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

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; Betsey Tracy from the League of Women Voters, Charlotte Blasier from Staff Association.

APPROVAL OF MINUTES
Minutes from the February 18, 2019 Regular Meeting were forwarded to board members to review. Mr. Roosa moved to approve the minutes. Ms. Moskowitz seconded. The minutes were approved by unanimous consent.

OPERATIONS COMMITTEE – MR. ROOSA
FINANCIAL REPORT
Ms. Herrmann said while the library’s cash position is stable there are signs of a slowing economy as the Star Ohio’s interest rate dropped between January and February.

APPROVAL OF FINANCIAL & INVESTMENT REPORTS – FEBRUARY
Mr. Gerboc moved. Ms. Moskowitz 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 NO. 11-2019
AMENDMENT TO CREDIT CARD POLICY

BE IT RESOLVED that the Library Board of Trustees approves the following revision to the credit card policy with changes noted in red:

J. CREDIT CARD POLICY
There are occasions when smaller vendors will not accept library purchase orders and a credit card payment is the best means to purchase services and/or goods from a vendor via in person, phone or on-line. House Bill 312 (O.R.C. 9.21) was approved by the Ohio General Assembly in 2018 and the rules/procedures in this policy are required to be in compliance with the new law.

Issuing and Cancelling Credit Cards
The Fiscal Officer is allowed to open a master credit card account with a depository bank, or a store issued credit card. The library will not have a debit card, as per Ohio Revised code 2913.21 no political subdivision in the state may possess a debit card.

The credit cards will must have the name “Cleveland Hts.-University Heights Public Library” on the card along with the name of the staff member authorized to use that specific card. The only exception where an individual’s name is not required is a gasoline credit card.

When staff members authorized to have a credit card leave the employ of the library or change position, the current card holder must return the Library credit card before leaving the employ of the Library or changing positions within the library. The Fiscal Officer will request a card with the name of the new employee for that position.

If in the future the library has credit cards with some type of rewards, the Fiscal Officer will file a report with the Library Board of Trustees each January detailing the rewards received and redeemed during the previous year.

Loss or Theft of card
Any staff member that loses a library credit card must IMMEDIATELY notify the Fiscal Officer or Deputy that the card has been lost so the card can be cancelled. If a card is stolen that also must be reported to the Fiscal Office immediately in order to prevent fraudulent transactions.

Credit Limits
The following staff positions are authorized to have a credit card in their name with the following credit limits:

<table>
<thead>
<tr>
<th>POSITION</th>
<th>CREDIT LIMIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director</td>
<td>5,000</td>
</tr>
<tr>
<td>Deputy Director</td>
<td>2,500</td>
</tr>
<tr>
<td>Fiscal Officer</td>
<td>3,000</td>
</tr>
<tr>
<td>Facilities Manager</td>
<td>1,500</td>
</tr>
<tr>
<td>Continuing Education Manager</td>
<td>1,000</td>
</tr>
<tr>
<td>IT Manager</td>
<td>2,500</td>
</tr>
<tr>
<td>Adult Services Manager</td>
<td>1,000</td>
</tr>
<tr>
<td>Youth Services Manager</td>
<td>1,000</td>
</tr>
<tr>
<td>Coventry Branch Manager</td>
<td>1,000</td>
</tr>
<tr>
<td>Noble Branch Manager</td>
<td>1,000</td>
</tr>
<tr>
<td>University Heights Branch Manager</td>
<td>1,000</td>
</tr>
<tr>
<td>Technical Services Supervisor</td>
<td>3,000</td>
</tr>
</tbody>
</table>
The list of authorized credit cards will be reviewed semiannually and changes will be made where appropriate.

**Purchases/Use of a Card**
A credit card can be used to purchase any items allowed under Ohio law and within board policy, if a vendor does not accept purchase orders or the purchase is made on-line. However a purchase order must be submitted for the purchase with the credit card bank as the vendor.

Anyone using a credit card is required to promptly submit to the Deputy Fiscal Officer itemized receipts from the purchase(s). In particular, restaurant and hotel receipts must show the itemized items, as the purchase of personal items or alcohol is prohibited.

Anyone that knowingly misuses a library credit card for expenditures beyond those allowed by Ohio law or Board policy is committing the crime of misuse of a credit card and can be subject to discipline, including termination, and could be criminally prosecuted under 2931.21 of the Ohio Revised Code, which is a misdemeanor of the first degree.

**Compliance Officer**
In compliance with HB 312 the Library names the Deputy Fiscal Officer as the Credit Card Compliance Officer. The Deputy Fiscal Officer reviews the credit card statement each month and pays the balance in full. If any charges on the credit card statement appear to be fraudulent or improper the Deputy Fiscal Officer will immediately notify the Fiscal Officer to review and investigate the charges. Also, the lack of an itemized receipt must be brought to the Fiscal Officer’s attention and the employee that made the charge will be liable for paying that amount.

The Deputy Fiscal Officer will review and report to the Fiscal Officer every 6 months: the number of cards issued, the number of active cards, the expiration date on the cards and the credit limits on the cards. The library currently does not have a credit card earning any rewards.

The Deputy Fiscal Officer may use a credit card, only upon the authority of the Fiscal Officer. The statement reflecting those charges must be reviewed by the Fiscal Officer for payment, and an attestation that the Fiscal Officer reviewed the statement must be made.

The Deputy Fiscal Officer is not permitted to authorize an employee to use a credit card. Any cards that are not in the permanent possession of the cardholder will be kept in the safe of the Fiscal Officer and will need the Fiscal Officer’s permission to use the card, and the person wishing to use the card will be required to sign-out the card.

Ms. Herrmann said the language in red is added per a bulletin from the Auditor of State’s office issued at year-end. She said the board policy adopted in November was based upon what she read in the new statute and the bulletin added some items.

Mr. Mentrek moved. Ms. Iwamoto seconded. Resolution 11-2019 was approved by a unanimous roll call vote.

**RESOLUTION NO. 12-2019**
**APPROVAL OF PURCHASE OF COMPUTERS – TECHNOLOGY FUND**
BE IT RESOLVED: that the Board of Library Trustees grants permission for the Fiscal Officer to purchase needed items in an amount not to exceed $67,219.54, a 402-Technology Fund purchase.

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Equipment/Software</th>
<th>Description</th>
<th>Unit Price</th>
<th>Total Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>101</td>
<td>Lenovo ThinkCentre M720s PC</td>
<td>PC with Core i5 processor, 8 GB RAM, 1 TB HD</td>
<td>665.54</td>
<td>67,219.54</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td><strong>67,219.54</strong></td>
<td></td>
</tr>
</tbody>
</table>

Mr. Hoffman said the library replaces computers on a five year cycle. Newer computers will be assigned for use by the public and staff, and older computers will be used for the catalog and Cassie system. He said the computers that are disposed of are given to the city, without the hard drive, for recycling. Ms. Levin said Ms. Marotta is working to become Master Recycler, a program sponsored by the Cuyahoga County Solid Waste District, and she is putting her knowledge to use in the library.

Mr. Mentrek moved. Ms. Fluellen seconded. Resolution 12-2019 was approved by a unanimous roll call vote.

**PERSONNEL COMMITTEE – MS. MOSKOWITZ**

**PERSONNEL REPORT**

Ms. Marotta reported:

**Staffing** – staffing turnover report is for February and March. We filled six vacancies, three of which were promotions. Steve Eigsti, part-time U.H Youth Services Associate was promoted to fill the full-time Coventry Youth Services Associate position. Jessica Adler, Lee Road Circulation Page was promoted to fill the Lee Road part-time Circulation Assistant position and lastly, Lisa Gordon, Coventry Library Page was promoted to fill their part-time Circulation Assistant vacancy.

The full-time Circulation Assistant vacancy was recently posted exclusively to current Library employees. We are currently interviewing eight internal applicants and anticipate another promotion.
Employee Appraisals

Over the month of March, employees will be receiving their annual appraisal and confirming their 2019 goals. Library employees work very hard to provide a broad spectrum of services to a diverse population. Each day they demonstrate their skill and ability to provide excellent service by navigating through the traditional, the modern, and the unusual, needs of customers. Non-public service staff work very hard behind the scenes, to make sure employees are paid properly; provide beautiful and instructional art and graphics, process materials, fill jobs and plan for the future of the library. We had another great year of outstanding contributions by all.

Staff Training

Gatekeeper (QPR) Suicide Prevention Training (staff training)

Last month, 27 employees attended Gatekeeper (QPR) Suicide Prevention Training.

Just as people trained in CPR and the Heimlich maneuver help save thousands of lives each year, people trained in QPR (Questions, Persuade, Refer) learn how to recognize the warning signs of a suicide crisis and how to question, persuade, and refer someone to help.

According to the Surgeon General’s National Strategy for Suicide Prevention (2001), a gatekeeper is someone in a position to recognize a crisis and the warning signs that someone may be contemplating suicide.

Gatekeepers can be anyone, but include parents, friends, neighbors, teachers, ministers, doctors, nurses, office supervisors, squad leaders, foremen, police officers, advisors, caseworkers, firefighters, and many others who are strategically positioned to recognize and refer someone at risk of suicide.

<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</td>
<td>Circulation Assistant</td>
<td>FT</td>
<td>1/4/2019</td>
<td>Resignation</td>
<td>E. Drushel</td>
<td>Open</td>
<td>Internal posting</td>
</tr>
<tr>
<td></td>
<td>Circulation Page</td>
<td>PT</td>
<td>12/8/2018</td>
<td>Promotion</td>
<td>J. Adler</td>
<td>Filled</td>
<td>S. Bork</td>
</tr>
<tr>
<td></td>
<td>YSD Page</td>
<td>PT</td>
<td>10/29/2018</td>
<td>School</td>
<td>M. Thompkins</td>
<td>Filled</td>
<td>C. Armen</td>
</tr>
<tr>
<td>Security</td>
<td>Security Officer</td>
<td>PT</td>
<td>02/19/19</td>
<td>Resignation</td>
<td>E. Simpkins</td>
<td>Hold</td>
<td></td>
</tr>
<tr>
<td>Coventry Branch</td>
<td>Associate YSD</td>
<td>PT</td>
<td>12/1/2018</td>
<td>Promotion to FT. Community Associate</td>
<td>I. Rew</td>
<td>Filled</td>
<td>H. Brow n</td>
</tr>
<tr>
<td></td>
<td>*Associate YSD</td>
<td>FT</td>
<td>1/25/2019</td>
<td>Resignation</td>
<td>A. Bierly</td>
<td>Filled</td>
<td>S. Eigsti</td>
</tr>
<tr>
<td></td>
<td>Page Coventry</td>
<td>PT</td>
<td>2/9/2019</td>
<td>Promotion</td>
<td>L. Gordon</td>
<td>Filled</td>
<td>H. Storm</td>
</tr>
<tr>
<td>U.H. Branch</td>
<td>*Associate YSD</td>
<td>PT</td>
<td>2/9/2019</td>
<td>Promoted to FT</td>
<td>S. Eigst</td>
<td>Open</td>
<td></td>
</tr>
<tr>
<td>Noble Branch</td>
<td>*Page</td>
<td>PT</td>
<td>1/4/2019</td>
<td>Resignation</td>
<td>S. Horne</td>
<td>Filled</td>
<td>P. Walker</td>
</tr>
<tr>
<td>*New to the report this month</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

PLANNING AND EXTERNAL RELATIONS – MS. FUELLEN

COMMUNICATIONS REPORT
Ms. Banks reported:

**Media mentions**
- Sun Press “press Run” community column featured Recycling Confusion at Coventry, Book Club at UH, UH 2018 Award-Nominated Movies, and CIM-Coventry Concert Night.
- Heights Patch website featured article on the new Teen Cooking 101 program series.

**Publications/Outreach Highlights**
- Our most successful Facebook posting to date occurred on Feb. 1, with a reach of 24,800 (number of feeds it appeared in), 5,500 clicks, and 2,500 reactions (likes, loves, etc.). The interesting thing about this is that it was a story, just text, illustrating the importance of access. People were deeply moved by the story, and it indicates the level of support our audience has for us. Content is king! On a related note, our followers increased by 100 in February, with a big bump the day of the posting.
- New outreach coordinator Isabelle Rew coordinated a meeting with staff to discuss parameters of the new outreach van, ascertain staff outreach needs, and brainstorm ways to meet those needs. Action items include safe driving and safe lifting training for outreach staff, and creating space near meeting rooms for outreach materials. Work on the book bike continues, and we still hope to launch in May, National Bike Month.

**Other Projects**
- **CIFF Film partnership was confirmed**: *The Little Comrade.* It is getting great reviews! Our logo is in the program book, and we get to speak for a minute before each of the three screenings (April 3, 5 & 6), and we get to be associated with the premiere cultural event of the year in NE Ohio.

  “The luminous focal point of THE LITTLE COMRADE, a curious and innocent six-year-old girl named Leelo, is unwittingly caught in a political maelstrom. Living in Soviet Estonia during the height of Joseph Stalin’s reign, she suffers through the arrest of her schoolteacher mother, who’s falsely accused of being a traitor. Her dedicated father, Feliks, is also a teacher, as well as a decorated athlete forced to hide both his medals and disdain for the Communist regime. Yet his biggest priorities are mitigating Leelo’s anguish over her mom’s absence—and protecting her from the Soviets’ growing influence over their daily lives. But as THE LITTLE COMRADE grapples with the sinister ways loyalties (and morals) evolve under oppressive governments, it never loses sight of humanity’s resilience. Leelo in particular reacts to looming threats of deportation and her own emotional heartache in realistic and deeply moving ways that end up illustrating the restorative power of tenderness and compassion.” (In Estonian with subtitles)
- Customer survey ended (Help us help you find great stuff), and we will be sharing results with staff to see what is working and what new things we may want to try regarding helping customers find materials.

**FRIENDS REPORT**

Ms. Levin reported the next Mega Sale is the first weekend in May.

**PRESIDENT’S REPORT**

None.

**DIRECTOR’S REPORT**
Ms. Levin reported:

**Lee Road Space Utilization study underway**
Staff members are making note of how our customers use the Lee Road Library in a two week study conducted from March 11-March 22 in anticipation of some remodeling at this branch. It has been 12 years since we examined the use of the whole building and we know there are needs for carpeting, updated AV in the meeting rooms, and staff spaces. **Kim DeNero-Ackroyd** is working with the State Library of Ohio to correlate the data into a “Heat Map” that should inform our planning.

**DCFS working with library for safer visits**
We met with 5 managers from the Department of Children and Family Services and our local Heights Suburban Collaborative to learn how we can work together to make families feel comfortable during visitations at the library, share information about our services with social workers and make sure that at-risk families use a more structured environment for visits. It was a productive meeting and we will share what we learned with other Library Directors at our semi-annual meeting next week. **Sam Lapides and Kevin Echols** have been invited to attend a number of departmental meetings of DCFS staff that will be scheduled at Lee Road so that the social workers can take a tour.

**PEACE Activities**
Coventry PEACE Building has submitted their 501c3 forms and formed a Board of Directors. The President is Deanna Bremer Fisher (Future Heights), Ian Wolfgang Hinz (Ensemble) is Treasurer and Brady Dindia (Artful) is Secretary. In addition fundraisers are being planned. A chili cook off will be held March 24 and a “Ten Principles of Burning Man” program is planned for both inside the building and a movie screening outside in the PEACE Park on May 31st. April 1 marks one year since we took over the property. The Coventry SID will be hosting Final Friday events in the business district and will continue to work with the library to show movies this summer.

**Planning for Mobile Pantry at Coventry Library this summer**
With our partner, the Greater Cleveland Food Bank, the library will host a mobile pantry one day a month this summer. If you are interested in volunteering to help distribute food please contact **Isabelle Rew** at extension 1250. We will need 10 volunteers for this once a month event that will serve adults ages 18 and up. More details will be forthcoming. This pantry will be the third location that works with the Food Bank and will also benefit from the VISTA volunteer described in the Special Projects Report by **Maggie Kinney**. **Pat Gray**, Branch Manager, has been tapped to help implement the program at her branch.

**GOVERNMENT REPORT**

Ms. Levin reported:

**Information regarding the Census 2020 information is included in the Board Packet.**

**Preparation underway for Library Legislative Day on April 9**
OLC presented a webinar on March 14 to prepare for visits with state legislators in Columbus. The message is to restore the PLF to 2.2% of the general revenue fund.

**Tell Congress to Support Federal Library Funding**
For a third straight year, the Trump administration has proposed the elimination of the federal Institute of Museum and Library Services (IMLS) and with it virtually all federal library funding. This year's "Dear Appropriator" letters have started to circulate in the House, asking Representatives to preserve more than $210 million in federal library funding. The more signatures, the better the chance that the appropriators will protect funding for Library Services and Technology Act (LSTA) and the Innovative Approaches to Literacy (ILA) programs. ALA is calling on library advocates in every congressional district to contact
their representatives and ask them to support federal funding for libraries by cosigning "Dear Appropriator" letters to fund the LSTA and IAL programs. The deadline for signatures is March 28.

PUBLIC SERVICE REPORTS

Ty Emerson, Circulation Services Manager reported:

In January 2018, the Library eliminated nearly all overdue fines. The only fines for our materials that still incur are for Hotspots and videogames. The Library still collects overdue fines for late ILL materials, since those belong to other libraries.

<table>
<thead>
<tr>
<th>2017 Totals</th>
<th>Participated in the ConnectEd program with all nine Cuyahoga County libraries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Material Received</td>
<td>$94,369.39</td>
</tr>
<tr>
<td>Cash paid for fines</td>
<td>$22,347.76</td>
</tr>
<tr>
<td>Waived</td>
<td>$12,144.92</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2018 Totals</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Material Received</td>
<td>$185,955.73</td>
</tr>
<tr>
<td>Cash paid for fines</td>
<td>$26,366.06</td>
</tr>
<tr>
<td>Waived</td>
<td>$5,122.46</td>
</tr>
</tbody>
</table>

The value of the materials nearly doubled from $94,369 to $185,955.

We were anticipating a steep decline in fines paid in cash, but actually saw an increase of four thousand dollars.

Circulation also increased, mostly due to automatic renewals, but we also saw a 1.28% increase in first time circulation of physical materials.

This is in addition to removing a large barrier to access of materials for our customers, which was why we originally advocated for the policy change.

Ms. DeNero-Ackroyd reported:

- Adult Services - On February 24th, we celebrated the voices of African American authors with our annual “African-American Read In.” Attendees were encouraged to bring a short selection from a favorite writer to share with the audience. The event was co-sponsored by the FRIENDS of the Heights Libraries.

- Circulation Services - Executed 82 passport applications and took 94 photos, bringing in $4280.00.
• Continuing Education Department: Gatekeeper (QPR) Suicide Prevention Training (staff training) was held. Last month, 27 employees attended Gatekeeper (QPR) Suicide Prevention Training. People trained in QPR (Questions, Persuade, Refer) learn how to recognize the warning signs of a suicide crisis and how to question, persuade, and refer someone to help.

• Coventry Village Branch - The February Coventry Conversation on recycling given by Kathleen Rocco of the Cuyahoga County Solid Waste District was well attended and praised by many. The fifty-five people who came indicated by their questions and survey comments that they had arrived unsure about current recycling guidelines and were pleased to learn what can and what cannot be recycled.

• Noble - Youth Associate Danielle Maynard’s persistence paid off when she provided a storytime for children at the Cleveland Heights WIC Office. On her second visit she shared library resources and spoke to a group of pregnant women about the importance of early literacy and skills they could use with their babies.

• Librarian Mary Looby provided outreach at two new locations: Lullaby Infant Care and KRT Daycare.

• Special Projects - NEA Big Read 2019: In partnership with the Center for Arts Inspired Learning and local libraries and organizations, Heights Libraries will be participating in the 2019 NEA Big Read. Programming will run January-March. The chosen title is *Citizen: An American Lyric* by Claudia Rankine. Heights Libraries hosted a live stream of the kick-off event with the author on Jan 23. Programs continued in February and will culminate with county-wide poetry slam at the Cleveland Museum of Art on March 9.

• University Heights Branch - We have moved weekend programs from Saturdays to Sundays in order to allow for more members of our community to attend. Reading & Rescues was typically offered on Saturdays, but we saw an increase of 168% with the date switch.

• Youth Services - In February, Youth Services staff visited 6 preschools, daycares and schools, reading stories to 249 children. Youth Services Librarian Sarah Rosenberger and Associate Colin Marshall visited the high school for TigerLaB, engaging with 75 teens. Youth Services - Librarians Sarah Biscuso and Charlotte Blasier put on two African and Caribbean Folktale puppet shows for families. The puppet shows continue to be well-attended – 91 people enjoyed the two performances.

**UNFINISHED BUSINESS**

Ms. Herrmann said if any board members wish to attend the annual Ohio Library Council dinner for trustees they need to let the library know by the April committee meeting.

**NEW BUSINESS**

None.

**ADJOURNMENT**

Mr. Roosa moved. Mr. Gerboc seconded to adjourn the meeting at 7:14 p.m. The motion was approved by unanimous consent.