Present: Ms. Botnick, Mr. Mentrek, Mr. Roosa, Mr. Tirakhia. Ms. Fluellen, Mr. Gerboc, and Ms. Moskowitz 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; Khaliah Fisher-Grace and Betsy Tracy from the League of Women Voters, Sue Janssen from the Foundation, Mary Looby from the Staff Association.

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 from the June 18, 2018 Regular Meeting were forwarded to board members for review. Mr. Roosa moved to approve the minutes as presented. Mr. Turakhia seconded. The minutes were approved by unanimous consent.

FINANCIAL REPORT
Ms. Herrmann said the interest rate for the Star Ohio investment finally went above 2%. She said revenues and expenditures are following projections.

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

OPERATIONS COMMITTEE – MR. MENTREK
Members of the Operations Committee have met, discussed and reviewed the following items and recommend approval by the Library Board of Trustees:

RESOLUTION 31-2018
APPROVAL OF BYLAWS
BE IT RESOLVED that the Bylaws of the Board of Library Trustees of the Cleveland Heights – University Heights Public Library be approved as amended for 2018 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. (Attached)

Ms. Botnick moved. Mr. Mentrek seconded. Resolution 31-2018 was approved by unanimous consent.
RESOLUTION 32-2018
AMENDMENT TO 2018 PERMANENT APPROPRIATION

BE IT RESOLVED: the Library Board of Trustees of the Cleveland Heights–University Heights Public Library, Cuyahoga County, Ohio; approves the following changes to the 2018 Permanent Appropriation, to be funded by the unappropriated balance:

<table>
<thead>
<tr>
<th></th>
<th>Current Total</th>
<th>New Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Fund</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Washington Blvd. Property</td>
<td>$87,000</td>
<td>$112,000</td>
</tr>
<tr>
<td>Legal Services</td>
<td>$30,000</td>
<td>$50,000</td>
</tr>
<tr>
<td>Contingency</td>
<td>$92,000</td>
<td>$150,000</td>
</tr>
<tr>
<td>Total for General Fund</td>
<td>$10,922,550.82</td>
<td>$11,025,550.82</td>
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<tr>
<td>Increase of $103,000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Ms. Botnick said this change will provide a cushion for the Washington Blvd. property for the rest of the year and the expenditures for the property are what the library has estimated.

Mr. Mentrek moved. Mr. Roosa seconded. Resolution 32-2018 was approved by unanimous roll call vote.

RESOLUTION 33-2018
APPROVAL OF ELEVATOR SERVICE AGREEMENT

WHEREAS: the Cleveland Hts.-University Hts. Public Library wishes to have its elevators under a maintenance agreement; and

WHEREAS: the library sought quotes for such an agreement from several vendors;

NOW THEREFORE BE IT RESOLVED that the Library Board of Trustees authorizes the Fiscal Officer to enter into a three year contract with Gable Elevator, Inc., effective September 1, 2018 at an annual cost of $4,700.

Mr. Mentrek moved. Ms. Botnick seconded. Resolution 33-2018 was approved by unanimous roll call vote.

RESOLUTION 34-2018
YOUTH SERVICES LEE ROAD BRANCH SHELVING PURCHASE - BUILDING & REPAIR AND GENERAL FUND

WHEREAS: the Deputy Director and Youth Services Manager requested quotes from three firms for replacement shelving in the Children’s Room at the Lee Road Branch; and

WHEREAS: the library received two responses for shelving that met the library’s specifications:

NOW THEREFORE BE IT RESOLVED that the Cleveland Hts.-University Hts. Library Board of Trustees approves the Fiscal Officer entering into a contract with Library Design
Associates, Inc., the lower of the two quotes, for an amount not exceed $31,891 for shelving to replace 39 mobile book carts.

Mr. Mentrek moved. Mr. Turkahia seconded. Resolution 34-2018 was approved by unanimous roll call vote.

RESOLUTION 35-2018
APPROVAL OF CONTRACT – GARDINER HVAC AT WASHINGTON BLVD. PROPERTY

WHEREAS: the Cleveland Hts.-University Hts. Public Library sought quotations for the maintenance of the HVAC system at the former Coventry School at 2843 Washington Boulevard; and

WHEREAS: the Library received two quotes for annual service;

NOW THEREFORE BE IT RESOLVED that the Cleveland Hts.-University Hts. Public Library authorizes the Fiscal Officer to enter into a contract from August 1, 2018 to July 31, 2019, with Gardiner Service Co. at a cost of $4,100.

Ms. Herrmann said this contract would be paid from the General Fund.

Ms. Botnick moved. Mr. Mentrek seconded. Resolution 35-2018 was approved by unanimous roll call vote.

PERSONNEL COMMITTEE – MS. BOTNICK

Ms. Marotta reported:

Staffing

Staffing activity in July included a transfer for a full time U.H. Youth Services employee, who requested a transfer to fill the vacancy at Coventry. The transfer was approved which shifted the full time vacancy to the U.H. Branch. We are in the process of interviewing internal candidates to fill that position. U.H. also filled its part time Youth Services vacancy which was created with a resignation in June. We also filled four Page vacancies, one at Noble Road which was the result of Noble Rd. Page, William Brown being promoted to a Circulation Assistant position.

<table>
<thead>
<tr>
<th>Department</th>
<th>Position</th>
<th>Job Status</th>
<th>Vacancy Date</th>
<th>Vacancy Reason</th>
<th>Incumbent</th>
<th>Status</th>
<th>Hire</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lee Branch</td>
<td>Circulation Assistant</td>
<td>PT</td>
<td>10/17/2017</td>
<td>Resignation</td>
<td>K. Phillips</td>
<td>Hold</td>
<td></td>
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<tr>
<td></td>
<td>Circulation Assistant</td>
<td>PT</td>
<td>12/8/2017</td>
<td>Resignation</td>
<td>J. Williams</td>
<td>Hold</td>
<td></td>
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<tr>
<td>Coventry Branch</td>
<td>Associate Youth Services</td>
<td>FT</td>
<td>8/3/2018</td>
<td>Resignation</td>
<td>E. Agsten</td>
<td>Filled</td>
<td>A. Beirly</td>
</tr>
<tr>
<td>U.H. Branch</td>
<td>Associate Youth Services</td>
<td>PT</td>
<td>6/29/2018</td>
<td>Resignation</td>
<td>Alys Dutton</td>
<td>Filled</td>
<td>M. Meaney</td>
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<tr>
<td></td>
<td>Associate Youth Services</td>
<td>FT</td>
<td>8/3/2018</td>
<td>Transfer</td>
<td>A. Beirly</td>
<td>Open</td>
<td></td>
</tr>
<tr>
<td>Noble Branch</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

*New to the report this month
Human Resources Policies
We have begun the process of reviewing and updating the Library’s Human Resources Policies. Once we pull together a full draft of changes we will send the policies out for final review with our labor attorney. The last time the HR policies were reviewed and updated was in 2014.

Wellness Initiative – Fall Challenge – Managing Change.
The Library Wellness Committee has designed a fall wellness challenge for all staff that will run in the month of September. The challenge will be based on this years’ ERC Wellness campaign initiative which is focusing on a concept that they call ‘The Six Pillars of Managing Change’. They say the six pillars are; Nutrition, Physical Activity, Sleep, Stress, Healthy Mind and Feelings, and Empowerment/Planning.

The theory is that these six pillars, which are affected by behavior, are all connected. For example, if one’s eating habits change, for good or worse, that changed behavior could have a negative or positive effect in the other areas of health, such as, one’s sleeping or nutrition. The point of the challenge is to be mindful of these pillars while trying to make a change in your life. Being aware allows one to manage the effects so that the desired change can be succeeded and sustained.

In this challenge we choose an area of our life that we want to change and create an action plan to get started. The competition is only with oneself and there is no monetary incentive other than the personal satisfaction of making progress. Each person can be creative in terms of what their goal is and what they would like changed. Rebecca Tipton, our ERC health coach will assist each participant with creating an action plan.

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

RESOLUTION 36-2018
AMENDMENT TO 2018 WAGES INCREASES

WHEREAS: the Cleveland Heights–University Heights Public Library Board of Trustees on June 18, 2018 approved Resolution 28-2018 2018 Wage Increase, effective June 30, 2018; and

WHEREAS: after further review of the salary matrix the administration wishes to increase the amount for equity and compression adjustments from $26,000 to $32,800;

BE IT RESOLVED that Library Board of Trustees approves the adjustment which is within the 2018 Board approved budget appropriations for fiscal year 2018.

Mr. Roosa moved. Mr. Mentrek seconded. Resolution 36-2018 was approved by unanimous roll call vote.

PLANNING AND EXTERNAL RELATIONS – MR. ROOSA

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:
WHEREAS: the tenant occupying basement space in the Coventry Branch of the Cleveland Hts.-University Hts. Public Library vacated the premises as of August 1, 2018; and

WHEREAS: the library wishes to have an assessment of the condition of the basement before considering any changes to convert it to library space;

NOW THEREFORE BE IT RESOLVED that the Library Board of Trustees authorizes the Fiscal Officer to enter into an agreement with Studio Techne for an assessment of the condition of the Coventry Branch basement, at a cost not to exceed $9,000, from the Building and Repair Fund.

Ms. Levin said that Clayworks has moved out of the basement and an assessment needs to be done of the infrastructure of the space before plans can be made for the library to utilize the space.

Ms. Botnick moved. Mr. Roosa seconded. Resolution 37-2018 was approved by unanimous roll call vote.

COMMUNICATIONS REPORT

In Ms. Banks absence Ms. Levin reported:

Media Highlights
- Cleveland Jewish News online edition featured a short piece about the Jewish Family Service Association of Cleveland and PLAN Northeast Ohio’s gallery show featuring art created by their mental health patients.
- Sun Press print edition featured listings about the following programs: Discovering Nature in the City at Coventry; Ice Cream & Chalk at UH; Troubleshooting Mobile Devices at Noble; PEACE Park plans at Coventry & A Family Immigration Story at Lee; Escape Room at Coventry
- Sun Press print edition featured a story about, and large photo of, the Jerry Gretzinger artwork at UH, a reproduction of portions of “Jerry’s Map.”
- The Plain Dealer and Cleveland Magazine’s weekly enewsletter featured info promoting the Pekar Park Comic Book Festival on July 14.

Publications/Outreach Highlights
- Fall Check Us Out created and sent to printer, including the 2017 Annual Report
- “Here for You…” ads ran in June and July issues of Heights Observer; new ad designed and submitted for August
- Conducted second Program Survey; received 651 responses (30% higher than the last survey); will share with staff and use info to make decision about programs and communications efforts.
- Promoted the Coventry PEACE Park survey online

Other Projects
Along with other library staff, the Communications team heavily supported the Coventry Village Pekar Park Comic Book Fest (July 14) with online promotions and print materials, and on-site staffing during the event.

Worked with public service staff on lobby and HKIC refresh: new signage, ideas for children’s entrance, refresh of lobby colors, better directional signage for HKIC

Worked with Jewish Family Service Association of Cleveland and PLAN Northeast Ohio on a gallery show featuring art created by their mental health patients.

**Website Quarterly Report (April, May, June 2018) Highlights**

- **Unique visitors** (unique people, i.e. not same person visiting site multiple times) remain high in the second quarter of 2018 (16,227 average) though are down slightly from the last quarter’s (January, February, March 2018) average of 16,957. (See attached line graph.) These numbers remain higher than we’ve seen in the past five years, and we are tentatively attributing it to two things: an overall increase in library use (Circ, visits) after a few years of decline, and the popularity of our 24-hour streaming video of our hedgehog.

- **Overall visits** are also down slightly, with an average of 23,855 compared to last quarter’s average of 26,099). These numbers, however, remain strong and consistent.

**Social Media Quarterly Update (April, May, June 2018)**

- Facebook fans rose about 5%, from 2,734 to 2850.
- Twitter followers up by 2% from 1,515 to 1538, favorites and retweets continue.
- Instagram: Followers up by 22%, from 320 to 410. We’re hopeful this trend continues as we learn more about what our followers are interested in.

**E-newsletters Quarterly Report (April, May, June 2018) – NEW!**

- *What’s Going on @ Heights Libraries?* Twice Monthly general info (news, new releases, programs) sent to a little over 9,000 subscribers/cardholders. Open rate rose from an average of 10% in previous quarter to an average of 14% this quarter; changed delivery time to 2 p.m. from 10 a.m. and began writing more engaging subject lines

- *We Recommend.* Monthly info about new books and movies, and highlights Matchmakers blogs about the collection. The open rate is holding steady at an average of 41%. Number of subscribers is 217

- *TechKnowledge.* Monthly info about computer and technology classes and services. Open rate is holding steady at average of 42%. Number of subscribers is 320.

**FRIENDS REPORT**

The teacher sale raised $600.

**PRESIDENT’S REPORT**

None.

**DIRECTOR’S REPORT**

Ms. Levin reported:

**Coventry Public Meeting**

Approximately 30 people attended a public update meeting at Coventry Branch on July 20 including City Councilperson Mary Dunbar, Library Trustee Chris Mentrek, former School Board member Eric Coble. Representatives of Artful, the PEACE Park and Ensemble were in attendance.

We shared the idea board we are compiling for the Park. Heard an update about the building tenants and their activities and listened to needs of community members and many neighbors. A number
of people there had been involved in the original playground build. We discussed security, sustainability, inclusiveness and funding. All leases are signed and it is now time to work on the next phase of our project. This will include making plans for the park.

**Library meeting rooms promote free speech**
The American Library Association’s (ALA) Office for Intellectual Freedom (OIF) amended the meeting room interpretations in the *Library Bill of Rights*, ALA’s basic policy on free access to libraries and library materials, during the **ALA Council III meeting on June 26 in New Orleans**. On July 10 OIF Director James LaRue released the following statement about the amendments:

“Recent updates to **Meeting Rooms: An Interpretation of the Library Bill of Rights** does not establish any new right to conduct hate speech in libraries. ALA does not endorse hate groups and does not seek to normalize hate speech,” said LaRue. “The interpretation reflects the current legal climate libraries face when providing the public with space for events, meetings, and/or sessions.

“Publicly funded libraries are bound by the First Amendment and the associated law governing access to a designated public forum. A publicly funded library is not obligated to provide meeting room space to the public, but, if it chooses to do so, under law cannot discriminate or deny access based upon the viewpoint of speakers or the content of their speech. Our goal is not only to protect free speech, but also to keep libraries out of court.

“As cited in the interpretation, there are two prominent cases addressing public library meeting rooms. One involved religion. One involved a white supremacist group. In both cases, the library prohibiting the group’s use of space lost lawsuits and were forced to change their policies.

**Lynda.com Announcement Gains National Attention**
The announcement that all patrons of Ohio's public libraries will have free access to Lynda.com courses has drawn national media attention from Baltimore, Maryland to Billings, Montana. The new agreement with the Ohio Public Library Information Network (OPLIN) and LinkedIn, the new owner of Lynda.com, is the first in the nation involving a statewide system of public libraries and Lynda.com. Links to news articles and broadcasts are available on the **OLC website**. You can also view the latest posts on social media using **#OHLibrariesLead**.

Online access to the Lynda.com service, remotely or in the library, will require a valid card from one of Ohio's 251 public library systems. The service has more than 12,000 courses, ranging from computer programming to project management, including instruction on various computer software, programming languages, and business topics. Full implementation across the state is targeted for Sept. 1. Library systems that already have subscriptions to Lynda.com can now redirect those funds to other resources. (That is Heights Library!)

**Common Ground –Better Arguments**
Facing History and Ourselves partnered with the Heights Libraries to host one of 107 Common Ground discussions taking place in the greater Cleveland area on June 24. Forty Participants from Cleveland, Lakewood, Maple Heights, Strongsville, Cleveland Heights and University Heights participated in our session and learned skills for discussing issues with people who don’t necessarily agree. Ages ranged from teens to 90s.
The Cleveland Foundation sponsored the regional events that required people to come together over a meal.
Voter Registration takes place all year round at Heights Libraries
Our circulation staff is prepared to take Voter Registration forms all year round. Please consider updating your address or filing as a new resident to keep your information up to date. We expect more confusion this year due to upcoming changes in Ohio practices. For the November 6 general election registration must be received by October 9. Absentee voting begins October 10.

Book Scanner update from Jessica Robinson
The Matts did an amazing job getting the book scanner up and running. Today was the first day I had the opportunity to really work with it for a few hours, and I have to say that I'm very impressed. I have to say that machine seems relatively straightforward and easy to use. It will even let you turn whatever you scan into an audio file! More Than Just Books was turned into an audio file that was about three hours long, and it only took 15 minutes or so for the conversion.

The Black and Gold and the other items we have downstairs will probably take about a year or so. In the fall, I'm going to have a session at Staff Day on local history resources, and I'll invite the staff downstairs to see how it works and just get a general introduction to it.

League of Women Voters forum on Gun legislation was held here July 18.

Summer Lunch Program provided by the Greater Cleveland Food Bank ends Aug. 10. Ms. DeNero-Ackroyd said approximately 1,200 lunches were served.

GOVERNMENT REPORT

Ms. Levin reported:

Council adopts three revisions to Library Bill of Rights interpretations

At ALA’s Annual Conference in New Orleans, ALA Council adopted three Library Bill of Rights interpretation revisions — proposed by the Intellectual Freedom Committee (IFC) — that cover meeting rooms, library-initiated programs, and services to people with disabilities.

IFC strengthened the 1991 “Meeting Rooms: An Interpretation of the Library Bill of Rights” by adding legal citations; expanding the text on the purpose of meetings rooms; and clarifying the description of admission fees. The interpretation cites specific examples of groups that may choose to use meeting rooms.

“If a library allows charities, non-profits, and sports organizations to discuss their activities in library meeting rooms,” states the interpretation, “then the library cannot exclude religious, social, civic, partisan political, or hate groups from discussing their activities in the same facilities.”

A follow-up Q&A about meeting rooms is planned to address specific questions raised by library workers when the interpretation draft was distributed for feedback.

“Library-Initiated Programs as a Resource: An Interpretation of the Library Bill of Rights” — adopted in 1982 and amended in 1990 and 2000 — now includes a section on accessibility and services to people with disabilities, and a statement on defending the First Amendment rights of both speakers and attendees.
The committee reformatted the 2009 interpretation “Services to Persons with Disabilities” to make clear connections between each Library Bill of Rights article and library services provided to people with disabilities. The title was also changed to “Services to People with Disabilities: An Interpretation of the Library Bill of Rights.” The interpretation contains guidance on collections, vendors, technology, training and partnerships.

“The three updated interpretations provide current guidance to the library community and remind us that the Library Bill of Rights and its interpretations continue to be significant and relevant documents,” said Helen Adams, the outgoing IFC chair.

The three interpretations will be included in the 10th edition of the Intellectual Freedom Manual, published by ALA Editions. The committee estimates that at least 13 additional intellectual freedom documents will need revisions before the manual is published in 2020. Interpretation drafts will be published on ALA Connect for members to provide feedback.

All Library Bill of Rights interpretations can be found on the ALA website.

About the ALA Intellectual Freedom Committee
The ALA Intellectual Freedom Committee, a committee of Council, recommends policies, practices and procedures to safeguard the rights of patrons, libraries and librarians, in accordance with the First Amendment and the Library Bill of Rights.

About the ALA Office for Intellectual Freedom
The ALA Office for Intellectual Freedom is charged with implementing ALA policies concerning the concept of intellectual freedom as embodied in the Library Bill of Rights. Established in 1967, the office provides library resources on a range of intellectual freedom subjects. OIF supports the work of the Intellectual Freedom Committee.

PUBLIC SERVICE REPORT

Ms. DeNero-Ackroyd reported:

- In Adult Services there were 321 Summer Reading Entries and “Around the World in 80 Days of Summer Reading” kicked off on June 1st. Customers can submit an entry form for every book they’ve read this summer it be eligible for a chance to win weekly prizes, as well as one of five grand prizes: a Kindle Fire HD 8 tablet, a package of international cuisine-related gift cards worth $100, or one of three Roku Express+ devices. Our programs this summer continue the travel theme. The first was a spotlight on travel guides on June 1st, and a discussion of the book Geography of Bliss by Eric Weiner on June 13th. The Art Study Group met June 27th at the Cleveland Museum of Art for “Art Gets Around,” to examine works that speak to the impulse to be somewhere.
- Circulation Services Launched the Passport Acceptance Program, processing 30 applications and 34 photos. We are currently restricting our scheduling of appointments to enable everyone to become comfortable with the process. The team is doing a great job taking phone calls and booking appointments. Some of these calls can take up to 30 minutes, as we learn the needs of the customers and make sure they have the necessary documents in hand before coming to their appointment.
- Continuing Education provided LGBTQ Diversity Training for Staff – 32 employees attended LGBTQ Training this month. In this workshop, presented by the Diversity Center of Northeast Ohio, participants explored the social and cultural impacts of identifying as LGBTQ in the U.S. today. Key concepts and competences for working with members of the LGBTQ community were explored.
• At Coventry Author Joshua Pollock read from his new book, *The Heartfulness Way*, and led a meditation for more than 60 people.

• At Noble CityMusicCleveland provided an educational concert for families during one of our usual Story Stop times. CityMusicCleveland is a group of professional musicians who volunteer to perform free concerts in the Cleveland area where audience members may not have access to classical music. The program for children had the chamber orchestra musicians introducing their individual instruments and included a segment on beatboxing and hip-hop dancing.

• Special Projects is overseeing the Greater Cleveland Food Bank Summer Lunch Program which is off to a great start. Regularly serving 25-30 kids Mon-Fri. Many staff members have been helping out. Kids receive free lunch provided by the GCFB and can participate in activities such as board games, Uno, coloring - and we’ve even had a couple impromptu dance parties and yoga! Awaiting acceptance of 3 grants.

• University Heights participated in The Fifth Annual Touch at Truck program was held at Purvis Park. 120 children and their parents attended the event. Youth Services Librarian Hannah read a few truck-related stories, then she and Youth Services Associate Alys Dutton helped the kids do a truck craft.

• Youth Services Our Summer Reading program, “Around the World in 30 Days of Reading,” is off to a great start this year. We are up 413 sign ups over last year at 5 weeks.

<table>
<thead>
<tr>
<th>Week 5</th>
<th>Coventry</th>
<th>Lee Road</th>
<th>Noble</th>
<th>UH</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>Birth-PreK</td>
<td>35 (+8)</td>
<td>204 (+43)</td>
<td>35 (+6)</td>
<td>41</td>
<td>315 (+98)</td>
</tr>
<tr>
<td>School Age</td>
<td>49 (+3)</td>
<td>550 (+64)</td>
<td>169 (+8)</td>
<td>128</td>
<td>896 (+203)</td>
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<tr>
<td>Teen</td>
<td>7 (+4)</td>
<td>124 (+93)</td>
<td>21 (+6)</td>
<td>12</td>
<td>164 (+115)</td>
</tr>
<tr>
<td>Total</td>
<td>91 (+15)</td>
<td>878 (+185)</td>
<td>225 (+20)</td>
<td>181</td>
<td>1375 (+413)</td>
</tr>
</tbody>
</table>

Ms. DeNero-Ackroyd also reported that with auto-renewals circulation is up approximately 2,500 over last year. She said the Lee Road lobby is being repainted, new signage will be installed and there will be new murals installed in the Teen and AV areas.

UNFINISHED BUSINESS

None.

NEW BUSINESS

None.

ADJOURNMENT

Mr. Roosa moved, Mr. Mentrek seconded to adjourn the meeting at 8:13 p.m. The motion was approved by unanimous consent.