

## **Daniel Boone Regional Library Minutes, Meeting of April 16, 2026**

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

Cori Miller-Ryan, President, called the meeting to order at 6:00 p.m.

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

Also in attendance was DBRL Executive Director Robin Westphal as well as DBRL managers Jim Smith, Angela Scott, Eric Schmeck, Sheryl Bucklew, Althea Harris, Mitzi St.John, Nathan Pauley, Amy Messner, Sarah Howard, Karen Crago, Mandy McConnell, and other members of library staff.

### **Public Comment**

None.

### **Minutes**

There were no corrections or comments concerning the minutes of the March 12, 2026 Board Meeting. The minutes were approved as written.

### **Monthly Reports**

#### **Director's Report:**

Robin Westphal began her report with an update on the Foundation's new fundraising campaign to support the purchase of new bookmobiles. She shared that some board members may have already received campaign materials in the mail and noted that the official kickoff event would take place the following Monday at the library's water tower parking lot in partnership with the Chamber of Commerce. Robin explained that the library is working with a consultant who specializes in helping organizations select and purchase bookmobiles to ensure the library acquires the right vehicles for its needs. She stated that the estimated cost for both a senior and junior bookmobile could approach \$1 million if purchased at the same time. Although the library has funds available in its fund balance that could help support the project, Robin shared that Leadership would prefer to evaluate fundraising progress before determining how much funding to commit internally. She also reported that the current bookmobile was once again in the repair shop due to a diesel leak near the generator.

Robin noted that National Library Week would begin the following week with the theme "Find Joy at Your Library." She shared that several staff appreciation activities were planned, including a staff picnic on April 24 at the pavilion at Stephens Lake, and extended an invitation to board members to attend. Robin continued on to introduce Amy Messner, the new Assistant Manager of Youth Services, and thanked the board for supporting the creation of the role and stated that Amy had already been with the library for two weeks and was adjusting well. Because of limited office space within the building, Amy will temporarily work out of Study Room 1, and the library plans to install a study pod to compensate for the loss of that study room. Robin also explained that additional office renovations are underway to consolidate Human Resources staff into a

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single area and create a shared workspace for Safety and Security personnel alongside Buildings and Grounds staff. Robin also announced the hiring of a new Safety and Security Manager, Chris Heitman, who will begin work on May 1. She highlighted his more than 25 years of law enforcement experience, including serving as the Sheriff of Maries County, where he was reportedly the youngest sheriff in the state at the time of his election. Robin noted that the interview process included a diverse panel of staff members representing multiple departments and she expressed enthusiasm about welcoming him to the library team.

Robin concluded her report with an update on the library's strategic planning process. She thanked the board members who attended the initial planning session, which used a SWOTA format examining strengths, weaknesses, opportunities, threats, and achievements. Approximately 28 participants contributed nearly 200 responses during the exercise. Robin observed that participants shared many of the same concerns, particularly regarding funding challenges, space limitations within the current facility, and the possibility of expanding services to other parts of Columbia. At the same time, she noted that strong community support and staff dedication emerged as key strengths. Robin described the session as open, productive, and highly collaborative, with participants encouraged to explain and discuss their ideas openly. Board members who attended echoed her positive assessment of the process. Robin added that another planning session is scheduled for May, followed by a retreat expected to involve the full board. Hays-Martin shared a concern regarding the Long Range Planning Committee having not met before the current process began as the bylaws state they should be the steering committee for the process. A brief discussion followed regarding the role of the board's Long Range Planning Committee in the strategic planning process and the need to ensure the committee remains actively involved moving forward.

### Financial Report:

Jim Smith began his report by highlighting the checking account balance on page one, explaining that the current year's balance is significantly higher than the previous year because the library has accumulated cash reserves to pay for several major capital projects scheduled for completion this year, including the CCPL HVAC project and the Columbia Public Library roof replacement. Jim reported that tax revenue as well as revenues overall are as expected for March.

Jim reported that total expenditures currently stand at 21% of the annual budget, which he said aligns with expectations for this point in the fiscal year. He noted that library vehicle maintenance remains an area that has not yet fully reflected anticipated expenses because the City of Columbia has begun billing the library on a quarterly basis; next month should reflect the first quarter expenses. Jim indicated that future reports should show several months of accumulated maintenance charges once those invoices are received. He also explained that fuel purchases are processed separately through another vendor and are subject to an approximate two-month billing delay. As a result, the current report only reflects January fuel expenses totaling \$838.

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### Service Report:

Robin highlighted the success of the “Americans and the Holocaust” exhibit, reporting that 3,147 people visited between February 9 and March 16, including 170 guided tour participants and 237 attendees at related programs. She noted the exhibit also increased circulation of World War II and Holocaust-related materials. Robin thanked Seth Smith, Lauren Williams, Angela, and the many staff members involved in securing, preparing, and hosting the exhibit, noting that the library was one of only 29 libraries nationwide selected to host it. She added that the exhibit contributed significantly to increased program attendance and tours reflected in the Service Report.

Robin also updated the board on the temporary Callaway library location, explaining that while many data points are unable to be tracked while in the temporary location, circulation services will remain on the report and are operating well. She praised staff for completing the relocation with only a two-day closure and noted that summer reading programs and activities in Fulton will continue through partnerships with local community organizations.

Finally, Robin reported that the library’s snack pack program for patrons experiencing food insecurity had recently been replenished through donations, and staff would soon assemble additional packs. She also shared that while notary services were slightly lower during spring break, the library still processed 213 passport applications during the month.

### **Service Spotlight - Social Media with Paige Lubbering**

Paige began her presentation by introducing herself as the Social Media Specialist, sharing that she has been in the position since April of 2025, but has been with DBRL for seven years having worked in both the PR and IT departments. Paige also reviewed the library’s social media presence, which includes Facebook pages for each branch, Instagram, X, TikTok, YouTube, LinkedIn, Reddit, and several specialized Facebook groups focused on seniors, reading challenges, and early childhood resources.

Further explaining the recent history of our social media presence, Paige shared that after reviewing the recent community survey data showing that social media had surpassed traditional media as the primary way patrons receive information, staff conducted a full audit of the library’s social media content. The review found that locally focused content featuring staff, patrons, displays, and library activities consistently performed better than graphics, posters, or shared memes. In response, the library shifted its strategy to focus on photos and short-form videos highlighting library services, programs, and community engagement. Paige noted that humorous short videos performed especially well while also reducing production pressure on staff and board members echoed that they enjoy seeing them as well. Paige also shared that the library significantly reduced its use of X (formerly Twitter) after the survey showed it represented only a small portion of audience engagement despite accounting for nearly half of the content being produced previously. The platform is now used primarily for major announcements and service updates.

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Paige further reported that the new strategy has produced strong results, including nearly doubling the number of people reached across social media platforms, doubling follower growth, and substantially increasing engagement rates. She explained that engagement includes link clicks, shares, comments, reactions, and video views, all of which increased significantly under the revised approach. Paige highlighted video performance as the largest area of growth, crediting the success to collaboration across departments, staff volunteers, patrons, and videographer Devin. Board members praised the creativity, humor, and professional quality of the videos and expressed appreciation for the library's improved online presence.

### **New Business**

None.

### **Other Business**

None.

### **Staff Announcements**

None.

### **Board Comments/Announcements**

Margrace Buckler shared that she and about 15 volunteers planted the plants for the CPL Native Plant Garden recently. She complimented the layout of the garden and the volunteer support of the staff.

Dorothy Carner shared that she will be moving to California in June to spend more time with family and, thus, will be leaving the board. She expressed how much she appreciates DBRL and how much her time on the board has meant to her.

### **Adjournment**

Hearing no further business, Cori Miller-Ryan adjourned the meeting at 6:34 p.m.

Minutes recorded by Emily Camden.

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Jean Howard, Board Secretary