

**Daniel Boone Regional Library  
Minutes, Meeting of November 14, 2019**

**Call to Order, Roll Call and Determination of Quorum**

Jean Howard, President, called the meeting to order at 6:00 p.m. in the Virginia G. Young Room of the Columbia Public Library (CPL).

Daniel Boone Regional Library (DBRL) Board members in attendance were: Susan Daly, Mary Fennel, Phil Harrison, Tonya Hays-Martin, Howard, Andrea Kimura, August Nielsen, Taylor Pendleton, Khaki Westerfield and Debra Winter. Dorothy Carner, Kate Markie and Pat Powell were absent.

Also in attendance were Chris Tatham of ETC Institute, DBRL Executive Director Margaret Conroy and staff members Amanda Burke, Melanie Henry, Kirk Henley, Sara Henry, Sarah Howard, Ronda Mitchell, Nathan Pauley, Abbey Rimel, Angela Scott, Jim Smith and Mitzi St. John.

**Public Comment**

There were no members of the public in attendance.

**Minutes**

Howard asked for corrections or changes to the minutes of October 10, 2019. Hearing none, she declared the minutes approved as written.

**Presentation from ETC Institute**

St. John introduced Tatham. Tatham discussed the history of ETC providing DBRL with community surveys and the methodology for collecting the responses. Tatham reviewed the 2019 results. Highlights included: 97% of those surveyed were satisfied or very satisfied with the service provided by staff, 92% were satisfied or very satisfied with the overall quality of public library services, and 87% were satisfied with the overall value they receive for the taxes they pay to support libraries. Eighty-four percent (84%) of those surveyed have used library services during the past year, and 98% of respondents agreed with the statement, "I think libraries are important to our community." Tatham noted that there is tolerance in both Boone and Callaway Counties for a small tax rate levy.

Howard thanked Tatham for his presentation and he exited the meeting.

**Monthly Reports**

**Director's Report:** Conroy reported that the new Circulation Manager will begin the week of Thanksgiving and will be introduced to the board in January.

Conroy reviewed her MLA annual conference experience.

**Financial Report:** Smith stated DBRL is on track to collect the budgeted tax revenue amount in 2019. He said that total expenditures are predicted to be under budget at the end of 2019.

**Service Report:** Conroy noted that it took extra time this month to map the information from the new event and meeting room software to the monthly report. She pointed out the continuing increase in circulation, especially for e-materials.

**Committee Reports**

**Long-Range Planning Committee:** Nielsen reported that the committee met on October 29 and discussed the major projects for 2020 as well as planning for the next Strategic Plan cycle. Due to several on-going region-wide projects and the dependence of several projects in Callaway County on the April election, the staff presented and the committee reviewed a simplified list of

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goals for 2020 rather than the detailed Objectives and Tactics that have been developed in past years. Nielsen noted that the list of recent accomplishments on the first page of the document makes it easy to understand why DBRL's satisfaction ratings are so high.

Nielsen stated that staff are looking into a local consultant to help with the next Strategic Planning cycle. Staff and the committee discussed initial plans for information gathering.

Conroy stated that the first quarter of 2020 will be focused on the April ballot measure in Callaway County. A tax rate increase is required to keep the Holts Summit Public Library open past December 2020 and otherwise grow all services in Callaway County.

Conroy reported that Rimel and two staff members who drive the bookmobile attended the national bookmobile conference recently and they are brimming with ideas for improving DBRL's service.

Conroy reported that staff will be choosing timekeeping software next week.

Conroy noted that staff training needs investment and will be an ongoing project.

Barrett reminded the board that the next Strategic Plan must be created in 2020. Conroy said that there will be fewer community conversations during this round of planning as we have very recent feedback from the Community Survey and the "no log." Conroy would like the Board of Trustees and the Foundation Board to have a joint meeting about the direction of the organization.

**ACTION:** Pendleton moved, Fennel seconded approval of the 2020 Areas of Focus. The motion passed.

Finance Committee: Daly reported that the committee met on November 5 and reviewed three policies, to be considered later in this meeting.

Daly said that the committee heard from the library's Retirement Investment Advisor, Bryan England of Sundvold Financial, regarding a fund that has been underperforming. The committee approved a motion to remove the American Funds Investment Company of America fund and move its assets into the Vanguard 500 fund.

Lastly, Daly stated that the committee reviewed the draft 2020 Operating Budget in detail and passed a motion recommending the board approve the budget.

Smith summarized the draft Final 2020 Operating Budget, noting that revenue is expected to be higher than in 2019 due to growth in both districts and expected increases in both investment income and State Aid. In response to a question from Kimura, Smith stated that the donations budget is comprised of estimated receipts from the DBRL Foundation and the Friends groups. Smith reviewed Salaries & Fringe Benefits, which shows a decrease due to one-time payments made in 2019 but does include a 3% across-the-board raise, 2.3 new FTEs, and a base salary adjustment to keep up with the rising minimum wage. In response to a question from Westerfield, Henry stated that the minimum wage will be \$9.45 in 2020.

Smith stated that the Library Materials budget is increasing to maintain and grow all collections. Expected donation spending on materials is now budgeted within this line.

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Smith said that the General Operations budget is higher in 2020 mainly due to election costs and related mailing and printing costs. Other projected expenditures include updating all library computers' operating systems and increased spending on programming.

Smith reviewed the Building Operations & Maintenance budget, noting that two parking lots at CPL will be resealed and restriped in 2020 and the DBRL vehicle fleet is aging and is expected to require more frequent repairs.

Smith reviewed the list of Capital Outlay expenditures planned for in 2020.

Smith reviewed the Fund Balance savings categories and stated that, at the end of 2020, Fund Balance is expected to total \$9,018,495.

**ACTION:** Approval of the 2020 DBRL Operating Budget comes as a motion from the Finance Committee and does not require a second. There was no further discussion. The vote was taken by roll call: Daly – yes, Fennel – yes, Harrison – yes, Hays-Martin – yes, Howard – yes, Kimura – yes, Nielsen – yes, Pendleton – yes, Westerfield – yes and Winter – yes. The motion passed.

**New Business**

**Finance Policies:** Conroy stated that Draft Policy 1-350 Retirement Benefits was created in order to provide staff members with one document in which they can easily read overviews of the 401(k) and LAGERS benefits available to employees. Conroy noted that the text in red indicated changes proposed during the Finance Committee's review of the document. Daly proposed a new edit to the wording in the introduction of the policy.

**ACTION:** Daly moved, Westerfield seconded approving Policy 1-350 Retirement Benefits with the suggested edits. There was no further discussion. The motion passed.

Conroy reviewed Draft Policy 2-636 Service Animals. In response to a question from Pendleton, Conroy stated that staff may only ask two questions regarding a dog or miniature horse that accompanies a patron. Staff must take patrons at their word. In response to a question from Harrison, Conroy stated that there is currently no legal basis for allowing "comfort animals" to accompany patrons into the library. In response to a question from Winter, Conroy confirmed that staff may not ask about a patron's disability, only what a service animal is trained to do.

Conroy confirmed that the policy has been reviewed by the library's legal counsel.

**ACTION:** Kimura moved, Nielsen seconded approving Policy 2-626 Service Animals. There was no further discussion. The motion passed.

Smith reviewed the suggested edits to Policy 2-710 Procurement, noting that they are mainly for clarity and to improve the procedures for purchasing new software.

**ACTION:** The motion came from the Finance Committee to approve Policy 2-710 Procurement with the suggested edits and did not need a second. There was no further discussion. The motion passed.

Smith reviewed the suggested edits to Policy 2-716 Retirement Investment which are mainly for clarification and include further description of how "competitive fees" are determined and what factors are evaluated by the Registered Investment Advisor when assessing funds in the plan.

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In response to a question from Harrison, Nielsen suggested that qualitative factors in fund assessment would include a change in fund manager, and Daly suggested the length a fund has been in existence as another qualitative factor.

ACTION: Hays-Martin moved, Kimura seconded approving Policy 2-716 Retirement Investment. There was no further discussion. The motion passed.

December Board Meeting: Howard entertained a motion to cancel the December meeting.

ACTION: Nielsen moved, Daly seconded cancelling the December 12, 2019 DBRL Board Meeting. The motion passed.

**Other Business**

Conroy announced that the CCLD Board will meet on January 7 in Fulton to set the ballot language.

Conroy distributed flyers that are being mailed from the DBRL Foundation about Qualified Charitable Distributions.

Conroy announced that she will be out of the library beginning November 22 due to a medical procedure. She expects to return by December 23.

**Staff Comments/Announcements**

There were no comments or announcements from the staff in attendance.

**Board Comments/Announcements**

Hays-Martin thanked Pauley for enabling Fulton State Hospital clients to get library cards to access digital materials. They especially enjoy streaming music.

Kimura extended kudos to the staff for the community survey results, and the Trustees gave the staff a round of applause.

**Adjournment**

Hearing no further business, Howard adjourned the meeting at 7:34p.m.

Minutes recorded by Amanda Burke, DBRL staff.

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Board Secretary