

CHATTANOOGA PUBLIC LIBRARY
1001 BROAD STREET
CHATTANOOGA, TENNESSEE

MINUTES
BOARD MEETING-APRIL 19, 2022
12:00 p.m.

The Board of Directors of the Chattanooga Public Library met on April 19, 2022 at 12:00 p.m. with Board Chair-Elect, Dionne Jenkins, presiding.

Ms. Sara McManus called the roll. The following members were present:

Eric Broeren
Jess Friedowitz
Dionne Jenkins
Ken Jones
Sara McManus

Also present: Corinne Hill, Executive Director; Richard Beeland, Deputy Executive Director; Jason Sullivan, Chief Administrative Officer; Sheldon Owens, Operations Manager; Richard Groves, Assistant Director of Technology; Natalie Phillips, Finance Manager; Christina Sacco, Public Relations Coordinator; Michael Watson, Development Director; Aamna Khan, Fiscal Technician; Valerie Malueg, City Attorney; Michael Medina, Library Buyer; and Karen Brown, Executive Assistant.

Ms. Dionne Jenkins, Board Chair-Elect, called the meeting to order. There was not a quorum present for the board meeting therefore motions and minutes were unable to be approved. Ms. Jenkins introduced our new library board member, Mr. Ken Jones. Mr. Jones works for the Electric Power Board. Ms. Jenkins also introduced Mr. Michael Medina, the library buyer from the city's purchasing department.

TREASURER'S REPORT:

Ms. Natalie Phillips, Finance Manager, reported:

RECEIPTS: 21% remaining of the operating budget to be received for the fiscal year 2021-2022

EXPENDITURES: 29% remaining of the operating budget to be expended for the fiscal year 2021-2022

FOUNDATION REPORT:

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

DIRECTOR'S REPORT

Ms. Corinne Hill informed the Board that the Foundation's plans to build an office space in an alcove on the first floor of the downtown library will be brought before the library board for approval before any construction begins.

Ms. Corinne Hill reported to the Board regarding where we are on the Library's strategic planning process. She asked the Board to look at the strategic planning cover sheet that is at each board member's table. Ms. Hill explained that the strategic plan has four initiatives. They are accessibility, life journey navigators, literacy beyond, and spark curiosity. This cover sheet explains where those initiatives align with the city's One Chattanooga strategic plan. Currently we are developing goals and actions of how we will meet these initiatives. Ms. Hill explained that she has a meeting scheduled for Friday to discuss how the teams will be put together. Someone needs to be in charge of each initiative to make sure we are staying on track. The plan moving forward is that Ms. Hill will report to the Board each month on where we are in the strategic plan. The strategic plan was funded by the Foundation. Ms. Hill wants to make sure that we use it and adjust it if we need to, as it guides us for the next two or three years.

Ms. Sara McManus asked Ms. Hill, how the library plans to assess the accessibility needs? Ms. Hill responded that we don't meet ADA requirements and the library has been grandfathered in regarding those requirements. Minimum requirements haven't been adjusted by the federal government in years. Mr. Richard Groves who heads the strategic planning accessibility team is suggesting an accessibility evaluation. One of our goals is to figure out how we take accessibility beyond the minimum requirement. This would include signage placements to be more readable for everyone and equal desk height accessibility for all patrons. We want to make sure everyone can access our online resources as well. The reason we got the handicap bathrooms and ADA accessible front doors on the downtown library building during Mayor Berke's administration through capital funding, was because our customer service evaluations were taking a hit. People continually complained about not being able to access the bathrooms or come in the front door with wheelchairs. During our strategic planning survey we continued to receive complaints about wheelchair accessibility to our elevators. We are hopeful that we will receive capital funding to replace the elevators this year.

Ms. Sara McManus asked about the \$99,00.00 in service fees in the library budget. She inquired if we have ever looked at discontinuing library fines? Ms. Hill responded that Mayor Kelly would like the library to research the impact of eliminating overdue fines and it is part of our one year plan. He would like to know how much the city would have to supplement our budget to eliminate the fines. Ms. McManus and Ms. Hill agreed that it really unfairly impacts low socioeconomic income patrons.

Ms. Hill reported to the Board that we are moving the tool library to the 4th Floor to make an office for a nurse navigator who is an RN. She will be at the library once a week on Monday, and will be available to people in need with evaluation and referral services. She will work with the social worker interns as well. Eventually we hope to have the nurse at the downtown library a couple of times a week.

Ms. Corinne Hill informed the Board that quarterly statistics are up 40% overall compared to last year. We are slowly getting back to where we were.

The State of Tennessee supplemented our book budget last year and will be doing so again this year. The difference being that last year one and a half million dollars was split between the four metro libraries per capita. Since we have the smallest population of the four libraries we got the least amount. However, this year it is being divided evenly between the metro libraries. We will be receiving \$375,000 to supplement our book budget.

Ms. Christina Sacco gave the monthly public relations report. The report is attached and made a part of the minutes.

The travel report is attached and made a part of the minutes.

Ms. Corinne Hill informed the Board that Tuesday, June 21, 2022 at 12:00 p.m. we will have our regularly scheduled board meeting. At the conclusion of the regular meeting we will have our Annual meeting from 1:00-2:00 p.m. Ms. Hill asked the Board what they would like to hear about? Several board members asked to hear from the staff about programs, etc. Mr. Erik Broeren remarked that he would like to hear from the social worker interns and the nurse on how their outreach is going. Ms. Hill expressed that the Bylaws have been recently reviewed but if any board members would like to see changes at the annual meeting to please let her know.

The next board meeting will be Tuesday, May 17, 2022. Ms. Hill told the Board that we should have confirmation on our budget by the next board meeting.

Ms. Dionne Jenkins, Board Chair-Elect, adjourned the meeting at 12:35 p.m.

A handwritten signature in cursive script that reads "Sara McManus". The signature is written in dark ink and is positioned above a horizontal line.

Ms. Sara McManus, Board Secretary



Foundation Board Report- April 2022

Dear Library Board,

Finance Committee- Mr. Dunham

- We are currently in the middle of the process of switching from Smart Bank to Pinnacle Bank, which is causing some delays with update of Chart of Accounts. Checks and Cards are being ordered. We hope to be operating with Pinnacle in March and have Smart Bank closed by end of April.
- We will be supporting a Book Sale Consignment Booth rate of \$80/month
- Roughly \$4800 behind on Sales Estimate, but expenses are on track

Governance Committee- Ms. Willis

- Ashley's Job Description Update: Community Director (unanimous vote)
- Annual Conflict of Interest forms due March 31
- Nicole Watson working on official, legal letter to Amazon
- Donny's resignation from the board due to personal reasons. Governance Committee to discuss

Marketing Committee- Mr. Watson

- Online Auction ramping up at the end of April. Items due by April 15th
- Membership Drive: Renewal Letters for lower donors will be going out. Looking to approach larger donor details. Request for funding for member mailing

Friends of the Library Committee- Ms. Sanders

- We are opening a booth at Rustic Rose to sell books- 5x6 space for \$80/month
- On the hunt for a retail storefront. Looking at Old Towne, Northgate Mall and Downtown
- Hoping to host our annual book sale at the Library in the next few months
- Looking for Retail spaces to partner with for QR Code-only Honor Sales
- Volunteer Opportunities coming up on May 1 and May 7

Office Manager Report- Ms. Paul

- We have received checks and new debit cards for our new bank account with Pinnacle. Making first deposit in April.
- Michael and Ashley will be revamping the Honor Sale spots at Eastgate and Northgate Branches as well as Skylib
- Holi Festival happening on April 30th
- Programming: Lots of purchasing being done for Titanic event as well as River City Grant events.

Library Director's Report- Mr. Watson

- Lillian Colby MPRL Summer Learning Grant Accepted of \$18k
- Matching Gift of \$10k for Office Build-out
- Jewish Federation and TN Holocaust Association want to Co-host event (\$7500 Sponsors).

March 2022 Public Relations Report for Board of Directors

Press Releases:

- Sent 2 releases about David Carroll book event and Alleyways events.

Media mentions:

- 17 from the following outlets: WTVC Channel 9 News, WUTC, *Chattanooga Pulse*, *The Chattanooga*, *Times Free Press*, Patch.com and NOOGAToday.

Interviews:

- 1 interview with This n That about Alleyway events and 4th Floor.

Social Media Metrics:

- 22,680 Followers - increased by 271 from February.
- 16,428 Engagements (likes, comments and shares) - increased by 3,160 from February.
- 326,044 People Reached - increased by 123,814 from February.

Notable News

- Patron Point email read rates were on par with previous month at 26%.
- [Chatt Library TV](#): Subscriber count continues to increase; currently at 924.
- Curiosity Club's Titanic Part I was a huge success with over 60 attendees and comments such as:
 - What a great evening! Thanks so much! You guys put so much work into it, and it shows! Great job.
 - I'm very impressed with this event! Loved the food choices, legos, and trivia. Great job! Can't wait for parts 2 and 3.
 - Our first experience - really didn't know what to expect and it was great. Thank you!
- The Library hosted its first ever Creator's Camp for high school influencers/content creators, and awarded each of the 7 campers \$200 from a TOP Grant.
- UTC's Technology Symposium was also held on April 14 to roughly 250 attendees.
- The PR team is wrapping up filming in-person programming footage for an update to the awareness video, which Humanaut has expressed interested in doing for us at no charge!

Travel Report
April 2022 Travel

Lyn Hunter, Head of Children's and Youth Services April 12-14, 2022 Attending Tennessee Library Association Conference in Knoxville, TN. Lyn is President-Elect of the CYA Roundtable, those responsibilities include planning a conference luncheon. Paid for by the Chattanooga Public Library.

Lee Hope, Head of Children's and Youth Services April 12-14, 2022 Attending Tennessee Library Association Conference in Knoxville, TN. Lee will be attending conference sessions, and assisting Lyn in the luncheon planning. Paid for by the Chattanooga Public Library.