

**Daniel Boone Regional Library**  
**Minutes, Meeting of July 13, 2023**

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

Nate Suttentfield, President, called the meeting to order at 6:00 p.m.

Daniel Boone Regional Library (DBRL) Board members in attendance were: Shannon Alvis, Margrace Buckler, Dorothy Carner, Mary Fennel, Tonya Hays-Martin, Jean Howard, Jacqueline Kelly, Kate Markie, Cori Miller (via Zoom), August Nielsen, Pat Powell, Jennifer Rodewald, and Nate Suttentfield. Jean Howard and Khaki Westerfield were absent.

Also in attendance were DBRL Executive Director Margaret Conroy, and DBRL managers Karen Crago, Kirk Henley, Sara Henry (via Zoom), Sarah Howard (via Zoom), Erin Magner (via Zoom), Amanda McConnel, Nathan Pauley, Jim Smith, Mitzi St. John, Lauren Williams, and other members of library staff.

All staff members present introduced themselves to welcome the new trustees.

**Public Comment**

There was no public comment.

**Minutes**

Suttentfield asked for corrections to the closed and open session minutes of June 15, 2023. Nielsen moved, Markie seconded approving the minutes, and they were approved as written.

**Monthly Reports**

Director's Report: Conroy indicated the next Finance Committee meeting is scheduled for July 27, 2023, and information will be provided to the committee in advance.

Conroy explained that the June union bargaining session resulted in several tentative agreements, and while there were none at the most recent July 11 meeting, there was progress made on several articles.

The state's budget was approved with state aid fully intact for libraries.

Conroy spoke about her experience at the American Library Association Conference. As a member of ALA Council, she spent much of her time in business meetings concerning ongoing library challenges and the composition of the organization since the ALA Council changed. There were other sessions discussing censorship, legislative strategizing, diversity, equity, and inclusion, etc. Conroy spoke about some of the programs she attended. She also shared that the federal E-rate program is undergoing changes and could potentially result in hotspot discounts, which is a service DBRL offers patrons. Conroy added that ALA always has content geared towards trustees, and she is grateful to have trustees willing to attend. Attendance is available for other trustees interested in attending in the future.

The significant donation made to the Callaway County Public Library has been received and deposited at Central Trust through an account managed by the DBRL Foundation. The donor requested the funds be used for books, computer materials, and capital improvements. It will not be used for items generally paid from the operating budget, and the library will be thoughtful about developing a spending plan.

## **Daniel Boone Regional Library**

### **Minutes, Meeting of July 13, 2023**

Financial Report: Smith indicated tax revenue is on track to meet or exceed the budgeted amount. Expenditures are also on track, though Smith noted commercial insurance is over budget due to premium costs increasing more than expected as climate change is impacting the insurance markets. Library vehicle maintenance is still under budget due to an issue with the City of Columbia's billing process that should be corrected soon.

Service Report: Conroy indicated that service numbers are looking robust. Final summer reading numbers are not known yet, and always help with the data. She indicated that participants were not required to register for summer reading this year; instead, they will submit a finisher application once completing the program. Circulation numbers and program attendance are also tracked for summer reading.

Kelly asked about the Hallsville Library-to-go designation on the service report. Conroy explained the remote lockers that make picking up materials more convenient for Hallsville residents. She added that, for statistics, 2023 is being considered a normalizing year for comparing numbers to those pre-Covid.

Kelly also indicated that Holts Summit library visits have a discrepancy. Conroy stated this is likely due to having more in-person programming whereas much of the programming was done virtually or hybrid during the pandemic.

#### **Service Spotlight: Website Updates – Bennett Magnino**

Magnino is the Web Developer for the DBRL system. He maintains the library's website – also called the Digital Branch – to ensure it is functioning well and is styled nicely. PR has made an effort to have consistent branding across the site and identify areas for improvement as the site is an important doorway to DBRL's content including collections, spaces, services, etc.

The website receives around 90,000 pages views per month which does not include catalog visits or visits to partner websites like OverDrive. This typically represents around 30,000 unique users and is comparable to the number of in-person visits at Columbia Public Library any given month. Around 60 percent of users begin on the homepage, and the rest are directly routed to other links.

Magnino explained the thought process behind recent updates to the homepage. The goal was to make the experience more consistent and easier for returning users to locate their areas of interest. A core group of staff members worked to determine what changes this goal would require along with survey staff and patrons. Some requests included a designated space for kid and family information, easy access to the library card application, and book lists.

Magnino also indicated that not all content is automatically integrated with the library's website and requires some intermediary work to appear on the webpage and match the library's branding. This includes event registrations and the catalog among others. There is also a focus placed on ensuring the webpage works well for mobile users who makeup around 50 percent of users.

Magnino emphasized the importance of understanding what is going on in all departments in order to better understand what interface types work best for staff who are the subject experts in services provided and can share insights into what tools are needed.

Kelly asked how difficult it is to obtain feedback from the public as not everyone makes the

## **Daniel Boone Regional Library**

### **Minutes, Meeting of July 13, 2023**

effort. Magnino stated the library has made an effort to introduce passive routes for feedback such as the Ask Us tab on the website. It has also been found that short term surveys that patrons can be directed to via an email or newsletter tend to be more effective.

Suttenfield thanked Magnino for his presentation, and Williams indicated Magnino is a librarian.

#### **District Reports:**

Columbia and Boone County Library District: Markie reported that the board met just before the regional board meeting and approved the following slate of officers for 2023-24: Kate Markie – President, Khaki Westerfield – Vice President, and August Nielsen – Warrant Officer.

The board also appointed Pat Powell to serve on the DBRL Finance Committee in order to have equal representation from both district boards.

#### **American Library Association Conference Reports**

Carner indicated she has been to the conference multiple times as an academic librarian and had the opportunity to attend via the web version in 2022. This time she attended events that were pertinent to being a trustee, specifically those through United for Libraries, a group within ALA that creates content geared towards trustees, foundation members, and Friends of the Library members. She shared some of the stories she heard from librarians about treatment concerning book banning and the emphasis on creating community connections and collaborations. She suggested other members view the site Get Ready Stay Ready that was created to offer information to help those interested stay aware about what is happening concerning book banning and how to be prepared for those conversations. Carner also spoke about a session she attended that discussed the legal aspects of being a trustee, and noted United for Libraries will have a new training program available soon similar to ones the DBRL board has participated in.

Miller shared that she also attended many trustee-focused sessions where she met many board members and learned about the various ways trustees are appointed to their boards. Miller also indicated she had Conroy send the trustees a speech given by Emily Amick at the conference that also discussed groups like Mothers for Liberty who are disrupting libraries through book banning. Overall, the conference was a good experience and a lot was learned.

Fennel asked about the keynote speaker, Judy Blume, and Conroy indicated she was able to see the session. Next year's conference is in San Diego, California.

#### **New Business**

Policy 2-630 Materials Selection: Conroy explained that this policy has been reviewed recently, but in light of the Secretary of State's new Administrative Rule, she had the library's attorney review it. No changes are proposed to the policy, so the board is not required to approve it, but there have been updates to the procedures section. Collections Manager, Henley, used language from the library's internal collection plan to address how books are categorized. This is to add clarity and make information more accessible to the public how children's materials are segregated. As an acknowledgement of this addition in order to signal compliance with the SOS's Rule, staff are asking the board to approve the changes. Conroy also clarified some requirements of the Rule.

Markie asked if the attorney had reviewed both the policy and procedures. Conroy confirmed the

**Daniel Boone Regional Library**  
**Minutes, Meeting of July 13, 2023**

attorney was sent the entire document.

ACTION: Powell moved, Fennel seconded approving the proposed changes to Policy 2-630 Materials Selection. The motion passed.

Policy 2-670 Library Cards: Conroy explained that the board had recently approved changes to this policy before guidelines for how to comply with the SOS's new Administrative Rule were finalized. Since then, the library's attorney further reviewed the policy to strengthen the language for compliance and makes clear that parents have responsibility for materials their children use or check out. Staff are asking for reapproval of the policy with the updates indicated in the meeting packet. The library card application was also updated to add stronger language.

ACTION: Markie moved, Kelly seconded approving the revisions to Policy 2-670 Library Card. The motion passed.

**Other Business**

There was no other business.

**Staff Announcements**

Williams encouraged the board to attend a July 15 event at Columbia Public Library called Human Library. The event features volunteers who have an identity or title and meet with small groups to discuss their lived experiences. The event aligns well with the library's Strategic Plan goals to improve diversity, equity, and inclusion.

**Board Comments/Announcements**

Buckler shared praise for the library's Book Oracle service. She completed the survey and was suggested 10 books that were based on her interests but outside her usual selection criteria. She encouraged everyone to try it. Conroy briefly explained how the survey works and indicated positive comments are frequently received about it.

**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: Buckler moved, Markie seconded entering Closed Session Concerning Preparation as Authorized Under RSMo 610.021(9). Vote on the motion was taken by roll call: Alvis – yes; Buckler – yes; Carner – yes; Fennel – yes; Hays-Martin – yes; Kelly – yes; Markie – yes; Miller – yes; Nielsen – yes; Powell – yes; Rodewald – yes; Suttentfield – yes. The motion passed.

Open session resumed at 7:27 p.m.

**Adjournment**

Hearing no further business, Carner adjourned the meeting at 7:28 p.m.

Minutes recorded by Megan James.

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Cori Miller, Secretary