

Daniel Boone Regional Library Minutes, Meeting of January 16, 2025

Call to Order, Roll Call and Quorum Determination

Margrace Buckler, President, called the meeting to order at 6 p.m.

Daniel Boone Regional Library (DRBL) Board members present were Shannon Alvis, Margrace Buckler, Dorothy Carner, Seth Christensen, Mary Fennel, Tonya Hays-Martin, Jean Howard, Jacqueline Kelly, Cori Miller, Pat Powell, Travis Pringle, and Jennifer Rodewald. Lisa Finn and Dawn Dirks were absent.

Also in attendance was DBRL Executive Director Robin Westphal as well as DBRL managers Erin Magner, Angela Scott, Jim Smith, Karen Crago, Mitzi St. John, Joe Facticeau, Abbey Rimel, Lauren Williams, Sheryl Bucklew, Althea Harris, Sarah Henry, Kirk Henley, Eric Schmeck, Nathan Pauley, and other members of library staff.

Public Comment

None.

Minutes

There were no corrections or comments concerning the minutes of the November 14, 2024 Board Meeting. The minutes were approved as written.

Community Survey Presentation from Chris Tatham, ETC Institute

Mitzi St. John, PR Director, introduced Chris Tatham, who joined the meeting via Zoom, sharing that Chris, along with the staff at the ETC Institute, has conducted our Community Survey since 2007. Chris shared background information about the institute, reporting that they work with over 1300 agencies around the world including other libraries, fire departments, and local governments adding that it is very rare that they see results as good as ours for any of these organizations. Chris continued to explain the background work that went into our survey including the sample size, diversity of those surveyed, and what benchmarks they were evaluating through the chosen questions. Chris reported impressive numbers of positive responses for the majority of the questions asked including 99% awareness of the library system, 99% agreement that libraries are important to the community, 90% of people satisfied/very satisfied with the value of services received for their tax dollars, and 94% of people satisfied/very satisfied with the customer service provided by staff. Chris reported that, when compared to the ETC Institute's national averages for their three key factors, DBRL is +29% for overall quality of services, +55% for customer service provided by staff, and +58% for the value of tax dollars. Chris reiterated how incredible our results were and

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congratulated us on our amazing library, even sharing that we will most likely win one of the institute's yearly awards for how high we scored on the three key factors listed previously.

Monthly Reports

Director's Report:

Robin began by sharing that her Director's report will be a bit different going forward as she will be integrating updates from the Department Managers into her report to give the board a better look into what is happening. Thus, this report will be a bit longer than usual moving forward. Robin shared that she has loved her first two months here at DBRL and thanked her team for all their support and help. Moving forward, Robin was excited to share that two members of our staff were accepted into Leadership Columbia this year, Lauren Williams and Joe Facticeau. She added that Joe has been hard at work since joining the team in 2024, sharing that the Foundation raised over \$103,000 in 2024 after a very successful CoMoGives Campaign. Robin shared that the Friends of the Columbia Public Library also had a very successful year with their book sales and that they handed over a check for \$50,000 to Robin and Joe the night before at their board meeting.

Robin shared that she will be bringing back Donuts with the Director, which past directors had put on as a sort of informal opportunity for staff to talk with the director, however Robin shared she would like to change the name and make the event happen on a monthly basis. She added that she would like to pick a date every month, perhaps the last day of the month, for this event, whether that day be a weekday or weekend, to allow equal opportunity for all staff members to join in. Additionally, Robin will keep doing monthly branch visits to give time to branch staff as well.

Speaking of the branches, Robin shared an amazing feat that Beth Bade from Fulton was able to do. Robin shared that, while at the library, Beth performed the Heimlich maneuver on a choking patron, saving her life.

Financial Report:

Jim shared that the trustees had both the November report and the December preliminary report in their packet, reporting that he would go over the key points from the December report. Jim shared that this report is still preliminary as we are still waiting for some information needed to close our records from the Boone County Treasurer regarding our investments held with them. Jim went on to report that the Callaway

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County property tax revenue shows as under budget on the report as the county collector sent out the tax bills later than usual, which impacted our collection pattern. This resulted in us collecting about ¼ of what we usually collect for November, which is distributed in December. Jim reported that the remaining taxes were collected in December and will be distributed in January.

Jim shared that the property tax revenue for Columbia and Boone County is slightly over budget as is revenue from investment on taxes and interest on checking. Overall, Jim reported being over budget for total revenue in the December report. Jim shared that we are on track for Salaries and Fringe Benefits was under budget because fewer employees participated in the Health and Dental Insurance than was planned as part of the budget. We projected a much larger participation rate with the signing of the union agreement.

Service Report:

Robin reviewed the information in the November and December Service Reports, sharing that a large decrease in visits to the Callaway County Public Library could be attributed to a broken door counter, and the decrease in Outreach Circulation was caused by fewer bookmobile stops due to inclement weather. There were no further questions regarding the reports.

Service Spotlight: Holiday Card Kit Program (Carolyn and Stephanie M)

Margrace welcomed Carolyn Cain, Outreach Library Associate - Outreach Lead, and Stephanie Markin, Outreach Library Associate, to the floor to present on the Holiday Card Kit Program. After introductions, Carolyn shared that this program stemmed from COVID when the department was struggling to reach their patrons, most of whom live in nursing facilities, due to the lockdown. Most of these patrons felt disconnected from the world and loved ones, thus the outreach staff began brainstorming on how to bridge this gap. Carolyn, being a card maker herself, thought of designing card kits for these patrons to put together in order to help them reconnect with people outside of their facilities. Stephanie shared that the original kits contained general greeting cards, but the department chose to scale back to just holiday cards due to the staff time involved in the design and production process.

The pair reported that the patrons love these kits, which are available in varying skill levels, and shared some of the stories from patrons that are completing and sending these cards to loved ones, including back to the library. One such patron was able to reconnect with a niece that she had been estranged from for 10 years while two other patrons, living at separate facilities, unknowingly sent cards to each other and now have

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weekly chats. Carolyn and Stephanie shared their love for this program and extended thanks to the trustees for their support and for passing the budgets that allow for these programs.

District Reports

Columbia and Boone County Library District:

Dorothy Carner, CBCLD Board President, reported that the Columbia and Boone County Library District board of trustees met immediately prior to this meeting to hear a presentation from REDI regarding a newly proposed Chapter 100 tax incentive called Project Frontier. The board voted to direct Dorothy as the CBCLD Board representative to the Chapter 100 Taxing District Review Panel to vote in favor of the project.

New Business

401(k) Amendment:

Jim explained that the Secure Act 2.0, which provided that all employees that work over 500 hours over two years are required to be eligible for 401(k) plans, was passed. However, with the union agreement, we took this further and agreed to allow employees that work over 500 hours in one year to be eligible for our 401(k) plan. This amendment would allow for us to be back in compliance with the union agreement.

Jim shared that eligible employees are automatically enrolled at a 2% match, but that we will match up to 6%. The financial impact to the budget, if everyone eligible joined, would be around \$20,000 to \$30,000, however, Jim shared that he does not expect many part-time employees to enroll.

ACTION: Hays-Martin moved and Alvis seconded approving 401(k) amendment. The vote was taken by roll call: Alvis - yes; Buckler - yes; Carner - yes; Christensen - yes; Fennel - yes; Hays-Martin - yes; Howard - yes; Kelly - yes; Miller - yes; Powell - yes; Pringle - yes; and Rodewald - yes. The motion passed by unanimous consent.

Policy 1-251 Dress Code:

Karen Crago shared that after 10 months with the dress code as laid out in the union agreement, the Labor Management Committee decided the policy should be loosened a bit. Previously, the policy restricted any words on staff clothing that was not library related as well as the size and number of union related pins worn by staff. This update would allow for clothing with written messages that do not directly promote, denigrate, or disparage any social, political, or religious beliefs in a manner that is reasonably likely

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to cause disruption in the workplace or discomfort to patrons as well as remove the guidelines regarding union pins.

ACTION: Powell moved and Rodewald seconded approving Policy 1-251 Dress Code. The vote was taken by roll call: Alvis - yes; Buckler - yes; Carner - yes; Christensen - yes; Fennel - yes; Hays-Martin - yes; Howard - yes; Kelly - yes; Miller - yes; Powell - yes; Pringle - yes; and Rodewald - yes. The motion passed by unanimous consent.

Other Business

None.

Staff Announcements

None.

Board Comments/Announcements

Buckler shared that she recently met with Cori Miller, Robin Westphal, and Helen Washburn, Foundation Board President, to further discuss more collaboration between the two boards. She further shared that they specifically discussed involving the Foundation board and Friends groups in the process of developing the next strategic plan.

Pringle shared that he and his wife are expecting their first child, a baby girl, to be born in late July or early August! Travis shared that his father brought him to the library every weekend as a child and that he is excited for our amazing staff to help foster a love of reading for his daughter.

Jacqueline Kelly asked how many people were expecting a “three-peat” from the Kansas City Chiefs, which was met with an excited, mutual agreement from the room.

Closed Session Concerning Matters of Personnel as Authorized Under RSMo 610.021(3)

ACTION: Miller moved and Kelly seconded entering the Closed Session Concerning Matters of Personnel as Authorized Under RSMo 610.021(3). The vote was taken by roll call: Alvis - yes; Buckler - yes; Carner - yes; Christensen - yes; Fennel - yes; Hays-Martin - yes; Howard - yes; Kelly - yes; Miller - yes; Powell - yes; Pringle - yes; and Rodewald - yes. The motion passed by unanimous consent.

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Open session resumed at 7:56 p.m.

Adjournment

Hearing no further business, Margrace Buckler adjourned the meeting at 7:58 p.m.

Minutes recorded by Emily Camden.

Jennifer Rodewald, Board Secretary