CHATTANOOGA PUBLIC LIBRARY
1001 BROAD STREET
CHATTANOOGA, TENNESSEE

MINUTES
BOARD MEETING-SEPTEMBER 16, 2020
12:00 P.M.

The Board of Directors of the Chattanooga Public Library met virtually via Zoom on September 16, 2020 at 12:00 p.m. with Board Chair, Susan Robinson, presiding. The meeting was recorded via Zoom.

Mr. William Sundquist called the roll. The following members were present:

Erik Broeren
Jess Friedowitz
Kim Gavin
Tom Griscom
Theresa Liedtka
Karen McMahon
Sara McManus
Susan Robinson
William Sundquist

Also present: Corinne Hill, Executive Director; Jason Sullivan, Chief Administrative Officer; Sheldon Owens, Interim Assistant Director; Richard Groves, Assistant Director for Technology; Natalie Phillips, Finance Manager; Christina Sacco, Public Relations Coordinator; Michael Watson, Development Director; Valerie Malueg, City Attorney; and Karen Brown, Executive Assistant.

Ms. Susan Robinson, Board Chair, called the meeting to order. Ms. Susan Robinson reminded the Board that each motion to be voted on must have a roll call show of hand vote by raising your hand during the zoom meeting.

APPROVAL OF THE MINUTES OF THE AUGUST 19, 2020 BOARD OF DIRECTORS' MEETING

Mr. William Sundquist made a motion that the minutes of the August 19, 2020 Board of Directors' meeting be approved. Ms. Kim Gavin seconded the motion. The motion was approved by a show of hand roll call vote and carried.

TREASURER'S REPORT:

Ms. Natalie Phillips, Library Finance Manager, gave the Treasurer's report.

Receipts: 79% remaining of the operating budget to be received for the fiscal year 2020-2021.

Expenditures: 88% remaining of the operating budget to be expended for the fiscal year.

FRIENDS OF THE LIBRARY REPORT:

Mr. Michael Watson, Library Development Director gave the Friends of the Library report. The report is attached and made a part of the minutes.

DIRECTOR'S REPORT:

Ms. Corinne Hill asked the Board for a motion to increase the approved funding of appropriations of the following for blanket and purchase contracts for the 2020-2021 budget

Purchase for Library Cataloging Service for the Materials of the Chattanooga Public Library - Blanket Purchase Contracts

PO # 556653

OCLC, Inc. $40,000 increase to $55,000

Ms. Theresa Liedtka made a motion to increase the approved funding of appropriations of the following for blanket and purchase contracts for the 2020-2021 budget.

Purchase for Library Cataloging Service for the Materials of the Chattanooga Public Library - Blanket Purchase Contracts

PO # 556653

OCLC, Inc. $40,000 increase to $55,000

Ms. Karen McMahon seconded the motion. The motion was approved by a show of hand roll call vote and carried.

Ms. Corinne Hill asked the Board for a motion to renew the following blanket contract.

Purchase for Library Magazine Serials Management Service for the Materials of the Chattanooga Public Library –Blanket Purchase Contracts

PO # O551367

EBSCO $15,000 (year 2 of 3 blanket contract)

Ms. Kim Gavin made a motion to renew the following blanket contract.

Purchase for Library Magazine Serials Management Service for the Materials of the Chattanooga Public Library –Blanket Purchase Contracts

PO # O551367

EBSCO $15,000 (year 2 of 3 blanket contract)

Ms. Theresa Liedtka seconded the motion. The motion was approved by a show of hand roll call vote and carried.

Ms. Corinne Hill reported on the library's digital circulation statistics. April and May saw significant increase in access to our digital materials. Our holds ratios are higher for digital and print materials, we have reduced our holds ratio in the digital environment, buying more digital copies of materials in an effort to reduce waiting time for digital materials. The accumulating circulation of digital items is at almost 100,000. The curbside pickups going out our back doors in the trunks of people's cars has been really well received. The curbside checkouts on a day to

day basis total around 700 items a day. Northgate is currently the busiest library location for curbside service. Ms. Hill feels we are seeing the official demise of DVD's and CD's as people continue to increase their access to our streaming service and downloads. Ms. Hill will use the money formerly spent on DVD's and CD's to increase our digital material environment. We will be purchasing what patrons request in the digital environment and continue to pay attention to what is be used. Richard Groves, Assistant Director for Technology, will report to the Board next month on who exactly is using our services. He will use Analytics on Demand to see what our patron user demographic looks like. This analysis goes beyond race and gender to where our users live, how many children they have etc. This will give us a better look into who is really using our digital services. The digital slides are attached and made a part of these minutes.

Ms. Hill reported that our digital programming will be moving off of social media and onto a You Tube channel called Chattlibrarytv. The library will be creating a television channel on You Tube, and a television programming guide to accompany the new channel. We will post programming reruns so we will not have to continually create new programming. We will still maintain the channel even after we move back into an in- person programming environment. Ms. Hill feels we should manage now, but at the same time plan for the future.

Ms. Corinne Hill is planning on Monday, September 28, 2020 as the target date to reopen the library for limited computer use. We are looking into bringing back Local History services by appointment only for researchers. Ms. Hill is looking at providing notary and passport services by appointment only as well.

Ms. Hill updated the Board on staff accountability training with the management team. She reported it has been difficult because accountability is hard. Ms. Hill reported we are having weekly meetings regarding procedures for items in our employee information guide such as coming to work on time. We are working on expectations for the roles that exist in the library. A Library Services Specialist for example that works circulation will be expected to possess exemplary customer service and accuracy in the work that they do. The training has been an interesting and healthy experience.

The HVAC is still on schedule to be completed by the middle of October. The sliding glass doors are in giving us ADA compatible front doors at the 10th Street entrance to the library. The preconstruction meeting for the roof and ADA bathrooms will be held before the end of the month.

Ms. Hill reported we have had 25,000 renewals of Hamilton County Library Cards. Richard Groves has worked non-stop to clean up the HCDE card database.

Ms. Hill questioned Valerie Malueg, City Attorney, regarding the ability of the library board to meet for the October 21, 2020 board meeting via zoom. Ms. Malueg replied that the Governor's executive order allows for the Board to meet via zoom until October 28, 2020.

Ms. Corinne Hill shared with the Board that she received a personally signed copy of the Tennessee Blue Book from Tennessee Secretary of State, Tre Hargett in honor of her first time voting after receiving her American citizenship. She was very touched by his kind gesture.

Ms. Christina Sacco, Public Relations Coordinator presented the monthly public relations report. The report is attached and made a part of theses minutes.

There was no travel report this month.

The October board meeting will be on Wednesday, October 21, 2020.

Ms. Karen McMahon made a motion to adjourn the board meeting at 12:53 p.m. Ms. Kim Gavin seconded the motion. The motion was approved by a show of hand roll call vote and carried.

Mr. William Sundquist, Board-Chair Elect