

CHATTANOOGA PUBLIC LIBRARY
1001 BROAD STREET
CHATTANOOGA, TENNESSEE

MINUTES
BOARD MEETING-OCTOBER 19, 2021
11:00 a.m.

The Board of Directors of the Chattanooga Public Library met on October 19, 2021 at 11:00 a.m. with Board Chair-Elect, Dionne Jenkins, presiding.

This board meeting followed an abbreviated version of the agenda. The purpose of this meeting was to approve motions and present the library director's report. In an effort to reduce the meeting length due to COVID, digital documents were sent to the board members prior to the meeting for their review. The Foundation and Public Relations report were included in these documents. They are attached and made a part of these minutes.

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

Jess Friedowitz
Kim Gavin
Tom Griscom
Sarah Hope
Dionne Jenkins
Sara McManus

Also present: Corinne Hill, Executive Director; Richard Beeland, Deputy Executive Director; Jason Sullivan, Chief Administrative Officer; Richard Groves, Assistant Director of Technology; Natalie Phillips, Finance Manager; Christina Sacco, Public Relations Coordinator; Michael Watson, Development Director; Aamna Khan, Fiscal Technician; Karen Brown, Executive Assistant and Catherine Royal, Visitor.

Ms. Dionne Jenkins, Board Chair-Elect, called the meeting to order.

APPROVAL OF THE MINUTES OF THE JULY 20, 2021 REGULAR BOARD OF DIRECTORS' MEETING

Ms. Kim Gavin made a motion that the minutes of the July 20, 2021 Regular Board of Directors' meeting be approved. Ms. Sara McManus seconded the motion. The motion was approved and carried.

DIRECTOR'S REPORT:

Ms. Corinne Hill asked the Board for a motion to accept \$7,130,586.00 from the City of Chattanooga for Library Operations for the FY '22 budget.

Mr. Tom Griscom made a motion to accept \$7,130,586.00 from the City of Chattanooga for Library Operations for the FY '22 budget. Ms. Kim Gavin seconded the motion. The motion was approved and carried.

Ms. Corinne Hill asked the Board for a motion to approve Sara McManus as Library Board Secretary, replacing Dan Walker, whose term expired in September 2021.

Ms. Sarah Hope made a motion to approve Sara McManus as Library Board Secretary, replacing Dan Walker whose term expired in September 2021. Ms. Jess Friedowitz seconded the motion. The motion was approved and carried.

Ms. Corinne Hill asked the Board for a motion to approve selling library logo items at suggested retail prices.

Merchandise	Actual Cost	New Retail Cost
Water Bottles	\$6.22	\$8.00
Travel Coffee Mug	\$9.23	\$12.00

Hats (Embroidered)	\$10.87	\$12.00
Tervis Tumblers	\$16.27	\$18.00
Magnets	\$0.47	\$1.00
Stickers	\$0.44	\$1.00

Ms. Sara McManus made a motion to approve selling library logo items at suggested retail prices.

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Ms. Sarah Hope seconded the motion. The motion was approved and carried.

Mr. Tom Griscom suggested Ms. Hill could sell the library merchandise at the branches, in particular the Northgate branch, because of the high volume of patron traffic. Ms. Hill agreed that this was a good idea.

Ms. Corinne Hill asked the Board for a motion to approve library operating hours for holidays falling on the weekend as follows: In accordance with the Employee Information Guide Section III-B, whenever a paid holiday falls on a Saturday, the preceding day (Friday) will be observed as a holiday. Whenever a paid holiday falls on a Sunday, the next day (Monday) will be observed as the paid holiday.

Effective immediately, when a paid holiday falls on a Saturday or a Sunday, in addition to the above, all Chattanooga Public Library locations will also be closed on the actual holiday date, and that day will be an "off" day for all Library employees for that pay week.

Ms. Sara McManus made a motion to approve library operating hours for holidays falling on the weekend as follows: In accordance with the Employee Information Guide Section III-B, whenever a paid holiday falls on a Saturday, the preceding day (Friday) will be observed as a holiday. Whenever a paid holiday falls on a Sunday, the next day (Monday) will be observed as the paid holiday. Effective immediately, when a paid holiday falls on a Saturday or a Sunday, in addition to the above, all Chattanooga Public Library locations will also be closed on the actual holiday date, and that day will be an "off" day for all Library employees for that pay week. Ms. Sarah Hope seconded the motion. The motion was approved and carried.

Ms. Corinne Hill asked for a motion to approve that the Library no longer charge patrons for guest passes to allow computer accessibility. The Library proposes absorbing these costs. For informational purposes the average income from guest passes for the years FY16-FY19 was \$14,115.25 and so far this year we've brought in \$2,063.00 in the first quarter.

Ms. Sarah Hope made a motion to approve that the Library no longer charge patrons for guest passes to allow computer accessibility. The Library proposes absorbing these costs. Ms. Sara McManus seconded the motion. The motion was approved and carried.

Ms. Corinne Hill asked the Board for a motion to approve renewal of and the increased spending thresholds for the following blanket and purchase contracts.

Final Renewal of OverDrive Inc. Sole Source Blanket Contract for the Supply and Delivery of downloadable digital materials for the Chattanooga Public Library. Online digital resource for Library Patrons.

Blanket Contract # 556324

1 - 12 month period (11/07/21-11/06/22)

Year 3 of 3 (2021-2022) Spending Threshold Estimate \$800,000

(*\$500,000 Original Threshold)

OverDrive Inc.

8555 Sweet Valley Dr Ste N

Cleveland, OH 44125

Final Renewal of Envisionware Sole Source Blanket Contract Purchase for Annual Maintenance and E-Commerce Services for the Chattanooga Public Library ILS Systems. Envisionware provides annual maintenance for the patron computer reservation system, ILS Polaris system integration and provides annual subscriptions for credit card point of sale systems.

Blanket Contract # 557133

1 – 12 month period (12/31/21-12/31/22)

Year 3 of 3 (2021-2022) Spending Threshold Estimate \$65,000

Envisionware Inc.

2855 Premiere Parkway Suite A

Duluth, GA 30097-5201

Final Renewal Midwest Tape Hoopla Sole Source Blanket Contract for Library Materials E-Content & Streaming Digital Platform for the Chattanooga Public Library Patrons use and checkout.

Blanket Contract # 556656

1 – 12 month period (12/13/21 – 12/13/22)

Year 3 of 3 (2021-2022) Spending Threshold Estimate \$800,000

(* \$500,000 Original Threshold)

Midwest Tape - Hoopla

PO Box 820

Holland, OH 43528

Ms. Sarah Hope asked the Board for a motion to approve the renewal of and the increased spending thresholds for the following blanket and purchase contracts.

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Ms. Sara McManus seconded the motion. The motion was approved and carried.

Ms. Corinne Hill reported to the board that we received an ARPA grant. The total amount is \$31,978.00. It requires a local match of \$7,994.00. This money will be used to focus on new maker equipment purchases for all locations. It will also be used to replace equipment that has been around for a long time such as our laser cutter.

Ms. Hill reported that the 1st quarter statistics saw a 42% increase in the library's circulation.

Ms. Corinne Hill informed the Board that we have had several strategic plans since she arrived at the library in 2012. However, we currently do not have a strategic plan. Ms. Hill reached out to Bridge Innovate who helped us create our first strategic plan. They have formulated a proposal and timeline for a new plan. The funding required to execute this plan is extremely reasonable.

Phase 1 - \$7,020.00

Phase 2 - \$16,650.00

Ms. Hill reported that she would seek funding from the Library Foundation for the new strategic plan. The new proposal has a start date of November 1, 2021.

Ms. Hill asked the Board if they wanted to move forward with the proposal or if they would like a more in-depth look at the plan in the November board meeting? Mr. Tom Griscom asked that before moving forward that we confirm with the Mayor's office where they are with capital projects, specifically, a new library in the 37421 zip code and an expansion of Northgate Branch Library. Ms. Hill told Mr. Griscom that she would reach out and report back to the Board.

Ms. Hill reported to the Board that the Library Annual Report should be ready to be sent out in the next week or so for their review.

Ms. Corinne Hill informed the Board that the Library will be closed on November 11, 2021 (Thursday) in observance of the Veterans Day holiday.

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

Ms. Jess Friedowitz made a motion to adjourn the meeting. Ms. Sarah Hope seconded the motion. The motion was approved and carried.

Ms. Dionne Jenkins, Board Chair-Elect, adjourned the meeting at 11:35 a.m.

A handwritten signature in black ink, appearing to read "William Sundquist", written over a horizontal line.

Mr. William Sundquist, Board Chair



October Report
The Chattanooga Public Library Foundation
October 12, 2021

MISSION STATEMENT

The Friends of the Chattanooga Public Library fosters awareness and generates community support for the work of the Chattanooga Public Library and the great resources it provides to our community. The Friends advocate for the programs and services of the Library, deploys community volunteers, and partners with the Library in their mission to be a catalyst for life-long learning.

COMMITTEE CHAIR - REPORTS

Friends of the Library – Anne Najjar

1. **The FOL Committee is shaping a Holiday Giving Campaign to make up for lack of sales. There will need to be a Campaign Bookmark that will be designed including a QR Code for direct giving. We will come up with a budget for boosting FB Posts to help with fundraising. Meg has a big list of names that will be added to our system for outgoing funds requests. We will be seeking a company to match the raised funds (~\$3,000).**
2. **Facebook: We have started the process of setting up as a legitimate Nonprofit on Facebook, which will allow us to receive FB Donations and people will be able to share our donation link on special occasions. Maybe incorporate board birthdays in with Facebook posts asking for donations? All board members are being asked to follow and share our FB & Instagram account.**
3. **Donation Info: All branches need membership level signage as well as ways to donate. Most have been set up with this, but we definitely need a QR Code option at Skylib.**

Finance – Alex Hooper

1. **We are definitely down due to lack of Amazon Selling Capabilities, but we have seen about \$4,000 in revenue in the past month, mostly from book sales. Close to budget. Blue Cross Community Foundation sent in \$5,000 for Charly Cart Grant.**

Governance – Meg

1. **Member Disciplinary Hearing- There was an addressing of a conflict of interest with Emeritus Board Member, Tom Adkins. Our current Amazon issues seem a possible result of his online bookstore. There was a full governance committee with Tom present to address the issues. He could not see the conflict of interest and did not offer an apology or a solution. He was asked to turn in badge and keys and thanked for service.**
2. **A new volunteer check in protocol was created and an access audit conducted. The Friends Office now has a new lock with a limited amount of keys and badges. This will help control exactly who is present with our inventory.**

Fundraising, Memorials, Endowments, Archives

1. **Michael has created and sent out the different levels of Library Program Sponsorships to possible donors.**

OFFICE MANAGER REPORT- Ashley Paul

1. **Access Audit: Conducted and New lock & keys were created for the Friends office. Volunteer check in process renewed on the first floor.**
2. **Amazon Case: Met with Tim from Amazon web services. He does not help with Seller accounts, but was appalled at the situation and said he would be working to find someone who can alleviate this.**
3. **Etsy: Created etsy listings for book bundles, national geographics and more.**
4. **Facebook: Applied for legitimate Nonprofit status so that we may access direct donations from the site.**
5. **Social Media- Potential for Tiktok account. Working with Michael on that.**

NEW BUSINESS- Anne Najjar

1. McKay's vouchers: What to do with them?
2. Logs and policies need to be created for the following: Equipment usage and sign out, cash collection policy for volunteers, sign-in/sign-out log for all volunteers entering the FOL space, key and badge log, book donation policy and collection log, inventory process
3. Updates to Office Manager job description - governance committee
4. Reporting structure clarification - governance committee

July-September 2021 Public Relations Report for Board of Directors

Press Releases:

- Sent 3 releases about BCBSTN Community Trust Award, New Expanded Hours and Vaccine Clinics.

Media mentions:

- 49 from the following outlets: WTVC Channel 9 News, WRCB Channel 3, WUTC, *Chattanooga Pulse*, *The Chattanooga*, *Times Free Press*, and Yahoo News.

Interviews:

- 6 interviews with 3 Plus You, This n That, Channel 3, Channel 9 and Channel 12.

Social Media Metrics (3-Month Average):

- 21,838 Followers - increased by 711 from June
- 15,748 Engagements (likes, comments and shares) - increased by 5,658 from June
- 220,409 People Reached - increased by 43,228 from June

Note: July is typically a slow month due to an increase in summer travelling.

Notable News

- Patron Point July email newsletter averaging about a 15% read rate, which falls into the average to good range.
- New Sponsorship Flyers for The Foundation.
- Channel 3, Channel 9 and Channel 12 interviews about The Noise Closet.
- [Chatt Library TV](#): Subscriber count is now up to 707.
- FY21 data reported to the State in September.
- FY21 Annual Report to be released by the end of October.
- Downtown Library is hosting a book tour in October for the authors of *A Punkhouse in the Deep South*.
- Corinne and Christina will be virtually presenting "Libraries as TV/Video Stars" at the Internet Librarian Conference on October 26.
- Website 2.0 update: New events calendar and new patron request form are live. Verify from Patron Point will be implemented by the end of October, which will expedite the process for new cards and renewals for most city residents.

Travel Report

October 5, 2021 Michael Grilo, Library Services Specialist, presented at the 731 Technology Symposium in Jackson, Tennessee regarding tips for smaller makerspaces in rural libraries. Paid for by the State of Tennessee.

October 26, 2021 Corinne Hill, Library Executive Director, and Christina Sacco, Library Public Relations Coordinator will be virtually presenting Libraries as TV/Video Stars at the Internet Librarian Connect 2021 conference. No cost for this conference.