. Gerboc seconded to adjourn the meeting at 7:27 p.m. The motion was approved by a unanimous vote.