Present: Mr. Gerboc, Ms. Iwamoto, Mr. Mentrek, Ms. Moskowitz Mr. Roosa, Mr. Tirakhia. Ms. Fluellen was absent.

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

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 from the League of Women Voters, Sue Janssen from the Foundation, Colin Marshall from Staff Association, Jodi Sourini and Malia Lewis from the Cleveland Hts.-University Hts. Board of Education.

APPROVAL OF MINUTES
Minutes from the January 22, 2019 Regular Meeting were forwarded to board members for review. Ms. Moskowitz moved to approve the minutes as presented. Mr. Mentrek seconded. The minutes were approved by unanimous consent.

VISITORS COMMENT
Jodi Sourini, president of the Cleveland Hts.-University Hts. School Board and Board member Malia Lewis spoke to the library board. Ms. Sourini said they were attending the board meeting in the spirit of transparency and being good partners with the library. She said the school district will be reopening the Master Facilities Plan and looking at the capacity of school buildings and determining the best course going forward with the elementary schools. Ms. Sourini said the district is no longer confident that they will receive any money from the Ohio School Facilities Commission which the district would have used to fund elementary school construction.

OPERATIONS COMMITTEE – MR. ROOSA

FINANCIAL REPORT
Ms. Herrmann reviewed the graph below showing the trends of tax advances over the last few years. She said the variations occur based upon when people pay their taxes and the payments prior to collection closing in January 2019 were behind previous years.

She also reviewed the other financial reports showing the library has $13 million in cash and $8.9 million of that is attributable to the general fund.
APPROVAL OF
FINANCIAL & INVESTMENT REPORTS – JANUARY

Mr. Mentrek moved. Mr. Gerboc seconded. The financial and investment reports were approved by unanimous consent.

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

RESOLUTION 9-2019
AMENDMENT TO 2019
PERMANENT APPROPRIATION

BE IT RESOLVED: by the Board of Library Trustees of the Cleveland Heights–University Heights Public Library, Cuyahoga County, Ohio; that to provide for the current expenses and other expenditures of said Board of Library Trustees, during the fiscal year ending December 31, 2019, the following sums be set aside and appropriated for the several purposes for which expenditures are to be made for and during said fiscal year.

<table>
<thead>
<tr>
<th>Fund</th>
<th>Addition(Deletion)</th>
<th>New Fund Total</th>
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<tbody>
<tr>
<td>Wash Blvd. Fund</td>
<td>$20,000.00</td>
<td>$154,000.00</td>
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<tr>
<td>B &amp; R Fund</td>
<td>$40,000.00</td>
<td>$715,000.00</td>
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</table>
Mr. Gerboc moved. Ms. Moskowitz seconded. Resolution 9-2019 was approved by a unanimous roll call vote.

RESOLUTION 10-2019
APPROVAL OF PURCHASE OF
SECURITY VIDEO RECORDERS -
GENERAL FUND

WHEREAS, the Cleveland Heights – University Heights Public Library has received a quote from Power Alarm to upgrade security network video recorders at the Noble Branch ($6,423.50) and Lee Road ($13,498.05); and

WHEREAS, the newer recorders will: improve video playback quality, assist staff in identifying problem situations and locating missing property, integrate with existing wiring, and provide better quality recordings to law enforcement;

NOW THEREFORE BE IT RESOLVED that the Library Board of Trustees authorizes the fiscal officer to approve a purchase order from the General Fund in the amount of $19,921.55 to Power Alarm for new network video recorders.

Mr. Roosa moved. Mr. Gerboc seconded. Resolution 10-2019 was approved by unanimous roll call vote.

PERSONNEL COMMITTEE – MS. MOSKOWITZ

PERSONNEL REPORT

Ms. Marotta reported:

Year End Report – 2018

Staffing
Turnover was at 16% which was equal to last year. We had 23 terminations and 23 hires. Terminations by reason continue to be for a mix of reasons. We had 9 promotions this year from staff being promoted from part time to full time or advancing to a higher level job. The data is very similar to last year. The turnover rate was the same. Most of our turnover is on our Page position which we expect. Of the turnover, 7 were related to High School Page employees going off to college and 2 were from High School Page employees who experienced conflict with hours and school demands.
We came in little under our budgeted hours. By the end of 2018 our FTE count was 110.88. We increased part time hour from 16 to 20 hours per week, increased FTE count in Adult Services, Youth Services and Communications. We eliminated one full time custodian position.

**Compensation Increases**

**Annual Merit Wage Increase**

In July of 2018 employees received annual merit increases ranging from 2.75% to 3.75%. Merit increases are based on a hybrid of annual budget, performance score and position in salary range.

Management used the following matrix to calculate this year’s merit wage increases. An employee’s 2018 annual performance score and quartile position determined their base wage increase or lump sum payment if they are over the top of their range. There were 15 employees who received the lump sum annual increase. In addition, we paid a lump sum bonuses of $1,500 to four librarians who have page supervisory responsibilities.
2018 Matrix

<table>
<thead>
<tr>
<th>Score Range</th>
<th>quartile 1</th>
<th>quartile 2</th>
<th>quartile 3</th>
<th>quartile 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.5 - 3.0</td>
<td>3.75%</td>
<td>3.50%</td>
<td>3.50%</td>
<td>3.00%</td>
</tr>
<tr>
<td>2.4-2.0</td>
<td>3.40%</td>
<td>3.20%</td>
<td>3.00%</td>
<td>2.75%</td>
</tr>
<tr>
<td>1.9-1.0</td>
<td>2.0%</td>
<td>2.00%</td>
<td>2.00%</td>
<td>2.00%</td>
</tr>
</tbody>
</table>

**Equity and Compression Wage Adjustments**

In addition to merit increases, we gave additional wage adjustments to employees whose salary required an adjustment based on pay equity or compression factors.

The Director and Fiscal Officer receive their annual increases at the first of the year in January.

**Benefits**

Medical insurance renewal – July 1, 2018

**Anthem/ERC Plan**

We received a 3% renewal, which were very excited about, but then even more pleased when we learned that we qualified for a 3% renewal credit based on the Anthem/ERC Wellness Program participation. It was due to the participation of 51 employees and spouses who got us to the 3% credit level. We offered 6 plan options to employees again this year. Employees who do not complete the wellness program requirements pay higher premiums. Only full time employees are eligible for health insurance.

**Wellness Initiative – Spring Challenge (Open to all employees – part time and full time)**

The Library Wellness Committee designed a spring wellness challenge for all staff that ran from May 1, 2018 to May 31, 2018. The purpose of the “What’s The Point Spring Challenge” was designed to recognize that there are many paths to wellness. Nutrition, exercise, stretching, stress management, and other lifestyle activities all contribute to one’s overall wellness. Employees earned points for tracking their daily activities from a selection of wellness challenges. We had a total of 25 employees sign up; with 13 completing it. Winners were defined to be the top 3 who had the most points. They were Kathy Farago, Jen Mihalik and Leslie Mallon.

Each participant who completed the challenge received a $20.00 gift certificate. First place, winner received an additional $35.00; second place and third place winners received an additional $25.00 and $20.00, respectively. The Friends of the Library donated money to the Library Wellness Committee so that we could offer these financial rewards. We thank them for their generosity.

**Dental Insurance Renewal**

The Library dental plan renewed on January 1, 2018 with no increase.

**Long Term Disability**

Renewed the long term disability policy with a $0.04 rate increase and guaranteed the rate for two years.

**Flu Shot Clinic**

Our annual flu shot clinic was on October 16, 2018. About 41 staff members/spouses received the flu vaccine.
Workers Compensation Claims
The Library had no lost time claims under the BWC’s definition of compensable claims. We had 4 reported work related accidents that resulted in a total of 4 days lost work.

HRIS Software implementation
In 2018 the HR and Business Office staff introduced additional Kronos Workforce Ready modules into our HR operations. While we continued to tweak Time & Labor, we rolled out the following modules: Applicant Tracking, On-Boarding, Performance, Compensation and Continuing Education. We processed payroll, issued W-2s, processed accruals, advertised jobs, evaluated candidates, processed terminations and retirements, ran accruals, on-boarded staff, scheduled training, evaluated employees, and administered salary increases all with the new software. We worked through many adjustments, changes, and successes throughout the year and we continued our learning of the new software. All staff did a great job in adapting to an electronic time and attendance system. And managers were very patient and also adapted very well to the new tool as they learned out how to approve timesheets and appraise employees.

Staff Training in 2018
Highlights of system-wide training:

In Charge Staff Training
Annual training for “in charge” staff was held on May 9 & 10. The training focused on dealing with building & IT problems, general safety & security, scheduling issues, etc.

LGBTQIA Diversity Training for Staff
In June, 32 employees attended LGBTQ Diversity Training. 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.

Library Leadership Ohio (staff training)
Sara Phillips, Branch Manager (UH), and Mary Looby, Youth Services Librarian (Noble), attended Library Leadership Ohio, an intensive three-day leadership training held in Columbus, OH. July 17-19. The mission of Library Leadership Ohio is to develop future leaders for Ohio libraries, to help Ohio library staff become leaders in the communities they serve and to encourage Ohio librarians to work collaboratively. Library Leadership Ohio is a collaboration of the State Library of Ohio and OhioNET.

Drug-Free Workplace Training for Staff
137 employees attend drug-free workplace training in August. Once again, the Library asked trainer Kathleen Blasko Stewart, PCC, LICDC, CEAP to facilitate the sessions for staff and managers. This year, Kathleen highlighted information on “vaping” (i.e. e-cigarettes) and Ohio’s new medical marijuana law.

Staff Development Day
The library’s annual staff development day occurred on Friday, September 21. In the morning, Eileen Wilson from Building Hope in the City delivered a keynote presentation on the refugee experience entitle Refugee 101. Exploring the refugee experience is the topic for this year’s On the Same Page community read. This year, 14 breakout sessions were offered and most sessions qualified for credit towards learning/job specific/strategic goals. Sessions includes:
  • Adolescent Brain & Behavior
Mental Health First Aid Training (staff training)
In October, 25 staff attended Mental Health First Aid at the library.

What is Mental Health First Aid?
Just as CPR helps you assist an individual having a heart attack, Mental Health First Aid helps you assist someone experiencing a mental health or substance use-related crisis. In the Mental Health First Aid course, you learn risk factors and warning signs for mental health and addiction concerns, strategies for how to help someone in both crisis and non-crisis situations, and where to turn for help.

Topics Covered:
- Depression and mood disorders
- Anxiety disorders
- Trauma
- Psychosis
- Substance Use disorders

Mental Health First Aid teaches about recovery and resiliency – the belief that individuals experiencing these challenges can and do get better, and use their strengths to stay well.

Mental Health First Aid certification is good for three years.

Library Experience Program
In 2018, the library hosted 5 student interns:
- N. Praml (College of Wooster), 4-week unpaid internship at University Heights Branch
- Stephanie Johnson (Kent State University), 10-week MLIS practicum at Noble Branch
- Whitney Johnson (Kent State University), 10-week MLIS practicum at University Heights Branch
- Audrey Huang (Heights High), 5-week paid Teen Tech Ambassador internship at Lee Road/HKIC
- Ethan Zoldak (Heights High), 5-week paid Teen Tech Ambassador internship at Lee Road/HKIC
Media mentions
- Sun Press/Cleveland.com local event column Press Run featured the following programs: Coventry Conversations (Suicide); Lee Road Movie Night; WordPress class; UH Movie Night; Coventry Concert Night; Treasure Island Theater Performance.
- Heights Patch ran an article about Coventry’s suicide prevention programs.

Publications/Outreach Highlights
- Outreach coordinator Isabelle Rew, YSD Manager Sam Lapides, and Communications Manager Sheryl Banks visited Broadway Cyclery in Bedford to discuss the new book bike design and select a bike and other accessories. Cyclery started work, and we will officially roll out the bike in May, which is National Bike Month.
- Spring issue of Check Us Out produced and sent to print
- 2018 Tax filing info web page updated

Other Projects
- Rethemed/improved website launched Jan. 28. The launch was very smooth, I received no calls, and online feedback link only resulted in two semi-negative comments. This was an extremely smooth launch, and most (if not all) of the credit goes to web developer Colin Tomele.
- Updated and sent out collections survey, “Help us help you find great stuff,” covering how customers make choices about what to check out/stream/download.

FRIENDS REPORT
Ms. Levin said the 1st Friday sale of the month was successful and the Friends are set to donate funds to the library.

PRESIDENT’S REPORT
Mr. Mentrek commended the library staff for dealing with the recent cold spells and the heating problems experienced in some of the buildings.

DIRECTOR’S REPORT
Ms. Levin reported:

Welcome School Board members Malia Lewis and Jodi Sourini
Tonight we will have a report from FFHL President Hugh Weinberg

Outreach continues to expand
Outreach for 2018 was up again! There was a 26% increase in the number of visits and a 9% in increase in the number of people served! These numbers include visits to daycares, public schools, private schools, community events, and tech trainer sessions outside of the branches.

The most notable change was created by the return of the University Heights staff to their branch.

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>UH visits</td>
<td>52</td>
<td>5</td>
</tr>
<tr>
<td>UH attendance</td>
<td>1,708</td>
<td>184</td>
</tr>
</tbody>
</table>
Ulead Returns
Ulead inspired a group of Library staff to offer Girl Engineers programs in 2016. It is a way to gather ideas for future Library projects, encourage cross departmental relationships, and to develop leaders in the organization. All staff members are eligible and encouraged to participate.

Proposals are due by Sunday, March 3. Each idea submitted must provide a clear description of the program or project as well as information on the target audience, an impact/community needs statement, a possible community partner, and sustainability after the ULead project period.

From March 18-29, ideas will be anonymously posted to a poll, and staff will vote for their favorite ideas. The winner(s) will be contacted soon after to form a team and bring their idea to life! Team members will be given mentor support and receive training on team building, project management, leadership development, budgets, writing grants, and project evaluation. The authors of the top five ideas will receive a 1-hour of time coupon.

Greater Cleveland Food Bank partnership continues
Lee Road Library applies to be summer lunch spot once again for people under 18. They will also be sharing information to access many benefits in Ohio and Cuyahoga County in our lobby this year.
Noble Library continues to be Snack distribution site.

Safety committee earns credit from BWC
Safety training continues to get our BWC 3% credit off our premium under the ISSP program. Our premium is usually around $38,000 and so 3% credit is about $1,140.00. Tim Pasbrig and Kevin Echols and Laurie Marotta participated in a safety committee in 2018. Between the 3 of us and Tim’s staff we able to earn a 3% BWC credit in 2018. Attended local Safety Council meetings which is also a 3% credit on our premium. Other safety programs attended by staff include training on lifting, ladder safety and driving.

Facebook post receives more than 1,000 likes. Story posted was Sheryl Banks

February 1 at 10:29 AM ·

True story:
This morning, an elderly woman came in to the lobby, stopped, and began looking around, her expression worried. I asked if I could help.

"Oh, I hope so," she said. "I need to apply for housing on a computer, and I've never done it before. I was up all night worrying about it."

I found her a computer, logged her in with a guest pass, and navigated to the application site for her. She had a document with application instructions, but seemed overwhelmed by it.

"I'm a dinosaur," she said, sadly. "I don't even have an email address."

I told her to hold on a minute, then spoke to some of our incredible public service staff, who assured me they'd be able to help her.

"I need to get back to the lobby," I said, "but see all those folks? Just ask, and they'll be able to help."

She looked so relieved.
People often ask me why libraries need computers, why they can't just go back to being for books and reading.

What I tell them is that libraries are society's great equalizers. That used to mean access to books. Now it means access to books and so much more. Like it or not, our culture depends on technology, and technology is not cheap.

Were it not for public libraries, our most vulnerable citizens would be shut out of benefits that depend on technology, like public housing applications.

I was so happy, and proud, that we were able to help that woman this morning.

**Director Activities, February**
OLC Facilities Conference Planning, Feb. 8
Cleveland Foundation Groundwater Training, Feb. 12
State of the City, University Heights, Feb. 13
Friends meeting, Feb. 14
YALSA Teen Summit Planning conference call, Feb. 14
Mid-Sized Libraries Feb. 15, Upper Arlington
Biweekly meeting with Tenants of Coventry School Heights Chamber of Commerce Exec Board, Feb. 20
Refugee Services meeting hosted by Library, Feb. 21
Chamber of Commerce, Night at the Races, Feb. 23
State of the Schools Address, Feb. 26
Felton Thomas speaks at City Club, Feb. 27

**GOVERNMENT REPORT**

Ms. Levin reported:

**2019 OLC Trustee Dinner Schedule**
Library directors and trustees should mark their calendars and plan to attend one of this year's OLC Trustee Dinners. This year's dinners will be hosted in four locations around the state and the program will focus on how library trustees and administrators can be effective advocates, particularly as the new state legislature focuses its attention on the next state budget. The OLC staff will provide up-to-the-minute information on the budget process and how library leaders can be effectively engaged in the discussion. The presentation also will include the latest news from the OLC, including the search for the OLC's next Executive Director. The Trustee Dinner schedule includes:

- April 4: Aladdin Shrine Center, Grove City
- **April 25: Holiday Inn, Independence**
- May 2: Stoneridge Golf Club, Bowling Green
- May 9: Guernsey County Public Library, Crossroads Branch, Cambridge

Dinner begins at 6:30 p.m. Registration fee: $80. Registration opens later this month. I recommend we send two trustees.

Other important dates:
**Legislative Day-- April 9 in Columbus**
**Legislative goal for 2019: Restore PLF to 2.22%**
The PLF will automatically be cut to 1.66% of the general revenue fund on July 1, 2019, as the current level of funding is only temporary law. Public libraries receive $113 million less than they did 18 years ago. The funding level in 2008 was 2.22%.

PUBLIC SERVICE REPORT

Ms. DeNero-Ackroyd reviewed a summary of the 2018 Strategic Plan and the goals accomplished.

She also reported:

- Adult Services - Each month, Adult Services staff offer four regular book discussions with a wide range of titles. The Original Voices Book Club is led by Associates Carole Wallencheck and L. P. Coladangelo. This winter, they are focusing on books that explore the complex relationship between place and personal identity. The Short Story Reading Club reads aloud a story by a different author that relates to the book. The Third Tuesday Book Club, led by Librarians Kathy Farago and Andrea Lynn, meets at the Tavern Company. Librarians Amy Marshalek and Ellen Paulini hold a monthly book discussion at the Senior Activity Center in the Cleveland Heights Community Center where a dedicated group chooses their own titles. All of our book discussions are part of our ongoing initiatives to revitalize reading and strengthen our community.

- Circulation Services - Executed 92 passport applications and took 87 photos, bringing in $4546.98, which are new high numbers.

- Continuing Education - Re-Entry for Ex-Offenders (staff training) – 28 employees attended. With more ex-offenders returning to Cleveland than any other city in Ohio, re-entry is an issue that affects our entire community. In this session, Victoria Berry, MBA, Associate Director, Open Enrollment Corporate College® - A Division of Cuyahoga Community College, focused on the problems encountered by ex-offenders re-entering society after serving their sentences, the factors that lead to recidivism, and what can be done to help ex-offenders become productive members of society.

- Coventry Branch - Coventry Conversations featured a two-part program focused on suicide. The first evening, Ashley Hartman from Recovery Resources presented our current knowledge of the causes of suicide, warning signals that someone is contemplating suicide, and resources in the community for help. The second evening, we viewed A Tale of Two Mothers, a conversation with two Ohio mothers, each of whom lost a teenaged child to suicide. Film director Stephon J. Davis attended the showing and led a discussion afterwards.

- Noble Branch - Trivia Night at Christopher’s Pub brought 18 competitors who answered questions about Cleveland history. The Storybook Ball was a smashing success bringing 50 attendees out on a cold winter night. Children and staff dressed as favorite storybook characters. Hands on activities included a monster making craft, a color explosion science experiment, a Pin the Hat on Dogman game, and a photo station where kids could pose as a knight and a dragon. The fun started with a dramatic reading by Mary Looby and Danielle Maynard, and a glow in the dark dance party rounded out the successful evening. Many new-to-Noble families were in attendance and gave complimentary feedback.

- Special Projects - LSTA Mental Health First Aid Grant: MHFA Training grant was awarded to Heights Libraries in January. This will provide funding to continue MHFA Training with staff, add QPR Gatekeeper Training (suicide prevention), and allow us to expand community impact by opening
training sessions for both to our community partners and the public. Staff QPR Training will begin in February.

- University Heights Branch - Youth Services Associate Steve Eigsti planned an afternoon of fun and educational science experiments for his Mad Scientist Afternoon program and 45 people attended! Steve had to run the program 3 separate times to accommodate the number of attendees, who all had a blast.

**UNFINISHED BUSINESS**

None.

**NEW BUSINESS**

Ms. Levin said the March meetings will have more items for discussion and approval, including the building assessment of the Coventry Library Branch.

**ADJOURNMENT**

Mr. Roosa moved. Mr. Gerboc seconded to adjourn the meeting at 7:26 p.m. The motion was approved by unanimous consent.