

**RUTHERFORD COUNTY LIBRARY SYSTEM
BOARD OF DIRECTORS
MINUTES OF MEETING
Monday, February 7, 2022**

MEMBERS PRESENT:

Tim Bowling	Dr. Frank Lambert
Lauren Brandon	Susan McGannon
Rollie Holden, Jr.	Steve Sullivan
Lynette Ingram	Lisa Trail
Phil King	Chris West

MEMBERS ABSENT:

Janita Baucum	Madelyn Scales Harris	Sylvanye “Sam” Roh
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OTHERS PRESENT:

Rita Shacklett, Director, RCLS
Carol Ghattas, Branch Manager, Linebaugh
Ginger Graves, Branch Manager, Smyrna Public Library
Donna Jordon, Branch Supervisor, Eagleville
Kathleen Tyree, Branch Manager, TEC Library
Kate Huddleston, Director, Stones River Regional Library
Bearl Beasley, President, Friends of Linebaugh Library
Elsa Britt, Recorder

OTHERS ABSENT:

Mindy Barrett, Branch Supervisor, MGL Library
Theresa Pickett, President, Friends of Smyrna Library
Beth Wheeler, President, Friends of Eagleville Library

CALL TO ORDER:

The regular meeting of the Board of Directors of the Rutherford County Library System was called to order by Mr. Holden, Chair, on Monday, February 7, 2022, at 5:00 p.m. at Linebaugh Public Library.

WELCOME NEW MEMBERS/SPECIAL GUESTS (IF ANY):

None.

REVIEW AND APPROVAL OF MINUTES OF PRIOR MEETING:

The Minutes of Meeting held on December 6, 2021, were presented for approval. Ms. McGannon corrected a typographical error on page 3, item 2 under the Linebaugh Library report. The correct word is “inequity” not “iniquity”. There being no further corrections, additions,

and/or changes Dr. Lambert made a motion to approve the minutes as corrected. Ms. Ingram seconded. Motion carried.

CONSENT AGENDA: None

REPORTS FROM COMMITTEES OF THE BOARD

Mr. Holden revised the order of the Agenda by asking the chairman of the Personnel Committee to give his reports first as he had several items to discuss.

Personnel Committee: Mr. West reported documents to be discussed were emailed to the Board members for their review:

- 1) RCLS Proposed Pay Structure. Mr. West made a motion to approve the proposed pay structure for 2022-23, pending funding approval. Mr. Bowling seconded. Motion carried.
 - Mr. Sullivan commented that salary adjustments have not been done since 2019 and that RCLS found itself to be far behind compared to other libraries of the same size. The huge salary gap could not be resolved in this next fiscal year but the Budget and Finance Committee found a percentage/formula that may be acceptable to the funding bodies. It may take a couple more years of giving incremental increases before the library system finds itself to be competitive with same-size libraries, salary-wise. Mr. Sullivan suggested pay scale analysis be conducted at least annually.
 - The pay scale analysis was conducted by Paylocity™, as part of the package purchased by the RCLS. It allows RCLS to do wage analysis every month, if desired, at no additional cost. RCLS plans to do another wage study in May and in September to make sure of its competitiveness.
 - One of the contributing factors for staffs' high turnover rate is salaries.

- 2) Insurance Premium Ratio. Mr. West reported that the current health insurance premium partnership between the employer and employee is 85/15 (85% - employer and 15% - employees). Mr. West proposed and made a motion, on behalf of the Personnel Committee, to amend the ratio of health insurance premium payment from 85/15 to 75/25 (75% - employer and 25% - employees) effective July 1, 2022. Ms. McGannon seconded. Motion carried.
 - The 75/25 ratio is more consistent with employers in the community including Rutherford County.
 - Mr. Sullivan commented when the Budget and Finance Committee discovered this issue, it was a dilemma of which one to fix: the pay scale or better insurance rate. When someone leaves the RCLS, the typical reason they give is because of the pay scale, they are not considering the health package in their pay. Other employers in the community, including the Rutherford County and the Town of Smyrna, were not using the 85/15 ratio.

- As a member of a funding body, Mr. Sullivan said it is easier to ask funds for incremental salary raises every year than to try to give benefits at a higher level than everyone else. The 75/25 ratio is in line with everyone else and gives the Board the ability to be more successful in fixing the pay problems over the next eighteen (18) months to two (2) years.
- 3) Human Resources Policy Manual (HRPM). The Personnel Committee has met monthly since last year to review, update, and change terminologies of the HR policies from ten (10) years ago. Mr. West presented and made a motion to approve the HR Policy Manual's Chapter 1. These sections were reviewed by the Bylaws and Policies Committee prior to submittal for Board's approval. Mr. Sullivan seconded. Motion carried.
- HR 001 - Overview
 - HR 002 - Glossary of Terms.

Budget and Finance: Mr. Bowling presented and made a motion to accept the following financial reports:

- November 30 and December 31, 2021. Mr. West seconded. Motion carried.
- January 31, 2022. (These reports were emailed prior to today's meeting and hard copies were distributed to the Board members) – Ms. Trail seconded. Motion carried.

Mr. Bowling presented the Proposed Budget for FY 2022-23, and highlighted the following:

- In approving the proposed budget for FY 2022-23, the Board is NOT approving the new pay scale or going fine free. Both of these items will be voted on separately by the Board, and if approved, will be effective July 1, 2022 pending adequate funding.
- The following software/services were cut from the budget:
 - Collection HQ - \$24,000 per year
 - Unique Collection Agency - \$10,000 per year
 - Flipster - \$12,200 per year
 - Pronunciator - \$2,995 per year
 - Wandoo Reader - \$1,470 per year
- Overdue fine revenue was removed from this budget
- Main sources of budget increase for this fiscal year:
 - New pay scale and raise
 - Health insurance costs and change in plan benefits
- Moving the IT Specialists from Linebaugh and Smyrna budgets over to Administrative Services with the rest of the IT staff.

Mr. Bowling made a motion to approve the proposed budget for FY 2022-23 as presented. Mr. Sullivan seconded. Motion carried.

Ms. Brandon raised an issue mentioned in the past; the downward trends of RCLS's cardholders, users, and borrowers even before COVID-19 hit. There seems to be a "communication hole between the services being offered and what is being taken advantage of." She mentioned that

“any government-funded, non-profits should be spending a minimum of 5% on public relations/community/relations/marketing – ours is .0005.” So, if the Board is not going to put more funds into public relations/advertising then “staff hours or staff time needs to be going towards it.” Ms. Brandon would like to see a detailed, measurable goals, and time commitment (being time as the only resource available) to reverse the downward trend as she is worried about the RCLS growth rate. “It doesn’t matter if RCLS has these new books, paying resources, good programs if we’re not communicating that.”

Ms. Ghattas responded the branch managers and branch supervisors have been discussing this issue at their monthly meetings. The Technology & Outreach Coordinator, Trey Gwinn, has a plan in the works which will be implemented in April – a targeted outreach to high traffic areas in the community like Walmart, and see if it brings some results as far as signing people up for library cards and getting the news out. Depending on the results of this endeavor, then they will plan for future outreaches in other areas “because it really has to be where the people are. Sometimes, social media doesn’t necessarily get it.”

Ms. McGannon requested that Trey Gwinn do a presentation of “the plan” at the next board meeting. The Board may have some insights to give/add to the plan or other possibilities.

On behalf of the Board, Ms. McGannon thanked staff, the Budget and Finance, and the Personnel Committees who worked diligently on the budget.

Ms. Shacklett will submit the approved proposed budget for FY 2022-23 to the funding bodies:

- Town of Smyrna – February 18, 2022
- Rutherford County – March 18, 2022
- City of Murfreesboro – TBD
- City of Eagleville - TBD

By-Laws & Policies: Ms. McGannon had nothing to report at this time

Nominating: Ms. Trail had nothing to report at this time, but asked the Board for any recommendations of people who may be wanting to be in the RCLS Board. Several members’ term of office will be expiring soon.

Development & Acquisitions: Mr. King had nothing to report at this time.

Strategic Planning: Dr. Lambert had nothing to report at this time.

Facility Maintenance: Ms. Baucum was absent. Mr. Holden recognized Ms. Ghattas to discuss some issues under this committee.

- Ms. Ghattas brought the Board’s attention to the carpet in the conference room. Since the conversion of the room into its current use, utilization of the room has increased (different groups are using the room). Carpet tiles are coming off the floor and becoming a tripping hazard. The carpet is also fifteen (15) years old. Ms. Ghattas initiated getting quotes and received three (3). She is recommending the lowest quote from Ozburn

Carpets at \$12,314.00. The conference room needs to be closed for three (3) days when work starts.

Mr. Bowling made a motion to approve the amount of \$12,314.00 to be taken out of maintenance reserves (if necessary) to replace the flooring in the Linebaugh Conference Room with tile carpets from Ozburn Flooring America.

Ad Hoc Committee: Mr. Bowling had nothing to report at this time.

REPORTS FROM LIBRARIES & SUPPORT ORGANIZATIONS:

Linebaugh Library: Ms. Ghattas added/highlighted the following to/from her written reports:

- Outside elevator not working for over a month. The needed part arrived today and hopefully it will be fixed tomorrow.
- **Winter Woes:** Due to the intense cold in January, Linebaugh had an increase of patrons who are experiencing homelessness in the library. This has led to several issues, including theft of bathroom products, indecent exposures, arguments, sleeping in the stairwell, patron complaints and patrons who expressed they are not returning due to the increased sense of fear.

Linebaugh is currently without a security guard and do not anticipate having a replacement anytime soon. Ms. Ghattas encouraged a local officer to help with more walkthroughs, but as he is alone at his post right now, his presence is not seen in the library though he always come when Ms. Ghattas calls.

Ms. Ghattas stated for the record that “the City of Murfreesboro/Rutherford County needs to realize that the library could not continue to be a homeless shelter. If we are going to continue in this vein, they need to provide constant security or something because our patrons are getting afraid.”

This issue also contributed to the downward trend of library usage.

- Expanded shelvings in the YA (Young Adult) section.
- Staff changes. Lost one (1) staff, hired two (2) part time staffs – Linebaugh is fully staffed again.
- Fine Free December. Although it was a short trial, the program was well-received and resulted in positive customer experiences, however, no huge influx of books returned/lost items.

MGL Library: Ms. Barrett is not here today; she’s attending, together with Garrett Crowell, continuing education at PLMI (Public Library Management Institute). Today is their orientation; they are touring the Tennessee State Library and Archives.

Technology Engagement Center (TEC): Ms. Tyree highlighted the following from her written reports:

- AARP is using the TEC again as its home base for tax assistance in Murfreesboro this year.
- Ms. Tyree sent out a Meeting Room Survey to patrons who had used the various meeting spaces at the TEC in 2021. Out of two hundred twenty-two (222) different email addresses, thirty-two (32) responded. Every respondent said the meeting spaces met their needs and the vast majority said the booking process via the website was easy to use. The few comments against it used the description “cumbersome”, so the TEC are looking at ways to streamline it.

Bookmobile (BKM): Ms. Shacklett met with Mr. Crowell last week (February 2, 2022). Mr. Crowell is starting over again in the RCLS’ quest to get a bookmobile. The latest problem encountered were the chassis and other parts are getting harder to get. There is one company that has everything the RCLS wants at \$180K - \$190K. If RCLS ordered it today it will take at least a year before it can be delivered. Mr. Crowell will be at the March Board meeting to give the Board an update/more information.

Historical Research Center (HRC): Ms. Shacklett had nothing to add to the written report submitted by Lisa Ramsay.

Friends of Linebaugh Library (FOLL): Mr. Bearl Beasley reported the following:

- The Barnes and Noble Book Fair held on December 12, 2021 raised \$1,912.00 for FOLL!
- This year’s annual author luncheon event was held on January 15th via Zoom. The featured author was Jennie Fields, who lives in Nashville, and is the author of *Atomic Love*, a thriller romance, spy novel set in early 1950s.
- Book sales resumes this month: Saturday, February 12th for members only from 10 am – noon, and on Saturday, February 19th – open to the public from 9 am – noon.
- Membership is on par with last year’s numbers for February. FOLL anticipates renewals and “new” members’ registration at both book sales this month.
- Financially speaking FOLL is in a strong position. Membership dues and eBay sales are the main sources of income. The book sales also add to the revenues. FOLL projects an annual income from all sources at \$45,000.00
- As for expenditures, requests from the IT department, Linebaugh, MGL, and TEC are to be considered at the Board meeting on Thursday, February 10.

Smyrna Library: Ms. Graves reported the Smyrna Library hired two new staff members: Youth Services Coordinator and Library Assistant (Part Time).

Friends of Smyrna Library (FOSL): Ms. Pickett was absent. Ms. Graves presented her reports:

- FOSL held the annual “Souper” Friends membership drive on Saturday, January 29. At the event, three (3) lifetime and eighteen (18) annual memberships were received. To date, FOSL had a total of sixty-nine (69) members.

Eagleville Library: Ms. Jordon highlighted the following from her written reports:

- The first Job Assistance Event was held on January 25. Only two (2) people attended.
- Story time resumed on February 1st held at the Community Center. Only one (1) child attended despite of Ms. Jordon's efforts to promote the event. Hopefully, by the end of the month it will pick up again through word-of-mouth, in addition to usual channels.
- Doing a little bit of maintenance in the library through Lee Maintenance: installed two (2) new door knobs, purchased a storage cabinet, and some painting (to be done in April).
- Gave a tour to a 7-year old girl who needed her Reading Badge.

Friends of Eagleville Library (FOEL): Ms. Wheeler was absent. Ms. Jordon reported the following:

- FOEL is preparing a "Dr. Seuss" event, a membership drive in March.
- FOEL prepared Valentine bags to be given as a "thank you" to adult patrons who supported the library over the years.

Rutherford County Library System (RCLS): Ms. Shacklett highlighted the following from her written reports:

- Food for Fines: Requested the program be brought back in April for National Library Week. Mr. Sullivan made a motion to approve the request. Ms. McGannon seconded. Motion carried.
- Ms. Shacklett plans to attend the following conferences both are to be held in Knoxville, TN:
 - Level V Director's Summit - April 12, 2022
 - TLA Conference – April 13-15, 2022
- The just approved proposed budget for FY 2022-23 does not include revenues from Fines. Ms. Shacklett plans to propose to the Board the adoption of Fine Free Policy for the whole library system effective July 1, 2022. Ms. Shacklett urged the Board if they have concerns or things they want to be considered, to let her know in order to address them prior to the Board making their decision.

Rutherford County Library Foundation (RCLF): Ms. Shacklett reported the following:

- Slate of officers for 2022-23:
 - ✓ John Trail – Chair
 - ✓ Jeremy Florida – Vice-Chair
 - ✓ Dana Adams – Secretary
 - ✓ Courtney Chavez – Treasurer
 - ✓ Mark Crocker – Chair for the Community Development Committee
- The RCLF met on Wednesday, January 19 and approved/discussed the following:
 - ✓ Revising sponsorship levels, caterer, etc.
 - ✓ Approved to give proceeds of this year's fundraiser towards the purchase of a new bookmobile.
 - ✓ Approved to spend the remaining funds in the Bookmobile Account (\$20,229.54) towards the purchase of a new bookmobile. These funds were remainders from the purchase of the previous bookmobile.
 - ✓ Next meeting is on April 20.

Stones River Regional Library (SRRL): Ms. Huddleston reported the following:

- Upcoming trainings:
 - ✓ A Date with E-rate – February 14, 2022
 - ✓ Children’s Programming Roundtable – February 25, 2022
 - ✓ Teen Librarian Summit – March 16, 2022
 - ✓ Virtual Storytime 101 with Accessibility and Inclusivity – March 29, 2022
 - ✓ Community Assessment and Engagement, Part 1 – March 25, 2022
 - ✓ Community Assessment and Engagement, Part 2 – April 8, 2022
 - ✓ Community Assessment and Engagement, Part 3 – April 22, 2022
 - ✓ Library Services for Teens and Adults on the Autism Spectrum – April 29, 2022
 - ✓ Building a Budget - TBD
 - ✓ Library Space Planning – May 19, 2022
- Ordering Deadlines: All material orders using Federal and State funds (through the Regional Office) must be placed no later than Tuesday, March 1, 2022.
- The **Overdrive App** will be withdrawn from the app stores on February 23, 2022, this means that soon, the **Overdrive App** will not be available on Kindle devices. Patrons will need to use the Libby app to access the Overdrive database.
- Ms. Huddleston mentioned the SRRL has a new Assistant Director, Cynthia Matthews (Cindy). Ms. Matthews is not here today due to other commitments but Ms. Huddleston will introduce her to the Board in March.

OTHER BUSINESS:

- Mr. Sullivan mentioned the Town of Smyrna, in conjunction with Digitizing Oral Histories project, has created, through the Media Services Department, several series of *History of Smyrna* told by local residents most of which were born and raised in Smyrna. The first installment was released about two (2) weeks ago and you can see those through the Town of Smyrna’s YouTube Channel or simply search “History of Smyrna, TN”. The series was very interesting and very well done! *History of Smyrna* is an eight-episode series. A new episode will be released each month through August 2022.
- Next month’s Board meeting invitation will be sent through the Google Calendar.

The meeting adjourned at 6:25 pm.