

Daniel Boone Regional Library
Minutes, Meeting of March 16, 2023

Call to Order, Roll Call and Determination of Quorum

Dorothy Carner, President, called the meeting to order at 6:00 p.m.

Daniel Boone Regional Library (DBRL) Board members in attendance were: Bradd Anderson, Margrace Buckler, Dorothy Carner, Susan Daly, Mary Fennel, Tonya Hays-Martin, Jean Howard, Kate Markie, Cori Miller, August Nielson, Pat Powell, and Jennifer Rodewald. Nate Suttentfield and Khaki Westerfield were absent.

Also in attendance were Williams-Keepers audit partners Amanda Schultz and Mercedes Kindle, DBRL Executive Director Margaret Conroy, and DBRL managers Kirk Henley, Melanie Henry, Erin Magner (via Zoom), Amanda McConnell, Nathan Pauley, Angela Scott, Jim Smith, Mitzi St. John, and various members of library staff.

Public Comment

There was no public comment from the guests in attendance.

Minutes

Carner asked for corrections to the closed and open session minutes of February 16, 2023. Hearing no corrections, she declared both sets of minutes approved as written.

Pre-Audit Engagement Conference with Williams-Keepers

Smith introduced Schultz and Kindle from Williams-Keepers. Schultz referenced the planning letter that the board had been given in compliance with professional auditing standards. The letter includes information about the responsibilities of the auditors including the scope and time of the audit. They will be at the Columbia Public Library the week of April 3 to finalize the audit, and will give their final presentation at the May 11 board meeting.

Schultz indicated that the most significant change is that the library was required to implement a new lease accounting standard in 2022 which affects how the leases for the Ashland and Holts Summit locations are reported and accounted for.

Monthly Reports

Director's Report: Conroy reported that Human Resources Manager, Henry, had submitted her resignation. She shared appreciation for the work Henry has done for the library over the last 20 years.

Conroy reminded the board that the Development Manager had resigned in January 2023, and reported that the interview process had concluded. The position will be filled soon, and this position will be the new liaison to the Friends of the Columbia Public Library in addition to working with the DBRL Foundation, writing grants, and serving as fund developer.

Two long-time staff members in Callaway County have retired or left the library. Carolyn Branch was serving as a floater since her retirement, but she has since stepped away due to health concerns. Kris Breid is retiring, but will remain at the library as a floater.

Conroy explained that the scheduling committee is a small group reviewing how the Public Services desks are staffed compared to how busy the desk is each hour and addressing concerns staff have expressed about scheduling. They are also reviewing the scheduling software used.

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The committee will identify areas for improvement and make recommendations for potential changes.

Conroy referenced Missouri Library Advocacy Day, and explained recent updates to proposed legislation, including House Bill 986. She indicated that one legislator had stated that libraries have moved beyond their charter, or beyond the scope of a library, due to the nontraditional services or materials available.

Howard asked about updates for the Secretary of State's Proposed Administrative Rule. Conroy stated that the chair of the Joint Committee on Administrative Rules was likely not going to call a hearing, so the Rule will likely move forward. She added that other legislation had been filed that substantially encapsulated the Rule, but added criminal penalties.

Financial Report: Smith discussed the February financial report, noting that the report is preliminary as he is waiting on information from the Boone County Treasurer to finalize 2022 records.

Total revenue is as expected for February, and total tax revenue is on course to collect the full budgeted amount. Total expenditures are also as expected for February.

Service Report: Conroy indicated that statistics continue to improve. Aside from a few programming events, each category continues to see increases.

Conroy announced for those present that a present staff member was filming the meeting.

Service Spotlight: Tech Class – Seth Smith

Seth Smith, a Public Services Librarian at DBRL for 11 years, shared about the recent technology classes at the library and their importance following the pandemic.

Smith presented research concerning the digital divide including that 60% of adults lack the digital skills required to work, learn, and access critical services online. He noted that this divide became clear when DBRL returned to full services and individuals were seeking help using online resources more frequently than before. Smith shared data discussing how individuals from different economic backgrounds adapt to technology for various types of devices. He stated that one of the library's roles is to close the digital divide. He shared his experience at the Public Library Association conference, where speakers presented on digital equity programming and shared examples of how the disadvantages were made clear during the pandemic closures.

Some services DBRL currently offers to close the divide are: WIFI hotspots for checkout, public computers, access to various databases and ebooks, and tech classes. The vision for the tech classes is to emphasize beginning classes. Tech drop-ins are now being called Device Advice and feature help for the following: job seekers, resume building, computer or keyboarding skills, and more. Some new classes cover topics such as Wordpress and Google Workspace. Once the courses have been developed, the goal is to extend them to the branches as well. Smith indicated that DBRL offers the five elements of digital inclusion through its various types of service: Internet, Training, Devices, Content, and Support.

In response to a question from Anderson, Smith stated that he believes the importance of

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technology access is a bipartisan issue. Rural areas and tribal reservations are heavily affected by the lack of access. Anderson also asked about the demographic that is most served by Device Advice. Smith responded that individuals seeking help with basic skills such as using a new phone, applying for a job, or practicing keyboarding skills most frequently attend the class.

Committee Reports:

Evaluation Committee: Nielsen reported that the Evaluation Committee met on March 14 to discuss the tools and timeline for the 2022 Executive Director Evaluation. The evaluation will be completed using a Google Form, and the only notable change the committee made to last year's form is limiting the rating options to: Exceeds Expectations; Meets Expectations; or Improvement Needed.

Henry will be sending the form to the entire board on March 17. The committee plans to meet on April 6 to review the evaluations. Conroy added that she will be sending her self-evaluation as well.

New Business

Policy 2-670 Circulation: Conroy referenced the draft of the proposed changes to the circulation policy included in the meeting packet, indicating that McConnell and the Circulation Committee had been working to update the policy as it had not been revised since 2016.

McConnell described the substantial changes being proposed in the draft. The first proposal is to eliminate the requirement for Missouri residents who do not live in a tax-supported district to pay a \$45 fee for services. This designation is difficult to apply consistently, and there are only three active accounts. Instead, these patrons will receive the same reciprocal card as other Missouri residents who do not live in DBRL's service area.

Another goal with updating the policy is to better address unhoused patrons and allow them temporary access to services or materials. The change would allow individuals who do not have or cannot verify their address upon registering to obtain a temporary or unverified card in order to have limited access to resources.

The previous designation for students will now include educators. This will include college students, and students and teachers who work at or attend Columbia schools but live outside the library's service area. The change will require the patron to physically attend or work at the school.

The changes also address pest infestation, patron responsibility for lost cards, and more consistency between in-person and online applications. McConnell emphasized that the proposed changes will also require a lot of procedural changes for staff, and staff feedback was sought.

Anderson asked about the potential for refunding the three active patrons who have paid the \$45 fee for not living in a tax-supported library district. This had not been considered yet, but it will be addressed.

Carner thanked McConnell for the work done to address the potential policy changes, and remarked that the library is moving in a good direction with more inclusion.

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Policy 2-715 Cell Phones: Conroy explained the proposed changes to the cell phone policy, indicating that the policy had been originally approved in 2007 and last revised in 2019. The Facilities Manager currently has a DBRL cell phone to ensure he always has a reliable communication source. There is also a cell phone present on the bookmobile for emergency use, and the policy has language about proper cell phone use when operating the bookmobile. Other managerial staff members use their personal devices on an infrequent basis.

Library staff asked that the board approve the following changes: remove the procedures and provision for reimbursement for calls and texts made using personal cell phones as no one has requested this reimbursement since the policy was originally approved. Conroy noted that a new copy of the proposed revisions had been given to the board as the library's lawyer reviewed it and made a minor update to the statute language.

ACTION: Daly moved, Howard seconded approving the proposed changes to Policy 2-715 Cell Phones. The motion passed.

ALA Annual Conference: Conroy indicated that Megan James had contacted the board about their American Library Association memberships. She added that a United for Libraries membership, which has more specific information for Trustees, had been or could be added to accounts for those interested.

Conroy stated that the ALA Annual Conference is in Chicago in June, and asked the board to let James know if they are interested in attending.

Other Business

There was no other business.

Staff Announcements

Henry expressed her gratitude to the board for the time and knowledge they invest into the library, adding that she has enjoyed working with them over the years and appreciates their generosity towards staff and patrons.

The board shared appreciation for Henry's time at DBRL.

Board Comments/Announcements

Daly shared that she and Carner had attended Missouri Library Advocacy Day. She noted that it was a positive experience, and the representatives seemed anxious to hear from libraries, especially concerning recently proposed legislation. She encouraged the other board members to consider attending next year.

Hays-Martin thanked Henley and other staff members for the work they did to secure the North Callaway school district with Sora. Henley explained that Sora is an e-book program that allows school districts to access children's materials from their public library's collection in addition to their own.

Powell asked for clarification as to whether the library was providing passport services again, indicating that she had suggested an individual in need of a passport check with the library. Scott stated that passport services have returned to both the Columbia Public Library and Callaway

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County Public Library. She added that reservations are required, and they are only booked approximately a week or a week and a half in advance due to how quickly the appointments fill up. Conroy noted that compliments about the service are often received, and Scott added that the great work done by the staff who provide the service has people recommending the library to others.

Closed Session Concerning Preparation, Including Any Discussions or Work Product, on Behalf of a Public Governmental Body or its Representatives for Negotiations with Employee Groups Under RSMo 610.021(9)

ACTION: Hays-Martin moved, Buckler seconded entering Closed Session Concerning Matters of Legal Action as Authorized Under RSMo 610.021(1). Vote on the motion was taken by roll call: Anderson – yes; Buckler – yes; Carner – yes; Daly – yes; Fennel – yes; Hays-Martin – yes; Howard – yes; Markie – yes; Miller – yes; Nielsen – yes; Powell – yes; Rodewald – yes. The motion passed.

Open session resumed at 7:17 p.m.

Adjournment

Hearing no further business, Carner adjourned the meeting at 7:18 p.m.

Minutes recorded by Megan James.

Susan Daly, Secretary