

CHATTANOOGA PUBLIC LIBRARY  
1001 BROAD STREET  
CHATTANOOGA, TENNESSEE

MINUTES  
BOARD MEETING-DECEMBER 18, 2019  
12:00 P.M.

The Board of Directors of the Chattanooga Public Library met on December 18, 2019 at 12:00 p.m. with Board Chair, Susan Robinson, presiding.

Mr. Dan Walker called the roll. The following members were present:

Erik Broeren  
Jess Friedowitz  
Kim Gavin  
Tom Griscom  
Karen McMahan  
Sara McManus  
Susan Robinson  
William Sundquist  
Daniel Walker

Also present: Corinne Hill, Executive Director; Mary Jane Spehar, Assistant Director; Jason Sullivan, Chief Administrative Officer; Natalie Phillips, Finance Manager; Valerie Malueg, City Attorney attended via telephone; Anne Najjar; Friends of the Library Incoming Chair, and Karen Brown, Executive Assistant.

Ms. Susan Robinson, Board Chair called the meeting to order.

**APPROVAL OF THE MINUTES OF THE NOVEMBER 20, 2019 BOARD MEETING**

*Mr. Dan Walker made a motion that the minutes of the November 20, 2019 board meeting be approved. Mr. Tom Griscom seconded the motion. The motion was approved and carried.*

**TREASURER'S REPORT:**

Ms. Natalie Phillips, Fiscal Manager, reported:

Receipts: 56% remaining of the operating budget to be received within the fiscal year.

Expenditures: 65% remaining of the operating budget to be expended within the fiscal year.

Notes: Received Funding Year 2018 E-Rate Reimbursement of \$40, 402.40

**FRIENDS OF THE LIBRARY REPORT:**

Ms. Anne Najjar, Friends of the Library Incoming Chair, reported there will be new changes in 2020 for the Friends of the Library.

**DIRECTOR'S REPORT:**

Ms. Corinne Hill asked the Board for a motion to approve entering into a 12-month agreement with Midwest Tape for Hoopla streaming service with the option to renew the agreement for two additional 12-month periods.

*Ms. Kim Gavin made a motion to approve entering into a 12-month agreement with Midwest Tape for Hoopla streaming service with the option to renew the agreement for two additional 12-month periods. Mr. Dan Walker seconded the motion. The motion was approved and carried.*

Ms. Corinne Hill asked the Board to approve a motion to enter into a 12-month agreement with OCLC for bibliographic data services, with the option to renew the agreement for two additional 12-month periods

*Ms. Karen McMahon made a motion to enter into a 12-month agreement with OCLC for bibliographic data services, with the option to renew the agreement for two additional 12-month periods. Ms. Jess Friedowitz seconded the motion. The motion was approved and carried.*

Ms. Corinne Hill presented a memo to the Board regarding the first month of operations at the new Avondale Branch library. The memo is attached and made a part of these minutes.

Ms. Hill informed the Board of her decision to suspend Susan Snuggs for a year. She has a history with us of yelling, use of profanity, and disruptive behavior at the Eastgate and Downtown locations. The police have been called in response to her previous actions. There was an incident with library staff members at our downtown location where she wanted her computer time extended at closing when the computers are set to automatically shut down 15 minutes prior to closing. The staff explained this process and she became very belligerent and abusive towards the staff. She responded by yelling, shaking and shouting profanities. She was given a letter by Jim Cooper, our Human Resources officer, that she was having her privileges suspended for a year. She called him some very colorful names and tore the letter up and threw it at him. She sent a letter to appeal her suspension by certified mail. However it didn't reach the library in the required 10-day period for appeal. It came on the 11<sup>th</sup> day. Ms. Hill sent a letter in response to Ms. Snuggs request informing her that she didn't meet the 10-day requirement for appeals. Therefore the 1 year suspension stands.

Ms. Hill reported to the Board regarding the Pay It Forward program statistics. The program began in July and has averaged \$40.00 a month in the last six months of donations for people who can't pay their fines.

Ms. Hill updated the Board on filming the video for the Library Awareness Campaign. We are on track to have video ready by March or April. We met with The Sasha Group/a VaynerX company on December 2<sup>nd</sup> and we have a meeting scheduled with Humanaut on January 9<sup>th</sup>. We are scheduling an initial meeting with Fancy Rhino and a follow-up with The Sasha Group/a VaynerX company. Christina Sacco and Rachel Jorgensen have met with 6 patrons to get their testimonials and photos regarding the library. Christina estimates that we will have around 20 testimonials by the end of next month. Christina is working with Regan Advertising to get billboard advertising with just the cost of materials.

No Travel Report Last month's travel report covered both November and December reports. Ms. Hill will go to ALA Midwinter for one meeting at the end of January.

Ms. Corinne Hill informed the Board that fourteen staff members will be going to the Public Library Association Conference in Nashville, Tennessee February 26-29, 2020. Mr. Tom Griscom asked that Ms. Hill give the Board a report after the conference.

Ms. Hill shared with the Board that our librarians have implemented a program called Crafting with Craft Beers once a month at the Barley. It has been well attended. We also hosted a Trivia Night at the Barley that was a great success.

Ms. Corinne Hill informed the Board that the library system will be closed for the holidays December 24 & 25, 2019 and will reopen on Thursday, December 26, 2019. We will close at 6:00 p.m. on December 31, 2019 and reopen January 2, 2020. Avondale Branch hours may vary.

Ms. Hill informed the Board that the next board meeting will be January 15, 2020.

The board meeting adjourned at 12:55 p.m.

A handwritten signature in black ink, appearing to read 'Dan Walker', written over a horizontal line.

Mr. Dan Walker, Board Secretary



Chattanooga

Public Library

TO: Chattanooga Public Library Board  
FROM: Corinne Hill, Executive Director  
DATE: December 18, 2019  
RE: Avondale Library - Operations

*Corinne Hill*

The Avondale Library, located at the new Avondale Youth and Family Development Center, opened to the public on November 16, 2019. The hours for the Center, which the Library adheres to, are as follows:

Monday - Thursday: 9:00 am - 8:00 pm  
Friday - Saturday: 10:00 am - 6:30 pm  
Sunday: Closed

I want to update the Board on what we have learned and experienced in the first month of opening.

OPENING AND CLOSING:

The Library is prepared to be open during the hours noted above. Holidays have proven problematic as YFD does not follow the same holiday opening and closing schedules as our other library locations. For example, the Wednesday prior to Thanksgiving the Mayor's office texted departments to drop to a skeleton crew at 2 pm. The Avondale YFD closed at 2 pm and library staff were notified at 1:45 pm. Additionally, the Saturday of Thanksgiving YFD closed to the public. All of our other library locations were open as this was not a city holiday.

We have been advised that the YFD center will be closed on Saturday, December 28.

Moving forward and in order for library staff to work their weekly hours, when we are aware of a closing we will instruct staff to report to another location. In a situation where we are "surprised" by the closing, staff will be given the option to report to another location or use PTO.

ACCESS:

Staff: Staff have access to the building using key cards. Currently, these do not work and staff have to depend on the construction workers for admittance during the week but on Saturdays must wait for the Facility Manager to arrive to gain entry.



Library staff are scheduled to arrive 30 minutes prior to opening to prepare the library for the public, but on Saturdays have been unable to enter until 9:00 am. The problem with the key cards has been reported to the Project Manager and he is working on a solution. I have requested that the Library have a key to the building but was denied by YFD administration. Maura Sullivan is working to provide me with a key to the facility.

Public: YFD limits access to the public as follows:

Adults:	9:00 am - 2:00 pm
Seniors:	9:00 am - 12:00 pm (Tuesdays only)
12 and Under:	2:00 pm - 6:00 pm
Over 12:	2:00 pm - 8:00 pm

Limiting access by age to the facility will limit our ability to make as much impact in the community as we had hoped. We are pleased to say that the 12+ crowd is significant and enthusiastic during their scheduled time. Library staff report that some adults have been provided access after 2:00 pm and they assist them accordingly.

I have spoken to Maura Sullivan about the issues of limiting access by age to a public facility and a library, and while she agrees this is problematic, this is how they have always operated.

We have been advised that YFD always closes this facility to the public during the summer as YFD sponsors "summer camp." We have not yet worked out whether the library can be open during this time. If we must close during the summer, equipment will be removed from the library and staff will be re-assigned.

ADA: The door to the entrance of the library is not ADA accessible. This has been reported to the Project Manager and he is working on a solution.

The parking lot is expected to be completed in the next year and until then parking is limited and ADA accessible parking is on Wilcox and approximately 500 ft from the front door. We have a staff person who is assigned to work at Avondale who uses a wheelchair. She has requested accommodation because of the parking and she will remain at our downtown location until the parking lot is completed. We have assigned another staff person to work at Avondale.

#### FURNITURE AND MISCELLANEOUS:

Furniture is expected to be delivered in January 2020.

Outdoor book drop needs to be installed (waiting on parking area to be complete)

RFID gates need to be adjusted to accommodate wheelchairs (in process)

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We will run a professional operation as we address ongoing issues at this center. Library employees and the services for our customers will be met and when issues occur with the hours and other operational issues at the Center, we will focus on our people and our services.