

## **Board Meeting Minutes**

**Approved 9/19/2019**

### **TETON COUNTY LIBRARY BOARD MEETING**

**Thursday, August 15, 2019**

#### **Board Member Attendance**

Present: Ari Goldstein, John Heberger, Jr., Mark Hendrickson, Grace Robertson, Susan Scarlata

**Audience:** Dawn Jenkin, Library Director; Isabel Zumel, Assistant Director; Diana Eden, Communications Coordinator; Kurt Plagge, Reference Librarian/Supervisor; Wren Kominos-Marvell, Library Assistant, Sr.; Pauline Towers-Dykeman, Library Foundation Executive Director; Karen Terra, Library Foundation Board Chair; John Graham, Teton County Attorney's Office

**Public Comment:** No public comment.

**Friends of TCL and TCL Foundation Liaison Update:** Susan reported that the Teton County Library Foundation board meeting will be at the end of August. Grace said there is no report as she has not attended a Friends of Teton County Library board meeting yet.

**Meet TCL Staff:** Two staff spoke to the library board about projects they are working on: Wren Kominos-Marvell, Library Assistant, Sr. – Adult Services and Kurt Plagge, Reference Supervisor/Librarian.

Wren shared that he is part of the Library Freedom Project, a training around library privacy advocacy. Training included a three-day meeting in New York. As part of his work in applying the training to the library, Wren has been working with Community Safety Network around privacy and how it pertains to domestic violence. He has worked with clients to assist with stalker-ware that can be hidden on phones and recognizing this as threat. He has also started to read vendor agreements for library products to vet for privacy. Wren teaches patrons technology one-on-one, does collection development and is currently working on his MLIS degree through Wayne State. Dawn applauded Wren and Diana about their efforts to educate patrons about privacy. She referred the board to our website post about privacy and Lynda.com.

Kurt shared that it is an interesting time for research and the Adult Services team is stepping up training on research, the reference interview and ways to dig down to exactly what people are looking for. Kurt and his team have been developing “workouts” for staff to complete reference tasks with our databases. There is also work underway to advertise database and electronic resources to the public, such as Kanopy and the New York Times Online. Kurt is the selector responsible for databases. Currently, the research team is researching services that compete with Lynda.com. Dawn said that she was proud of the talent on the Adult Services team and knows they will exceed the high bar we are setting for reference services. An example was research Adult Services team members did on municipal costing, which Dawn shared with the county, after the issue was mentioned at a county department head meeting.

**Consent Agenda:** Minutes from 7/18/2019 Board Meeting, Correspondence Report, Director's Report, July 2019 Financials, Library Supporting Organization Reports-TCL Foundation and Friends of TCL Reports.

Mark requested pulling the July 2019 Financials and Minutes. Grace and Susan requested pulling the Director's Report.

**Action Item:** Mark moved to approve the Consent Agenda. Ari seconded. All voted in favor.

*July 18, 2019 Minutes*

Mark pointed out a few typos and taking out a couple of paragraphs that were in the previous month's minutes.

**Action Item:** Susan moved to approve the July 18, 2019 Minutes. Grace seconded. All voted in favor.

#### *Director's Report*

Grace said that she appreciated the report on wifi outages and that it is recognized as an issue. She said she is concerned about wifi for the VITA program and wants to be sure it works correctly, as well as the dedicated internet line for the tax program. Dawn said she made the point about how critical wifi is to serving the community and that she will be very vocal about it working consistently because she told the Board of County Commissioners that our goal is to provide flawless technology to the community.

Susan asked about the item on scheduling and what standards new scheduling will address. Dawn said that the structure we are moving to takes into account the patron perspective and that when a patron walks up to a desk there is always an expert to help them. She noted that in the Main Wing the Reference Desk is far away and many people do not like to admit that they need help. The staffing schedule is designed to meet patron's needs efficiently; that when patrons approach the front desk, there will be a staff with the in and out knowledge about circulation policies and library accounts and another staff person who is trained in reference. The same goes for the youth desk – having a staff person who can handle and resolve patron accounts and another staff person that is an expert in youth reader's advisory and reference. We are also working to address keeping patron information private by limiting the number of staff who go into patron records. With the hours changing in September, we'll begin to move in this direction for staff scheduling. Staff may not see the benefit of this until we actually implement it.

Susan asked about emergency services training or active shooter training. Dawn shared that we have had active shooter training, as well as this year having biohazard training. We will be working on updating staff members' CPR training and certifications. Our Instant Message system has the ability to make designations and we are working on adding codes so that it is clear when we use the IM system of staff members in the building who can assist with emergencies, medical/CPR and Spanish.

Susan asked about summer reading event attendance being down. Dawn said that we no longer have the scale of staffing working on promotions as we had in the past. Yet, participation in this year's reading program was higher. We are looking at more Youth Services staff involvement in promotions or adjusting the events that we offer.

John asked who was the Technology Team referred to in the report. Dawn said that it was the County IT Department. John asked about additional steps for hiring for the Circulation Department. Dawn replied that we changed the part-time Library Assistant ad to be a little less formal and a little more fun. We noticed that in our recent recruitment for the full-time Administrative Assistant position we received over a dozen applications. We will be recruiting for a full-time Library Assistant since there appears to be interest in full-time positions and simultaneously recruiting part-time Library Assistants to fill in the Circulation Department staffing. John requested that staff members' full names be included in the Director's Report. John asked what OCLC was. Dawn said that it is WorldCat, or the larger catalog of items which we use for Interlibrary Loan of items that originate out of state.

#### *July 2019 Financials*

Mark asked about the statement that the July financials included some expenses in August. Isabel explained that it was a report running anomaly for the month and wanted to give an explanation why there was a difference in the monthly profit and loss statement for July and the YTD profit and loss statement as of July 31, 2019. Ari noted that it was possibly a formatting issue, but the bottom line on the profit and loss statements should be shown as negatives.

**Action Item:** Mark moved to approve the Director's Report and the July 2019 Financials. Ari seconded. All voted in favor.

### **Payment of Library Vouchers:**

Ari reported that it was a big month in terms of the volume of vouchers and checks to sign. Youth Wing laptop expenses were processed and it was a sizeable bill. The rest of the expenses were typical.

**Action Item:** Ari moved to approve the vouchers. Susan seconded. All voted in favor.

### **Library Director Updates:**

Dawn shared information on the Alta Branch exterior painting project, including documentation of the process Kevin Chatham, Facilities Maintenance Coordinator, undertook to secure bids and photos of the condition of the building exterior. The bid we received was \$7,500, which is above the \$5,000 threshold. If we were to do the full exterior painting, instead of piecemeal, we would not have to do exterior paint or stain work in Alta for three years. Dawn emphasized the difficulty in finding a contractor to do the work in Alta and the time sensitivity of the project – the contractor was available next week. Dawn requested board approval of the contract. John Graham told the board that they could authorize Dawn to complete a sole source process that they use with the County, or they could approve by-passing the bid process since the library board is an independent decision making body. Ari, John and Mark expressed agreement that the work needed to be done within the timeframe of the contractor's availability.

**Action Item:** Ari made a motion to by-pass the bid process and approve the suggestion to engage the Alta Branch exterior painting contractor immediately, or use the sole source form per the county process. Mark seconded. All voted in favor.

### **Library Gaming Statement:**

Susan asked about the purpose of the Library Gaming Statement and if it was to be published. Dawn explained that it is not a policy. Rather it is a proactive explanation to the community about gaming – reasons why we have gaming equipment and collections, and research on the benefits and purpose of gaming. The statement will give staff tools to explain to the public and the Foundation language to explain to donors.

Grace asked if the gaming statement was focused on children and teens. Dawn said that the statement, written by Youth Services Manager, Mary Flamino, was broad because adults do gaming and things like Minecraft are now recognized as a form of art therapy. John said he appreciated the thoroughness of the statement.

### **Board Members' BCC Contacts:**

John said that Library Board members reaching out to County Commissioners was something the library board has been doing for a while. It has been valuable for maintaining relationships and having the County Commission understand the library. These informal chats include talking about the library in general and the library's priorities. Mark said that the Commissioners he has talked to enjoy hearing about what's happening at the library.

John agreed to be the contact for Commissioner Mark Newcomb. Mark agreed to be the contact for Commissioner Mark Barron. Ari agreed to be the contact for Commissioner Luther Propst. Grace agreed to be the contact for Commissioner Greg Epstein. Susan agreed to be the contact for Commissioner Natalia Macker.

John shared that he generally meets with his designated Commissioner twice a year, while Susan said she has made contact with her designated Commissioner once a year.

### **TCLIB Board Treasurer Duties:**

John said that the management of the library's financials is one of the board's key duties and this is done primarily through the Treasurer. However, the full board should take responsibility for learning and working with Ari to understand the financials and how to fill in when needed. John added that reviewing the library's financial records gives a good view of what happens behind the scenes.

Ari explained that the premise is to have a good system of checks and balances. The nuts and bolts consist of the

following. Administration prepares accounts payables monthly and payroll is the largest piece of this. Payroll includes salaries/wages, as well as benefits, health care, taxes, etc. These expenses are processed and reviewed prior by Dawn and Isabel before the Treasurer reviews. Things to look for – does the check match the invoice; is the payment amount correct; does the expense match with the strategic plan, budget and what we have talked about in board meetings. It is wise to do this review all the time in order to catch red flags and to be able to flag big variances and items that need more discussion. Big vendors for our collections include Ingram, Midwest Tape and Amazon. Payroll is a big process with extensive check lists. With monthly vouchers and checks, there are a lot of vendors for the buildings/facilities. Staff credit card statements and receipts are reconciled and reviewed, as are the library's monthly bank statements. The monthly financials that are shared in the board packet are kept simple and quarterly and annually at the end of the year more detail is provided to the board.

To maintain checks and balances, two people are required to sign vouchers and checks, as well as to initiate and approve bank transfers.

Dawn said she has copies of library financial guides to help board members understand our financials. John requested that Dawn send this to all board members.

John adjourned the meeting at 1:20 p.m.