

BOARD OF TRUSTEES REGULAR MEETING

December 16, 2020

Newport Branch

MINUTES

CALL TO ORDER

President Tracy Smith called the regular meeting to order at 5:30 p.m.

ATTENDANCE

Board members present were: Tracy Smith, Jon Cullick and Jessica Schweitzer. Attended via videoconference: Maggie Brown and Christie Fillhardt. Also present was JC Morgan, Library Director. Attended via videoconference: Michael Gregory, Technical Services Manager; Andrew Moorhead, Communications Manager; and Chantelle Phillips, Assistant Director.

INVITATION FOR PUBLIC COMMENT

- None

MANAGERS' REPORT

Chantelle Phillips reported on Newport staffing, the numerous program plans that have been created since the start of the pandemic as we worked through all the changes this year provided, the work of the Equity and Inclusion Committee, being appointed to the Board of the Northern Kentucky Community Action Commission, the possibility of offering tax prep services and the Newport Dog Park.

Michael Gregory reported on the adjustments his department made to collection development due to the pandemic and having to close our buildings for a time. He moved money in his collection budget to be able to purchase more e-books and other e-materials. In addition to those adjustments, his staff began working in two teams – a Monday/Wednesday team and a Tuesday/Thursday/Friday team. The Tuesday/Thursday/Friday team have jobs that are more hands on, i.e., a cataloger, processor and the ILL librarian. Michael added that processing material has been slower than usual. The pandemic has caused problems for publishers, vendors and shippers so everything is slower. In addition, we are quarantining deliveries for two days. For interlibrary loan, many of the libraries we borrow from haven't reopened or have fewer staff so borrowing is tough. Michael added that item requests from patrons are up to hundreds a month but have not returned to pre-pandemic levels. Michael reported that two Technical Services staff members have tested positive for the virus. This has caused their teams to also have to quarantine. With many deliveries for the system coming to Newport, his staff needs to be in the building to handle those deliveries. Michael noted that his staff have been flexible so that he could keep staff in the building. Michael also reported that his staff have received a couple of emails thanking them for ordering items for patrons. Tracy Smith said that all her holds and requests have been seamless and she hasn't noticed any changes. Michael said that's what he has been shooting for.

Andrew Moorhead reported on taking over the Public Relations department after Kiki Dreyer Burke's retirement and then restructuring the department. The now Communications department had three new part-time staff members start this year. Andrew added that it's been a rough year but he can't say enough good things about these staff members. Alex Eby is the Digital Marketing Specialist and she handles such things as blog posts, social media, the marquees and our Patron Services Desk TV signage. Rob Warner is our Visual Content Coordinator and he handles print material, including the monthly

newsletter and all graphics. Mackenzie Manley is our PR Coordinator. Mackenzie has a background in journalism and writes press releases, coordinates interviews and provides the copy content for our newsletter and other print material.

Andrew also reported on the many projects his department has worked on since the start of the pandemic such as social media posts on closing and then reopening, press releases, a brochure on services for children of all ages, new parade banners, the annual staff calendar, promotion on Covering for Kids. Andrew added that for our Covering for Kids campaign, which we pivoted to from our annual Drop Your Drawers campaign, we've received over 1,700 masks as well as lots of media coverage. We were even mentioned in one of the lieutenant governor's briefings. Andrew reported on Clara Gerner, Cold Spring's Adult/Teen Librarian, being interviewed via Zoom on a recent episode of Cincy Lifestyles. Clara talked about her gingerbread house building challenge. Andrew went over his department's plans for January and February including a push for the Campbell County Imagination Library and then our book clubs. For the Imagination Library promotion, our Children's Department staff will be recorded reading *The Little Engine that Could* which is the first book sent to kids when they are registered. Andrew said we will be working with the schools to promote Imagination Library and will share the video of staff reading on our social media platforms and website. JC said that Andrew was managing all of this while also becoming a manager and losing Kiki. JC added that Andrew took over for Kiki so well. He's doing a great job.

PRESIDENT'S REPORT

Tracy Smith reported on a note from Rebecca Kelm, Friends of the Library board member and former president of the Friends of the Library. She also reported on a note received from a patron about our "superb collection".

DIRECTOR'S REPORT

JC Morgan asked if anyone had questions about his written report. JC reported on our new telephone system. In the Presidents Room, we have big stacks of boxes with 60 telephones and related equipment. The installer will be on site Friday and then he and Jeff will install the phones at all the branches. Once they are installed, we will be able to call out but the phones won't ring until December 22 as long as there are no other problems. JC added that all staff have been trained on the phones and that he and the branch managers have been trained on the portal. JC talked about how the extensions will work and then went over call flow and ring tones. He added that the speed dials programmed on the phones will be uniform too, from branch to branch, and that the speed dials will be located in the same place on all the phones. JC reported that the savings he predicted was bit optimistic and that the cost will be about even but we will have more options and, of course, new equipment. JC said that we will have to buy out the Cincinnati Bell contract but we will still be saving money with the new phones. JC reported we will be disposing of the old phones. They are 20 years old and have no value. There is no way for us to sell them, donate them or auction them off. We can only put them in a dumpster. Maggie Brown asked about recycling them. JC said maybe the inner parts of the phone could be recycled. He said he will call the Campbell County Fiscal Court and ask if they will take the electronics in their recycling event.

COMMITTEE REPORTS: None

NEW BUSINESS

- Disposal of Surplus Materials: This month's disposal includes 1,509 items withdrawn from the collection. The disposed items from our collection will be given to the Friends of the Campbell

County Public Library for their regular book sales. The library also put 70 telephones into surplus from the phone upgrade. Jon Cullick moved to approve the disposal, Maggie Brown seconded, all were in favor and the motion carried.

- Review of the Investment and Volunteer Policies – Jon Cullick moved to approve the policies as presented, Maggie Brown seconded, all were in favor and the motion carried.
- Approval of Director’s contract: Christie Fillhardt moved to approve the contract as presented, Jon Cullick seconded, all were in favor and the motion carried.
- Presidents Room plaque: JC talked about the room being named for our Board presidents and talked about the plaque we already have to recognize all the past Library Board presidents. He asked if the Board would be okay with also purchasing a plaque to recognize the past Friends Board presidents. The plaque would cost \$278. The Friends give us about \$30,000 each year. The Board agreed that they are okay with JC purchasing the plaque.
- Approval of Destruction of Government Records: Christie Fillhardt moved to approve the destruction of 231 of the director’s emails from 2018, Jessica Schweitzer seconded, all were in favor and the motion carried.

UNFINISHED BUSINESS

- Coronavirus update: JC reported that, on the day of our November Board meeting, we had just been told that the Governor was closing us again. We closed on the following Monday which gave patrons time to come in before the doors shut. Pam Posik at Fort Thomas reported she the number of people in the building and circulation was similar to a pre-Covid. We received no complaints about closing. At the time, we were having some operational issues due to staff being quarantined. This shutdown allowed time for some of that to clear up. JC added that there was some reluctance on the staff to reopen because the county is still red but we didn’t close down because of the red status. We closed because we were ordered to do so. In recent months, even when open, our attendance is low and we are safer than even going shopping. One of the reasons for fast tracking the new phones was because we thought we would stay closed through end of the year. We were surprised that we were allowed to reopen. JC described what buildings have been like since reopening. Jessica Schweitzer asked about kids coming back to do tutoring and homework. Maggie Brown asked if we have been offered the vaccine. Maggie thinks we should advocate for librarians to be vaccinated when educators are.

FINANCIAL REPORT AND MINUTES

- Maggie Brown moved to approve the minutes and the financial reports as presented, Jon Cullick seconded, all were in favor and the motion carried.

NEXT MEETING: Wednesday, January 20, 5:30 p.m., either through Zoom or at the Newport Branch.

ADJOURNMENT: Christie Fillhardt moved to adjourn the meeting, Jon Cullick seconded, all were in favor and the motion carried. Tracy Smith called the meeting to an end at 6:33 p.m.

Respectfully Submitted,
Chantelle Phillips, Assistant Director

Tracy Smith, President

Jessica Schweitzer, Secretary