CHATTANOOGA PUBLIC LIBRARY
1001 BROAD STREET
CHATTANOOGA, TENNESSEE

MINUTES
BOARD MEETING-JULY 19, 2023
12:00 PM

The Board of Directors of the Chattanooga Public Library met on July 19, 2023 at noon with Board Chair, Dionne Jenkins, presiding.

Sarah McManus called the roll. The following members were present:

Jane Elmore
Jessica Friedowitz
Kim Gavin
Dionne Jenkins
Sara McManus
William Sundquist

Dionne Jenkins called the meeting to order, and welcomed guest attendees.

Motion: Approval of the minutes of the June 21, 2023 regular Board of Directors Meeting

Dionne Jenkins proposed a motion that the minutes of the May 17, 2023 Regular Board of Directors' meeting be approved. The motion was made by Kim Gavin, seconded by Jane Elmore, and approved unanimously.

TREASURER'S REPORT:

Natalie Phillips, Finance Manager, reported:

RECEIPTS: 1% remaining of the operating budget to be received for fiscal year 2023

EXPENDITURES: 6% remaining of the operating budget to be expended for fiscal year 2023

FOUNDATION REPORT:

Natalie Phillips, as Interim Development Director, reported the Foundation had a successful book sale at Venue 701 in North Chattanooga, raising about $8,000 and rehoming 5,000 books. She went to outline upcoming Foundation fundraising events through October 2023.

DIRECTOR'S REPORT:

Jason Sullivan, Interim Executive Director, delivered the following report, noting motions would be presented first:

Last month the Board voted on the Fiscal Year 2024 meeting schedule, and it was not caught that the June meeting would occur on Juneteenth.

Motion: Change the 2024 Annual Board Meeting to June 26.

The motion was made by Sara McManus, seconded by Kim Gavin, and approved unanimously.

Continuing the report, a revised version of the Chattanooga Public Library Meeting Policy (attached) was introduced, noting it had already been reviewed by the Chattanooga Office of the City Attorney. Highlighted changes included cost increases for equipment use and security guard fees, the addition of table cloths as an available option, and the removal of coffee service. Fee increases are related to rising costs.

Motion: To revise the Chattanooga Public Library meeting room policy, as drafted and attached to the meeting minutes.

Discussion involved clarifying a section requiring security for after-hours meetings as being provided by the Chattanooga Public Library for a fee; further discussed was that it would be desirable but difficult to include a fair hardship policy regarding fees.

The motion was made with clarifying changes regarding security by Sara McManus, seconded by Jessica Friedowitz, and passed unanimously.

Jason informed the Board on September 8, 2023 Mayor Kelly would like to speak to all Chattanooga Public Library staff about goals for the year with the new Executive Director. This is an annual event and the Mayor is speaking to all City employees by Department.

Motion: To open all locations at noon on September 8.

The motion was made by Sarah McManus, seconded by Kim Gavin, and approved unanimously.

Jason shared with the Board that the State of Tennessee had generously contributed to funding for materials through the State Metro Grant Program. He went on to explain that the grant would also go through a process of being accepted by Chattanooga City Council.

Motion: To accept the FY24 State Metro Grant for Library Materials award of $430,500.

The motion was made by Jessica Friedowitz, seconded by Sara McManus, and approved unanimously.

Jason spoke on his perception it would be a good idea for the Board to codify rules regarding the public comment section of the meeting, and he introduced a rules set based on those read by the City Attorney at Chattanooga City Council meetings.

Motion: To adopt the following rules for public comments:

During each Library Board meeting, the Chair will recognize members of the public who wish to address the Board.

1. **Each speaker wishing to address the Board can only be recognized at the podium provided for that purpose.**
2. **Each speaker has a maximum of two minutes to speak.**
3. **You can address the Board only upon matters within their authority and not upon matters that are not under their authority or regulated by other governmental bodies or agencies.**
4. **Don't engage in any vulgar or obscene language or use the floor to personally attack or personally denigrate others.**
5. **Address your comments to the Board as a whole and not towards the individual Board members.**
6. **Do not engage in disorderly conduct or disrupting a public meeting which is prohibited by Tennessee law and someone commits that offense if you substantially obstruct or interfere with a meeting by physical action or verbal utterance with the intent to prevent or disrupt a lawful meeting or gathering.**
7. **If you are with a group in attendance please select a single speaker to represent your group.**

Substantial discussion followed regarding specific wording, reasoning, the arrangement of the room, and other factors. *William Sundquist called for a motion to table the question seconded by Kim Gavin which was approved unanimously.*

Jason informed the Board that the title Rainbow Parade by Emily Neilson had been challenged, and it had been decided that book would remain in the collection as it is currently catalogued.

Jason informed the Board that staff would be travelling to a workshop in Brentwood to train on producing programming for the upcoming solar eclipses, and that 2,000 eclipse safety glasses had been secured for free by Lee Hope.

Jason delivered a presentation regarding targets, statistics, and significant events for FY23 (attached).

CALL FOR PUBLIC COMMENT

No Response

NEW BUSINESS

No Response

OLD BUSINESS

No Response

MOTION TO ADJOURN

Link to Audio Recording of Meeting:
https://drive.google.com/file/d/1h7fe2L_yiX8hrpstIOj_VbVno8dlj2QH/view?usp=sharing

_____
Signature

_____
Print Name

_____
Role (Chair/Incoming Chair/Secretary)

_____
Date

Reserving Meeting Rooms

The meeting rooms at all locations of the Chattanooga Public Library are available for use by nonprofits, for-profit organizations, and individuals who have a Chattanooga Public Library card in good standing. The cardholder must be at least 18 years of age to reserve a meeting room. An adult (18 years or older) must be present during any use of the library meeting rooms.

The cardholder submitting the application accepts the Library's terms and conditions for the use of the meeting room and takes responsibility to see that all conditions of use are followed. The organization or responsible individual will be held financially responsible for any damage incurred. The Library reserves the right to deny future meeting room use based on reservation no-shows, documented disorderly use of the meeting room, or damage or mess left from the use of the meeting room.

Groups reserving the meeting room in advance must consist of at least five individuals. Maximum attendance is limited by the local Fire Marshall.

Entrance fees/admissions charges are prohibited. The selling of any items is only allowed for events sponsored by the library, the Chattanooga Public Library Foundation, or the City of Chattanooga.

The Library may publicly display the names of organizations. Organizations can schedule meetings up to six months in advance. Due to high demand, organizations may be limited to one reservation per month.

Final approval of meeting room applications will be made by Library Administration.

After-Hours Meetings

Meeting rooms at our Branch locations are not available after the library closes and all rooms must be vacated 30 minutes prior to the scheduled closing time.

Meeting rooms are not available before the library opens. Meetings at the Main Library can be scheduled to end after the library closes but must begin at least 30 minutes before the library closes and these events must be scheduled to end no later than 10:00 PM. After-hours meetings must be scheduled at least two weeks in advance. The Library will provide security coverage and staff assistance for all after-hours meetings for a fee detailed below. All food garbage must be taken to the curb when the event is over.

Fees and Payments

Use of rooms is free of charge but there are fees listed below associated with the use of certain equipment, setup, and charges for after-hours events.

Payment must be received no later than two weeks prior to the scheduled meeting. Payment can be made by check, credit card, or cash.

Item	Description	Amount
AV/Technology	Rental of library projector, PA, and microphones	$25
Room Setup	Library staff will set up the room	$25
Table Linens	Black fabric tablecloths for folding tables	$5 each
After Hours Meeting Fee	Security and staff services for assistance after the library closes	$50 per hour
Cleaning Fee	Failure to clean up the room and return it to the condition in which it was found may result in the assessment of a cleaning fee and/or loss of meeting room privileges	$100

Use of Meeting Rooms

The Library reserves the right to stop meetings that are disruptive to normal library operations. All participants must follow the patron code of conduct.

The Library reserves the right to have staff attend meetings and other events in library meeting room facilities.

The Library reserves the right to cancel or change any meeting if circumstances at the Library so demand. If the Library must close due to emergency situations or inclement weather, all meetings scheduled during the closure will be canceled.

Notices posted in the library or submitted to the media announcing the meeting must first be approved by the Library. Program or meeting publicity, such as posters, press releases, or other material may not imply these events are sponsored, co-sponsored, or approved by Chattanooga Public Library.

Directional signage can be placed in the library on the day of the event and a sign can be placed outside the meeting room during an event.

Alcohol can only be served at events sponsored or co-sponsored by the library, the Chattanooga Public Library Foundation, or the City of Chattanooga in accordance with the requirements listed in the application.

The Library is not responsible for any lost or damaged items or injuries related to any rental or reservation. The Applicant agrees to indemnify and hold harmless the City of Chattanooga from all claims for such loss, damages, or injuries whatsoever as may be sustained or claimed by any person using the meeting rooms.

Violations of this policy or the Library Code of Conduct or the failure to appear for a scheduled meeting without good cause may result in the cancellation of an organization's existing reservations and the rejection of future applications.

Use of the meeting room does not constitute an endorsement of the program by the Library Board or the Library.

I HAVE READ AND FULLY UNDERSTAND THE TERMS AND CONDITIONS CONTAINED AND AGREE TO ABIDE BY THEM.

Applicant's signature: _____ Date: _____

Approved by the Chattanooga Public Library Board of Directors on October 19, 2016; Updated July 19, 2023.

A Review of Fiscal Year 2023

Plan and Goals

Significant Events

Results

Mayor's Cabinet Meeting Targets

➔ Circulation 1.2m

➔ Programs exceed 703

➔ Attendees exceed 22,611

➔ Customer Satisfaction 80%+

1 Year Plan

→   Draft 3 Standard Operating Procedures

→   Transition to HR Department driven process for performance
    review

→   Continue to offer in-house safety, policy, and process training

→   Begin planning and discussion for removing fines

→   Restore in-person programming a safely as possible, and be
    ready for COVID surges.

→   Complete an Accessibility Project

Significant Events

Employee Engagement Survey and Actions Taken

→ Areas of Improvement

- ◆ Accountability
- ◆ Compensation
- ◆ Communication
- ◆ Understaffing
- ◆ Growth Opportunities
- ◆ Distrust of Leadership

→ Monthly Q&A Meetings

- ◆ January - June 2023
- ◆ 62 Questions Answered
- ◆ Stuffing-Apdate
- ◆ APatronsSayWhat!
- ◆ We Got the Meets!
- ◆ SUBJECT HEADING!
- ◆ You Asked (for) It!

Significant Events

Americans and the Holocaust Exhibit

➔ 4,641 estimated visitors
➔ 27 school trips with 1,761 students
➔ 5,609 attendees to 9 events
➔ 52 docents
➔ 21 community partners
➔ 17 press engagements

Exhibit Committee

➔ History Funhouse: The Wayne-O-Rama Story (opens July 27, 2023)
➔ Politics of Yellow Fever in Alexander Hamilton's America (opens January 9, 2024)

AMERICANS AND THE HOLOCAUST
January 27 – February 27, 2023
Chattanooga Public Library
Learn more: chattlibrary.org/exhibition
ALA American Library Association
UNITED STATES HOLOCAUST MEMORIAL MUSEUM
PRESENTED BY: Chattanooga Public Library
CO-PRESENTED LOCALLY BY: Jewish Federation · Tennessee Holocaust Commission · Chattanooga Public Library FOUNDATION

HISTORY FUNHOUSE
THE WAYNE-O-RAMA STORY
Local History & Genealogy Department
Presented by The Shaking Ray Levi Society The Chattanooga Public Library
Sponsored by National Parks Partners The Shaking Ray Levi Society The Chattanooga Public Library Foundation
JULY 27 - DECEMBER 31, 2023

POLITICS OF Yellow Fever IN ALEXANDER HAMILTON'S AMERICA

Significant Events

Executive Director Search

➔ Will O'Hearn
➔ Starts August 25, 2023

Significant Events

➔ Growth and Development Conversations

➔ Process Improvements

➔ Auto Renewals

➔ Remote Account Assistance

➔ Digital Deposit Sheets

➔ Standard Operating Procedures

Standard Operating Procedures Standard Operating Procedure
Approved Date: 4.6.23(This is the date initially approved)
Review Schedule: 3 Years (This is the frequency of review e.g. annually, 3-years)
Last Review: This is the most recent review date to keep up with the review schedule

Standard Operating Procedures (SOPs) are concise technical documents which standardize operating procedures and document them. This paragraph is an introduction to the subject being documented. Following this the organization of the SOP is introduced - example below. Please note an SOP should be organized in a way which improves readability and reference value, and will be different depending on the subject. What is important for formatting is that the links further in the document are present.

This SOP is organized by the following topics:

This is an example of a heading on an individual point
This is an example of a subdivided heading with multiple points
        Sub point example 1
        Sub point example 2
Do what you say, say what you do
On brevity
On speculation
Formatting and length
        Margins
        Font and point size
        Punctuation
        Capitalization
        Length

Following the topic links is the correct placement for notes about reading the SOP and definitions of terms.
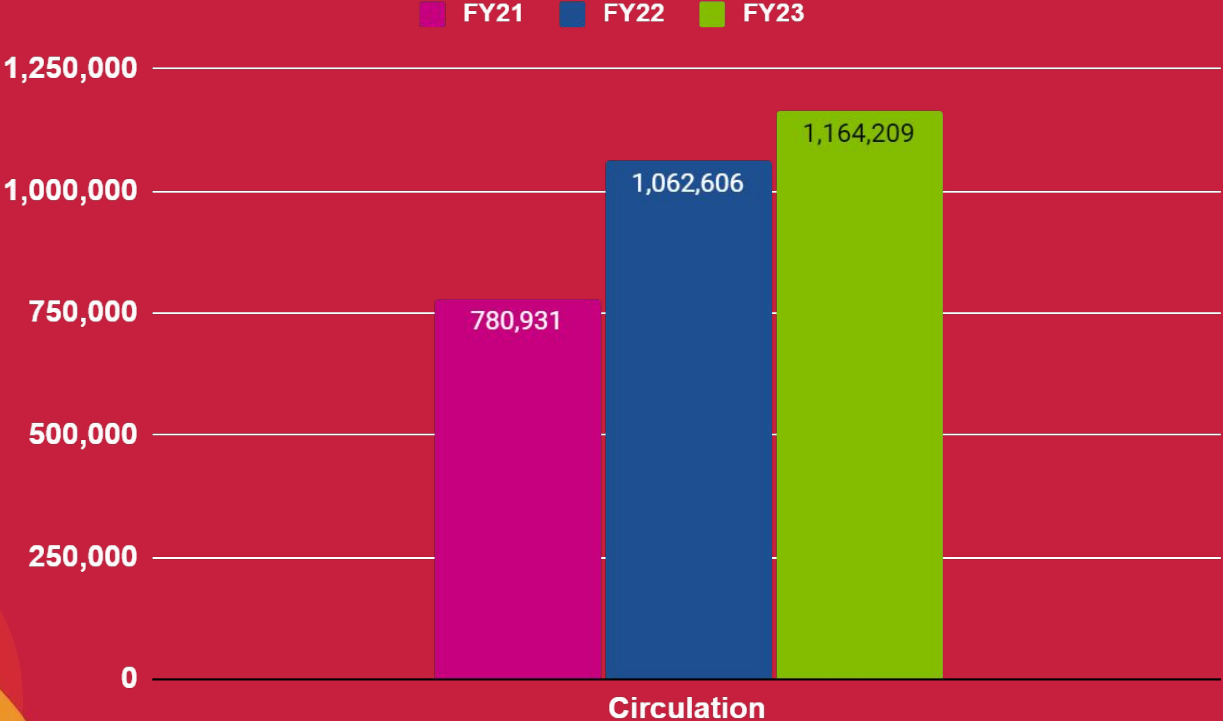
Important:
In this document, sentences are written left to right, with the entire document read top to bottom.

Definitions should not be of concepts or common words, but rather for jargon or words that have a specific meaning in the context of the Library. The word being defined should be the first word in the paragraph, and should be bolded.
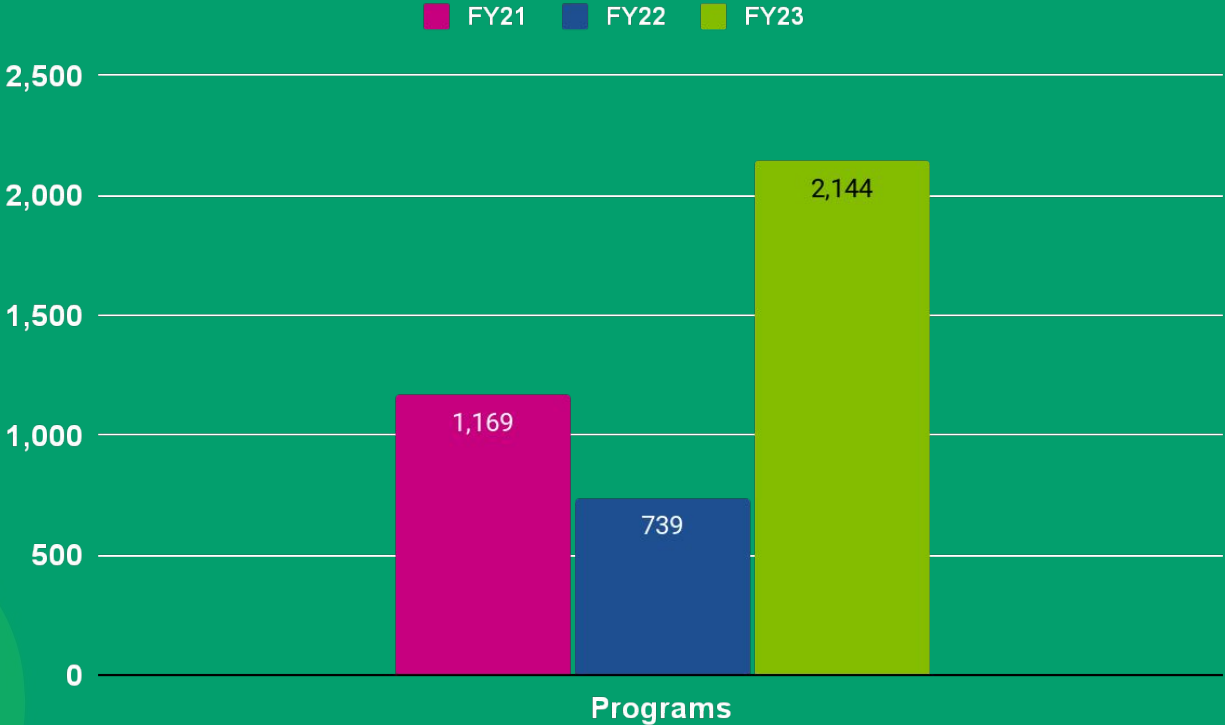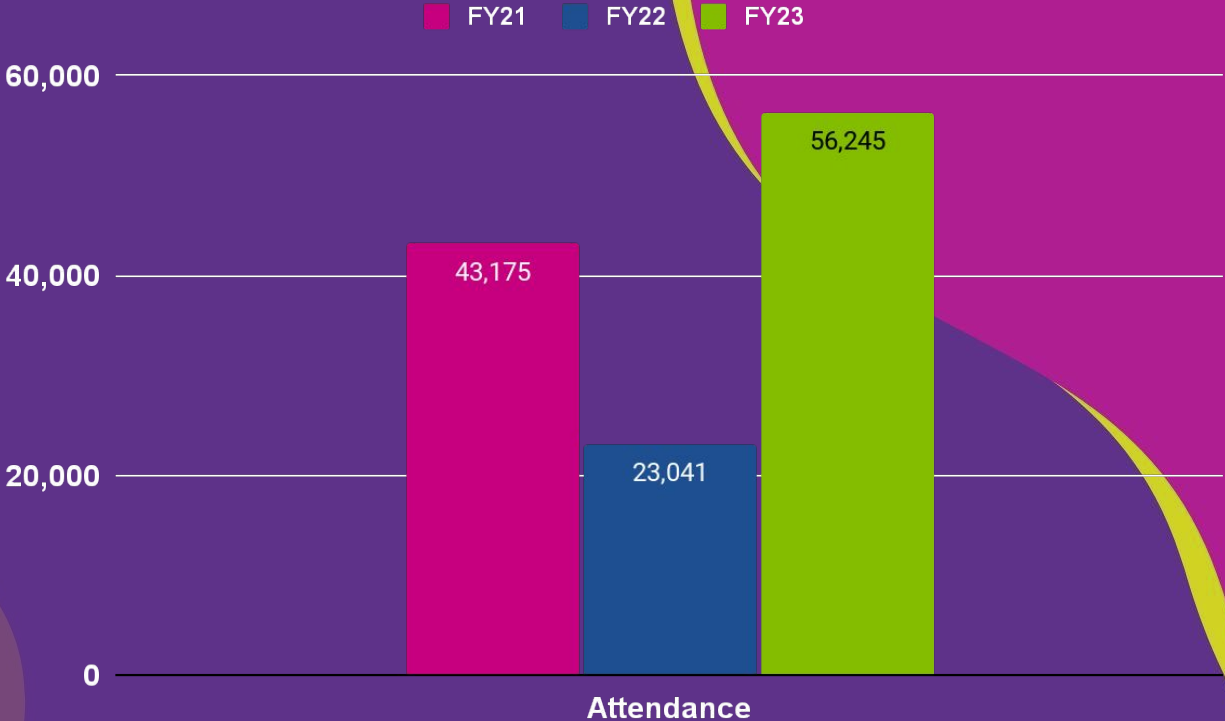
Personnel Changes

New Hires
15
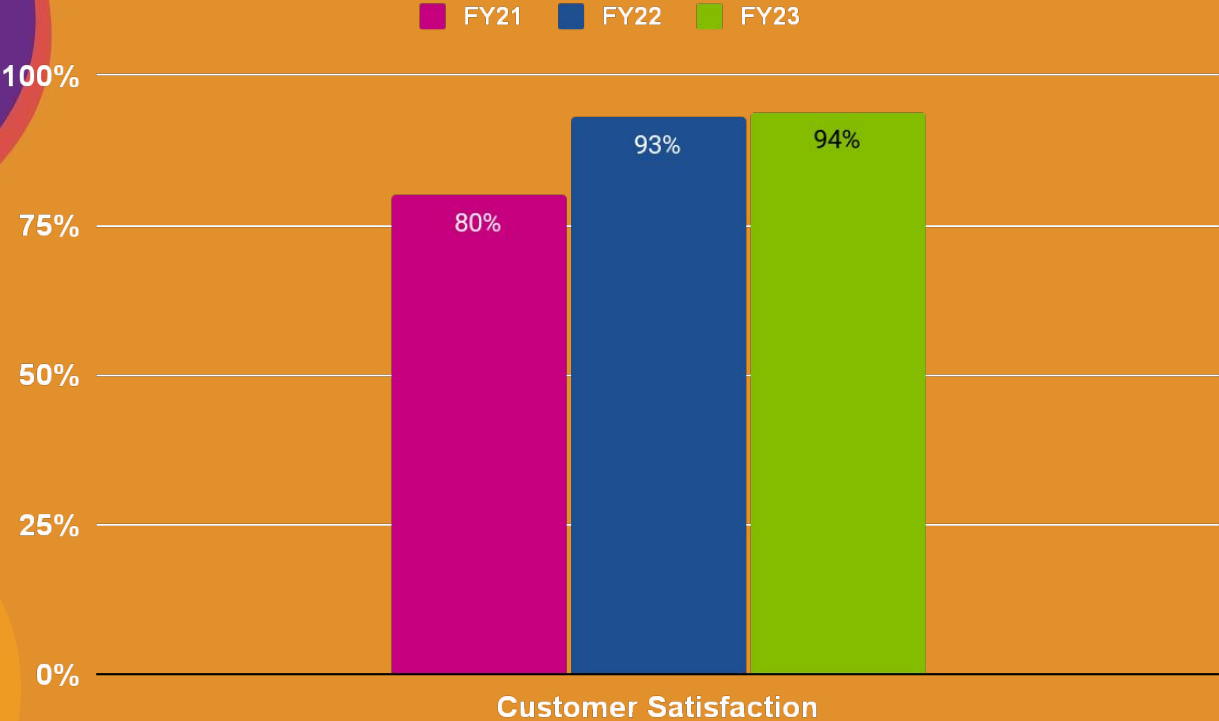
Promotions
5
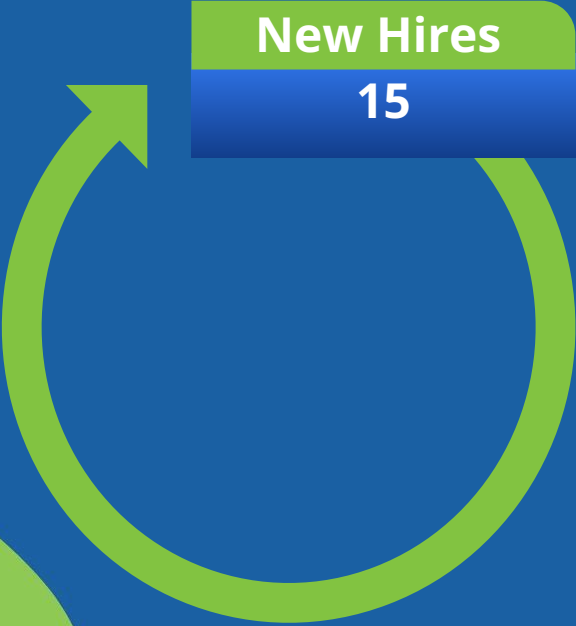
Results > Circulation

Results > Programs

Legend: FY21 (pink), FY22 (blue), FY23 (green)

Fiscal Year	Programs
FY21	1,169
FY22	739
FY23	2,144

Results > Customer Satisfaction

Results

➜ **New/Updated Standard Operating Procedures**
   ◆ Standard Operating Procedure SOP
   ◆ STS Report and Daily Deposit SOP
   ◆ Surplus and Transfer SOP
   ◆ Routine Branch Location Maintenance SOP
   ◆ Programming SOP
   ◆ Removing Items from the Collection SOP

➜ **New HR Department Performance Review: Growth and Development Conversations**
   ◆ Please tell me about something you do well at work.
   ◆ Is there something you think you could do better?
   ◆ What do you think is a good way you could grow professionally or personally?
   ◆ How can I help you make progress toward that goal in the next 3 months?
   ◆ Are there any training, tools, or resources I can help provide which would make your work better?
   ◆ Do you feel like we have good communication about your duties and the work we do together?

Results

→ Continue to offer in-house safety, policy, and process training
- ◆ 1,657 training hours logged

→ Begin planning and discussion for removing fines
- ◆ Evaluated and determined not possible in FY23

→ Restore in-person programming a safely as possible, and be ready for COVID surges
- ◆ Fully restored: 190% more programs in FY23

→ Complete an Accessibility Project
- ◆ New bottle-refillable water fountains

Results

Results

Chattanooga Public Library Foundation

FY23 In Review:

➔ Support for the Library: $7,639
➔ Reimbursable Grant Expenses: $11,025
➔ Restricted Funding: $128,264
➔ Income from Book Sales (online and in-person): $26,432
➔ Foundation Volunteer Hours: 1,830

Board Updates

Dionne Jenkins
Chair

Sara McManus
Chair-Elect

Anna Taylor
Secretary

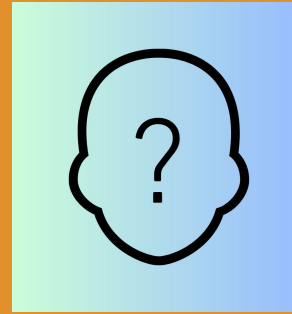Jess Friedowitz
Member

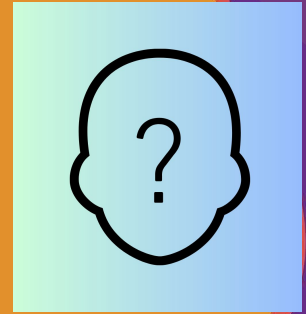Kim Gavin
Member
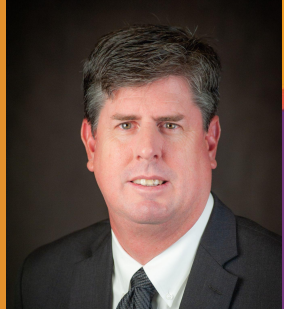
William Sundquist
Member

Sush Shantha
Member

Jane Elmore
Member

Terry Ladd
Member

Open
Seat

Open
Seat

THANK YOU