Present: Ms. Botnick, Mr. Gerboc, Mr. Holland, Mr. Mentrek. Ms. Beatty, Ms. Moskowitz and Mr. Roosa were 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; Mary Looby 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.

Mr. Roosa arrived at 6:36 p.m.

APPROVAL OF MINUTES
Minutes of the September 18, 2017 Regular Meeting have been forwarded to board members. Mr. Gerboc moved to approve the minutes as presented. Ms. Botnick seconded. The motion was approved unanimously.

OPERATIONS COMMITTEE – MS. BOTNICK

FINANCIAL REPORT
Ms. Herrmann provided the Public Library Fund estimate for 2018 from the Cuyahoga County Budget Commission.

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

STRATEGIC PLAN UPDATE – Kim DeNero-Ackroyd

2017-2018 STRATEGIC PLAN AND PROJECT OUTCOME SURVEYS

Purpose Statement: Heights Libraries is administering patron surveys using PLA’s Project Outcome survey management tools in order to measure the impact of the library on the community and the success of the 2017-2018 Strategic Plan. By measuring outcome data, we can demonstrate the value of the impact the library is having in the community. (Note: Most programs will meet more than one goal within the Strategic Plan.)
**GOAL:** Provide opportunities to positively impact community members' growth and personal development.

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>DEPT</th>
<th>BRANCH</th>
<th>SURVEY PERIOD</th>
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<tbody>
<tr>
<td>Summer Reading Program: Dream, Build, Share!</td>
<td>YSD</td>
<td>ALL</td>
<td>5.30.17 – 8.31.17</td>
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<tr>
<td>Hotspot Lending</td>
<td>CIRC</td>
<td>ALL</td>
<td>8.1.17 – 10.31.17</td>
</tr>
<tr>
<td>Computer Basics</td>
<td>CONT</td>
<td>LEE</td>
<td>9.1.17 – 11.30.17</td>
</tr>
<tr>
<td>Social Media Fridays</td>
<td>CONT</td>
<td>LEE</td>
<td>9.1.17 – 11.31.17</td>
</tr>
<tr>
<td>Story Stop</td>
<td>YSD</td>
<td>ALL</td>
<td>9.1.17 – 12.31.17</td>
</tr>
<tr>
<td>Noble Senior Outreach: Computer Basics</td>
<td>ASD</td>
<td>NOB</td>
<td>9.1.17 – 12.31.17</td>
</tr>
<tr>
<td>Coventry Conversations: Meet the Mayor</td>
<td>ASD</td>
<td>COV</td>
<td>9.21.17</td>
</tr>
<tr>
<td>Know Your Rights: What to Do if Stopped by the Police</td>
<td>ASD</td>
<td>LEE</td>
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**GOAL:** Foster diversity, equity, and inclusion.

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<td>LEE</td>
<td>10.26.17</td>
</tr>
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Ms. DeNero-Ackroyd said the survey results will assist the library in determining what future actions to take.

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

**RESOLUTION 54-17**
**APPROVAL OF EXPENDITURE BUILDING & REPAIR FUND**

**WHEREAS**, to fully complete the installation of the new computer furniture at Lee Road, some wiring will be necessary; and

**WHEREAS**, this will involve a number of new power and data lines to the Adult Services, Teen, Children’s, and Lobby areas at Lee Road; and

**WHEREAS**, there will be an additional need for added power circuits to complete this job, as well as some additional lighting under the stairs leading to the second floor. Some of the work will be done ahead of the installation of the new furniture, and some will be done during the week of installation.

BE IT RESOLVED that the Fiscal Officer is authorized to approve a purchase order to All Phase Electric for the work, at a cost not to exceed $18,500.

Ms. Levin said the power is needed for the new computer furniture that will be installed and this was the lowest quote received.

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

**PERSONNEL COMMITTEE – MR. ROOSA**

**PERSONNEL REPORT**
Ms. Marotta reported:
**Staffing**
We filled five vacancies since our last board meeting. Two of which were filled by employees voluntarily requesting a transfer. We currently have four vacancies and we anticipate that once those are filled the recruitment activity should start to wind down. The University Heights staff has returned to the branch, which will reopen on Thursday, October 12, 2017. They have been working very hard to get the building ready, we thank them and are excited for them to start enjoying their beautiful new work space.

The Page Supervisors have been very busy interviewing page candidates. They filled seven positions, which means we will have many new faces at the Library.

Lastly, long-time employee Gloria Nobles, full time Circulation Assistant will be retiring at the end of October. She has been with the Library since 1991. We wish her a happy retirement.

<table>
<thead>
<tr>
<th>Department</th>
<th>Position</th>
<th>Status</th>
<th>Vacancy Date</th>
<th>Vacancy Reason</th>
<th>Incumbent</th>
<th>Status</th>
<th>Hire</th>
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</thead>
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<td>U.H. Branch</td>
<td>Circulation Assistant</td>
<td>PT</td>
<td>9/19/2017</td>
<td>Resignation</td>
<td>E. Odum</td>
<td>Filled</td>
<td>E. Tkachev</td>
</tr>
<tr>
<td></td>
<td>Youth Services Associate</td>
<td>PT</td>
<td>8/7/2017</td>
<td>Promoted to FT -Lee</td>
<td>C. Marshall</td>
<td>Filled</td>
<td>A. Dutton</td>
</tr>
<tr>
<td></td>
<td>Youth Services Associate</td>
<td>PT</td>
<td>7/1/2017</td>
<td>New position</td>
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<td>Coventry Branch</td>
<td>Youth Services Associate</td>
<td>PT</td>
<td>8/7/2017</td>
<td>Promoted to FT -UH</td>
<td>A. Bierly</td>
<td>Filled</td>
<td>I. Rew</td>
</tr>
<tr>
<td></td>
<td>*Circulation Assistant</td>
<td>PT</td>
<td></td>
<td>Transferred to UH</td>
<td>E. Tkachev</td>
<td>Open</td>
<td></td>
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<tr>
<td>Lee Branch</td>
<td>*Circulation Assistant</td>
<td>PT</td>
<td>10/7/2017</td>
<td>Transferred to Noble</td>
<td>J. Waltrip</td>
<td>Open</td>
<td></td>
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<tr>
<td></td>
<td>*Youth Services Associate</td>
<td>PT</td>
<td>10/13/2017</td>
<td>Transferred to Noble</td>
<td>C. Anselmi</td>
<td>Open</td>
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<tr>
<td>Noble</td>
<td>Circulation Assistant</td>
<td>PT</td>
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<td>D. Gisser</td>
<td>Filled</td>
<td>Waltrip</td>
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<tr>
<td></td>
<td>Youth Services Associate</td>
<td>PT</td>
<td>8/23/2017</td>
<td>Resignation</td>
<td>L. Bracher</td>
<td>Filled</td>
<td>Anselmi</td>
</tr>
</tbody>
</table>

*Kronos – Workforce Ready and Time Keeping Implementation*

Phase II – Assess. We have had several working meetings with Kronos where we have provided them with information needed to build out the Time & Labor, and Payroll applications. We anticipate that we will complete this process in the next couple weeks. Once we sign-off on solution design documents, Kronos will begin Phase III, which is when the solution build out begins.

**Flu Shots**

The Library will be providing flu shots to employees and their spouses on October 19, 2017 from 1:00 pm. To 5:00 pm at the Lee Road Building. If an employee’s insurance plan doesn’t cover the vaccination or if the employee doesn’t have coverage the Library will cover the cost ($25.00 per shot). We hope that with the convenience of offering the vaccination at work more employees will choose to be vaccinated. According to the CDC, the flu can be a serious disease and by getting vaccinated you protect yourself, family, coworkers and the public.

Ms. Levin when positions open the library allows current staff to bid for a position at a different location and some staff have moved.
Members of the Personnel Committee have met, discussed and reviewed the following items and recommend approval by the Library Board of Trustees:

**RESOLUTION 55-17**

**RECOGNITION OF EMPLOYEE RETIREMENT**

WHEREAS; Gloria J. Nobles joined the staff of the Cleveland Heights-University Heights Public Library as a Library Page on July 24, 1990; and

WHEREAS; On September 9, 1991 Ms. Nobles was promoted to a part-time Circulation Assistant; and

WHEREAS; In March of 1993, Ms. Nobles was promoted to a full-time Circulation Assistant position; and;

WHEREAS; Ms. Nobles has provided excellent customer service to our patrons for 27 years; and

WHEREAS; She will be remembered for the kindness, patience and gentleness she extended to all customers, especially young ones; and

WHEREAS; She was always willing to give a helping hand to her coworkers; and

WHEREAS; She has been instrumental in the implementation of many changes over the years; and

WHEREAS; After thirty four years of devoted service Ms. Nobles retires on October 31, 2017; and

WHEREAS; Her steadfast commitment to the library’s positive image, her wisdom and dedication will be sorely missed;

NOW, THEREFORE, BE IT RESOLVED: that this Resolution upon her retirement be approved by the Library Board of Trustees and spread ad upon the minutes.

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

**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 #56-17**

**APPROVAL OF CHANGE ORDERS #11 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 Thirty Seven Thousand Four Hundred Five and 31/100 Dollars ($37,405.31).

The GMP for the Project is therefore revised to be an amount equal to Four Million Four Hundred Sixty One Thousand Eight Hundred Six and 86/100 Dollars ($4,462,806.86), which amount includes the Building Work.
These changes include: light fixture revision in the galley, removal of bushes on the south end of the property, added break metal at gallery ceiling, adding gravel along the east wall below windows, compass rose framing, leveling of existing floor.

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

COMMUNICATIONS REPORT
Ms. Banks Reported:
Media Highlights
- *The Heights Observer* featured articles about the Teen Tech Ambassador program and National Library Card Sign Up month;
- The *Sun Press* highlighted Coventry’s Caregiver Café, Beatlemania author program, and mentioned us in an article about the future of Coventry PEACE Park; and
- The *Plain Dealer* mentioned the Library’s race and infant mortality public forum in an article on infant mortality in Northeast Ohio.

Publications/Outreach Highlights
- Lots of advertising this month:
  - Ads for the UH Grand opening were reserved to run in the Heights Observer and the Cleveland Jewish news, and a full page ad ran in the Heights Community Congress Home Tour program guide.
  - Ads for the CJ Jones event at the Mayfield Civic Center in October were sent to Scene magazine, and WCPN will air underwriting spots in October.

Other Projects
- The Race and Infant Mortality program attracted 110 attendees and encouraged very spirited discussion about the issue. These forums are presented in partnership with the League of Women Voters, CWRU, and the Plain Dealer/Cleveland.com, and have seen increasing attendance. We look forward to the next one.

Website Quarterly Report (July, August, September 2017) Highlights
- Unique visitors (unique people, i.e. not same person visiting site multiple times) are up (14,287 average) a little over 3% from the last quarter’s (April, May, June 2017) average of 13,765. This number is higher than we’ve seen for the past four years, so we are viewing it with some healthy skepticism, and will continue to track it. It does, however, follow a consistent pattern (see line graph).
- Overall visits are also up a little over 3% (21,943) from last quarter’s average of 21,237. We are not concerned with the drop in overall visits we’ve seen over the past few years due to the rise in unique visitors. This suggests to us that more people are using the site and finding what they need quickly. (see bar chart that follows).

Social Media Quarterly Update (July, August, September 2017)
- Facebook fans rose a little over 3%, from 2,596 to 2,684.
- Twitter followers up by 1% to 1,481, favorites and retweets continue.
- Instagram: Followers up by 12%, from 224 at the end of June to 255 at the end of Sep

FRIENDS REPORT – Ms. Lopez reported Ms. Levin gave an interesting presentation at the annual meeting of the Friends on the history of the University Heights branch and updated them on the construction there.
She said the Friday book sale netted $468 and the Friends will provide refreshments in October for the Indigenous Read-In.

**PRESIDENT’S REPORT**
None.

**DIRECTOR’S REPORT**
Ms. Levin reported:
**UH Opening Celebration Nov. 12 at 2:00 pm**

**UH Update**
The University Heights Branch will quietly open its doors this week while we await the final connections for our internet services. We have moved books, furniture, and computer equipment into place. On Thursday Oct. 12 we welcomed the University Heights Senior Network back to the library with a tour and history of the University Heights Library program. We anticipate closing the books on the renovation project in November. Further upgrades to the facility and landscaping will continue into 2018.

**Honorees Recognized for Opening Doors, Opening Minds**
The Fund for the Future of Heights Libraries will name John Jarvey and Marilyn McLaughlin as the initial members of the FFHL Honor Roll at an awards banquet **Nov. 5 at John Carroll University.**

The honor is a “lifetime achievement” award, recognizing those who have made a sustained, outstanding contribution to the Cleveland Heights/University Heights community by promoting literacy or by educating through literacy. Patterned after the Heights Libraries’ mission of “Opening Doors, Opening Minds,” Jarvey will be honored as a “Door opener,” and McLaughlin will be inaugurated as a “Mind opener.”

Jarvey, a retired teacher, has been opening doors to literacy for more than 25 years as a volunteer with the Friends of the Heights Libraries. For the past 7 years, he has managed the group’s book sorting room in preparation for their monthly book sales. Four to five days a week he can be found in the basement of the library opening boxes and categorizing the contents.

McLaughlin opened minds as she worked for more than 20 years as an English for Speakers of Other Languages (ESOL) teacher in the CHUH Adult Basic Literacy Education program. She provided hundreds of immigrants and foreign visitors with excellent English and literacy instruction at various CHUH libraries, as well as an introduction to life in CHUH and Cuyahoga County.

The Fund for the Future of Heights Libraries was established in 2013 by the Heights Libraries Board of Trustees as a 501(c)(3) organization that is entrusted to administration by the Cleveland Foundation.
https://www.eventbrite.com/e/ffhl-honor-roll-banquet-tickets-37551109379

**Heights Libraries will participate in One Community Reads from January 15-March 15**
This collaboration among the City Club of Cleveland, Playhouse Square and all nine public library systems will create a shared reading experience based on the Pulitzer Prize winning book *Evicted: Poverty and Profit in the American City* by Dr. Matthew Desmond. The Heights Libraries will participate with a food drive, book discussions, a Fair Housing discussion, and by streaming the appearance by Dr. Desmond on March 15. We are also partnering with Heights Emergency Food Bank, Lake Erie Ink, Bellefaire JCB, Mac’s Backs, Heights Community Congress and Bellefaire JCB on these programs. Maggie Kinney has coordinated the participation by our library.

**OLC and Ohio Department of Higher Education Team Up for Free Aspire Webinar on November 8**
Library staff will learn more about the Ohio Department of Higher Education's Aspire program, formerly the Adult Basic and Literacy Education (ABLE) program, helps adults build the skills they need to become employed or
pursue higher education or training. Aspire serves Ohioans who have less than a 12th-grade education or the equivalent and who are beyond age 18.

Workforce development and adult education programs and services are a priority for Ohio's public libraries as we continue to provide lifelong learning opportunities and position our libraries as continuous learning centers. This free webinar will provide information on Ohio's Aspire program, how your library can participate, and how to navigate your way through the Aspire Instruction Grant process. It will be held Wed., Nov. 8 at 1:00 p.m.
Library supports grant for Coventry district
NOACA’s Transportation for Livable Communities Initiative (TLCI) planning grant provides assistance to communities and public agencies for integrated transportation and land use planning and projects that strengthen community livability. The library has signed on to support planning for the Coventry district with the City and other partners.

Clevnet restructuring membership dues
The Clevnet consortium hired GFOA to complete a price sharing analysis for the membership and has issued its report. The new model will take into account active users registered in each library system (card holders) and the square footage of the library system. It will remove the number of computer terminals from the calculation. We will be attending a briefing next week to learn the exact changes being made to our more important partnership.

November will bring new computer furniture to Lee Road
The Library will be replacing computer workstations throughout the Lee Road branch in mid-November, which may disrupt some services. We are staging this project over a number of days to minimize the interruption. The new wooden furniture is expected to last much longer than the current furnishings and provide better wire controls.

GOVERNMENT REPORT
Ms. Levin shared a report detailing all the libraries in Ohio that are on the November ballot.

PUBLIC SERVICE REPORT
Ms. DeNero-Ackroyd reported:

- Adult – Services September kicks off our fall On the Same Page initiative, designed to foster community-wide and personal connections through literature. This year’s title is the graphic novel March: Book Three by Congressman and civil rights icon John Lewis, Andrew Aydin and Nate Powell. Related programming this month included discussions of March: Book Three, and Yaa Gyasi’s novel Homecoming, as well as a screening of the film Loving. A public forum was held on “Race and Infant Mortality in Northeast Ohio,” moderated by Brie Zeltner of The Plain Dealer.

- Circulation services - Partnered with YSD and branch staff to visit local schools and register students for “Three for Me” cards, resulting in 77 new sign-ups. Also assisted in internal programs that resulted in 173 new “Three for Me” cards overall.

- Continuing Education Department - This year’s staff development day took place on September 15. In the morning staff attended a workshop on race and ethnicity facilitated by the Diversity Center of Northeast Ohio. This was the third in a series of trainings presented by the center this year to help us reach our strategic goal to “foster diversity, equity, and inclusion.” The day also included the presentation of annual staff awards and recognition of staff longevity, an introduction to Kronos, and breakout sessions. This year’s breakout session topics included: staying safe online, library career development, sexual violence, a discussion of March: Book Three (this year’s On the Same Page title), exercising at your desk, and Zumba (a staff favorite).

- Coventry - We launched our new Coventry Conversations series with Mayor Cheryl Stephens, who spoke about her goals for the community and answered excellent questions from the audience. We will offer the program quarterly with a variety of speakers and topics. This series focuses on “facilitating communication,” a Strategic Focus of the Strategic Plan.

- Noble - Noble staff stepped up outreach this month. Adult Service Librarian Steve Sanders visited the Warrensville Apartments Senior Lunch Program and taught basic computer skills. YSD Associate
Danielle Maynard took the Book Bike to the Finley Block Party and provided storytimes at a Pediatric Office at the Severance Medical Building. YSD Associate Monica Wilson provided outreach at Heights Middle School, and Librarian Mary Looby and Associate Danielle Maynard visited K through 5 classrooms at Noble to promote National Library Card Signup Month and the Amnesty Program.


- Youth Services - YSD expanded the Homework Helpers program to two days per week – Tuesdays and Thursdays. Associate Talia Linina has been running these programs with volunteer support.

**UNFINISHED BUSINESS**

Mr. Roosa for an update on the status of the Coventry PEACE campus at the November committee meeting.

**NEW BUSINESS**

None.

**ADJOURNMENT**

Mr. Roosa moved. Mr. Mentrek seconded. The meeting was adjourned at 7:15 p.m. by a unanimous vote.