

PICKERINGTON PUBLIC LIBRARY BOARD OF TRUSTEES MEETING
October 18, 2021

The Board of Trustees of the Pickerington Public Library met in regular session on October 18, 2021 at 7:00 p.m. in the Pickerington Public Library at 201 Opportunity Way, Pickerington, OH 43147. Members present were Cristie Hammond, Mike Jones, Mary Herron, Jennifer Hess, Michelle Shirer, Todd Stanley and Berneice Ritter. Staff members present: Tony Howard, Library Director, Brenda Oliver, Fiscal Officer, Colleen Bauman, Community Engagement Manager and Norma Lockney, Deputy Fiscal Officer. Also in attendance: Alyssa Gray and Mikayla Wagner.

Call to Order

Meeting called to order by Cristie Hammond.

Roll Call

Secretary's Report

Consent Agenda

1. September 20, 2021 Regular Board Meeting minutes
2. Donations
 - a. \$20 from Noah Huffman
 - b. \$20 from Michelle Mountjoy
 - c. \$5 from Joyce Brown
 - d. 2000 disposable masks donated by the Pickerington Area Chamber valued at \$439.60

10-01-21 Motion to approve the Consent Agenda

Berneice Ritter made a motion to approve the Consent Agenda items. Todd Stanley seconded.

Roll Call: Mike Jones-yes, Michelle Shirer-yes, Mary Herron-yes, Cristie Hammond-yes, Todd Stanley-yes, Berneice Ritter-yes, Jennifer Hess-yes. Motion passed with no changes.

Public Participation

Friends of the Library Report

Tony shared that Kathy Bowden has resigned as the President of the Friends of the Pickerington Public Library. Theresa Wetzel will take her place as the new president. They will have a book sale the first week of November. The library will be negotiating

the Friends contract, which currently ends in December, and will bring to the Board for approval before January.

Finance Committee

Fiscal Officer's Report

Brenda shared the September financials with the Board. \$500,000 was transferred from the General Fund to the Capital Fund. Receipts were \$116,537.81, with highlights of \$217.30 received as miscellaneous income from Kroger Rewards and \$895 for the Guiding Ohio Online Grant. Expenditures were \$639,825, with highlights of \$79,241 for main personnel, \$14,814 for branch personnel, \$18,898 for main operations, \$9,066 for branch operations, \$17,625 for collections, and \$180 for furniture at main. Brenda asked if there were any questions from the financial reports. There were none.

Financial Updates:

- Public Library Fund – State Revenues – The amount to be received for October PLF is \$108,096.86, which is 13.93% higher the original estimate. Received a notice today that \$132,840.16 was being deposited this month and contacted the County Auditor. The County Auditor miscalculated and sent the wrong amount and will fix this with the November PLF. The October PLF receipt will be \$132,840.16 and the November PLF will be reduced by the \$24,743.30 overpayment.

Pickerington Public Library				
PLF Receipts				
2021				
	County	County		
	Estimate	Actual	Difference	
January	330,577.00	346,635.33	16,058.33	
February	370,872.00	399,906.77	29,034.77	
March	285,935.00	331,448.94	45,513.94	
April	259,228.00	282,993.80	23,765.80	
May	413,563.00	393,132.96	-20,430.04	
June	368,386.00	504,840.20	136,454.20	
July	382,564.00	466,105.84	83,541.84	
August	302,334.00	340,699.69	38,365.69	
September	365,995.00	403,457.61	37,462.61	
October	332,900.00	379,287.22	46,387.22	
November	349,430.00			
December	368,797.00			
	4,130,581.00	3,848,508.36	436,154.36	
	PPL Estimate	PPL Actual	Difference	% of Monthly Est.
January	94,214	98,791.07	4,576.62	4.86%
February	105,699	113,973.43	8,274.91	7.83%
March	81,491	94,462.95	12,971.47	15.92%
April	73,880	80,653.23	6,773.25	9.17%
May	117,865	112,042.89	-5,822.56	-4.94%
June	104,990	143,879.46	38,889.45	37.04%
July	109,031	132,840.16	23,809.42	21.84%
August	86,165	97,099.41	10,934.22	12.69%
September	104,309	114,985.42	10,676.84	10.24%
October	94,877	108,096.86	13,220.36	13.93%
November	99,588	0.00		
December	105,107	0.00		
	1,161,835	1,096,824.88	124,303.99	

Other Committee Reports

Mike Jones reported that the Personnel Committee will be starting the annual review cycle per the process used in previous years, and will meet in December.

Director's Report

Spring Strategic Focus – Connect Community
Facilities:

Current projects:

- Picnic tables and benches - The tables and benches for the front lawn were delivered and Frank will have them installed sometime in the next month. One of the table legs is missing. The vendor has been contacted and a replacement is being sent.
- Tree issues - There is a large oak tree that has root rot on the front lawn. This tree was a dedicated tree. It will be removed and a new one will be planted with a rededication. All but one of the crabapple trees are infested with root rot. These will be treated in the fall and again in the spring. The river birch trees near the entrance need pruned away from the building and/or sidewalk. The trees in the front lawn need pruned to remove dead limbs. This is a preventative measure for safety reasons due to the amount of customers using the lawn.

Miscellaneous:

- Staff Member Highlight - Rebecca "Becca" Seeds has worked at the library since October 1, 2019. Since she began, there has been a lot of change, transition, and outside stressors for the customer service team for an extended period time. Becca has always kept a calm and friendly demeanor. She has always been readily available to greet and help every customer with a smile (behind the mask!), while always being aware of check-ins and displays and other things around her. She was anxious about the students coming back and being safe at work with COVID numbers climbing again, but she has taken steps to manage her apprehension and has overcome it in many ways. She has been greeting the teens and engaging with them. What is appreciated the most about Becca is that she can just be counted on to be consistent and present every time she is at work. There isn't a single time Tony has walked by the desk that she hasn't greeted him and asked about his day. She really cares about staff and customers and her kindness shows through. For her kindness and caring approach to customer service, Becca is being recognized before the Board.
- Violet Party Summer Reading Prize - The Violet party was on September 17th for the five Summer Reading winners and their guests and caregivers. Huge shout out to staff member Olivia Pettengill for organizing this prize event! Tony shared a picture.
- Working with the schools:
 - Grace Walker pulled 150 books for Toll Gate Middle School
 - The librarian at the school requested 150 picture books for her 5th and 6th grade students. After a year of hybrid learning, the students are struggling to get back into reading. On Friday (9/24), she called to let staff know that the students loved the books sent over. She was excited to see the students enjoying reading again and has asked staff to collect even more books for the students!
 - The Youth Services Manager, Teen Librarian and our two Homework Help and Reading Initiatives Coordinators met with PLSD library staff at Central to talk about ways the library can support staff and collaborate with schools. This was a great meeting to expand our partnership with the schools!
- Staff Development Day - Staff Development Day was today and was a huge success. This was a tactical project led by Branch Manager Rebekah Lennon and administered by Colleen Bauman.
 - Focus: Customer Service

- Staff had homework each week building up to staff development day. The homework was quick, easy and manageable.
 - There were presentations in the morning on the following topics:
 - Customer Service
 - Youth Services
 - Teen services
 - Adult Services
 - In the afternoon, there were breakout groups where staff went through scenarios and activities pertaining to the topics covered in the morning.
 - Thank you from the entire staff for the morning goodies!!!!
- Tours of the Library - Tony always offers elected officials an opportunity to tour the library. This month, City Councilwoman Jaclyn Rohaly visited. During the tour, the needs of the library were discussed as well as the city. This type of relationship building is important to the success of the organization. It helps to align the library's work with other government entities to ensure there is no unnecessary duplication in services.
- Pickerington Chamber Support - As the Chair of the Chamber's Advocacy Committee, Tony facilitated candidate videos for candidates running for City Council, Township Trustee and Pickerington Local School District School Board. As an organization dedicated to free access to information, it benefits the library and the chamber to have Tony as the facilitator for these videos and the upcoming candidate's forum. As part of his role on the PACC Board, he was selected to be a member of the search committee for the new Chamber President/CEO. This benefits the library because Tony can ensure nonprofits are factored in the new leadership of the Chamber. Additionally, the library was one of the sponsors for A Day of Athena. Colleen shared library information and fostered the library's relationship with female business owners in the community.
- Libraries and Veterans National Forum - In addition to being on the planning and organizing committee for this National Forum, Tony participated in some of the sessions during the event. This was a national event sponsored by ALA and funded with grant money with the goal to create tool kits for Public and Academic Libraries to begin programming to or enrich current programming to veterans and their families. The forum was a weeklong virtual event with over 200 participants.
- County Strategic Plan - Tony participated in a focus group of community stakeholders for the county's strategic planning process.
- Cultivate Pickerington - The library has been working with Cultivate since they opened earlier this year. Jennifer Hrusch recently met with the CEO of Cultivate to deepen the relationship. By the end of the year, the library will have a small collection of business related materials for aspiring small business owners to use at Cultivate.
- DEI Institute - Through connections as a former Area Commissioner in Columbus, Tony was able to attend the State of Ohio's Diversity, Equity and Inclusion workshop on HR and staff development. Normally this training is limited to employees of the State of Ohio. Tony learned a lot that will benefit the organization and will support the future of DEI in the organization.

Community Engagement Report

Social Media:

Oct 11 - Oct 17 Last 7 days ▾



Posts ⓘ SEE MORE

17 posts published in the last 7 days.

MOST ENGAGING POSTS

	We're already having a buzzin' ... October 16	Reach	1K
		Engagements	62
	Comic Fest is ready to launch! ... October 16	Reach	553
		Engagements	53
	There's very talented vendors... October 16	Reach	396
		Engagements	50



- Website Tactical Plan - Lindsay has put together a great team, taught them website design 101. Site map has been hashed out and content is being created. Buckeye Interactive is the website developer for the project.

- Wayfinding Project - Scope has been written, team is put together. Next steps are team meetings scheduled, site visits with photos.

- Meetings attended:

- State of Fairfield County – September 28
- Day of Athena – October 1
PPL sponsored with a table of information. Colleen was in the group asked to vote on Athena nominees prior to the event. Colleen and Tony attended the event.
- OLC Conference – Oct 13, 14, 15
Colleen and Grace attended. Grace presented on Sensory Storytimes and programs – feedback comments were very positive.

- Comic Fest – October 16 – Colleen shared some pictures.

- Staff Development Day – October 18 - Thank you to the Board for our morning refreshments! They were delicious and very much appreciated. Colleen shared some pictures.

Staff Association Awards:

- Trudi - The Wayfinder: This person is incredibly reliable, they always seem to know the answer, or where to find it. They are a fountain of knowledge.
- Rhonda - Squirrel Award: For the coworker most likely to get distracted by a book. They have a hoard of library materials constantly checked out and/or on hold at all times. They are a professional customer.
- Joy - The Cataloger: For your coworker that is incredibly organized. This person is definitely the person you want on your team, no matter the project.
- Laura - The Silver Lining Award: Most likely to see and share the positives of any situation. This coworker is a good listener and is always willing to offer support.
- Ana - Mind-Blowing Award: This is for the coworker that is most likely to generate creative ideas. The library is better off because of their influence and ambitions.
- Jess - Playground Award: Whether they're telling a joke or sharing a story, this person is most likely to make work fun. You always look forward to working with them.

- Grace - Bestie Award - This person somehow knows everyone and is everyone's best friend, co-workers, and customers alike! Making connections comes naturally to them, no matter what, they have your back.
- Erica - Many Hats Award: For your coworker of many talents. No matter what the task, this person can do it. To be honest, we're not quite sure what to give them — except maybe a day off?
- Lauren - The Super Fan: You've got to admire the dedication of this coworker. Whether it's a television show, book series, or hobby, they love what they love, and everyone knows.
- Erin - The Trendsetter: This coworker knows what is popular. They are on top of all trends and can always anticipate the next big thing. They are always right, and they make planning look easy.

Upcoming Events:

- The Works @ Home - Saturday, October 23 at 10:30 a.m.

Stop by Sycamore Plaza Library for a free science & art kit!

The Works is partnering with the Pickerington Public Library to provide Works@Home Kits, featuring exciting activities focused on STEM and Art exploration, at no cost to families! Kits will be given on a first-come, first-serve basis. 1 Kit/child. Ages 3+ Thank you to Battelle for sponsoring The Works@Home Kits and providing this opportunity to support STEM learning in our communities!

- Trunk or Treat - Thursday, October 28, 1:00-3:00 p.m.

Dress up in your Halloween best and stop by Pickerington Main for some goodies and fun! Don't forget to get a photo with Violet, our Reading Ambassador!

- Ghost Hunters - Saturday, October 30 12:00-2:00 p.m.

During their presentation, they will share how they conduct investigations, including the kind of equipment they use, what they have learned about the paranormal, and what they learned about their investigation about our own Pickerington Public Library.

Mike asked what the plan was for the website. Tony reported that the library is not completely overhauling the website, but will be bringing it up to ADA compliance, making it more searchable and easy to use. It will need to be completely updated in a couple of years.

Old Business

Executive Session

10-02-21 Motion to go into Executive Session – Personnel Interviews for Student Trustee Representatives to consider appointment of a public official

Cristie Hammond made a motion to go into Executive Session – Personnel Interviews for Student Representatives to consider appointment of a public official. Mike Jones seconded

Roll Call: Berneice Ritter-yes, Todd Stanley-yes, Cristie Hammond-yes, Michelle Shirer-yes, Mike Jones-yes, Jennifer Hess-yes, Mary Herron-yes. Motion passed.

Entered into Executive Session at 7:45 p.m.

10-03-21 Motion to come out of Executive Session – Personnel Interviews for Student Trustee Representatives to consider appointment of a public official

Cristie Hammond made a motion to come out of Executive Session – Personnel Interviews for Student Representatives to consider appointment of a public official. Todd Stanley seconded.

Roll Call: Todd Stanley-yes, Mike Jones-yes, Cristie Hammond-yes, Michelle Shirer-yes, Berneice Ritter-yes, Mary Herron-yes, Jennifer Hess-yes. Motion passed.

Came out of Executive Session at 8:26 p.m.

Cristie reported that there is another applicant from PHSC that could not be at the meeting, but the board will interview her next month. A position was offered to the two candidates who accepted.

Pandemic – Operational Update

There are no changes to the library operations as a result of the pandemic compared to last month.

Vaccine Mandates - Several libraries around the state have required vaccinations for their staff. Bexley Public Library voted a couple weeks ago to require vaccinations for all staff. No other CLC libraries are requiring their staff to be vaccinated. The Ohio House is considering House Bill 435, which would mandate vaccines at all tax funded organizations. There would be two exceptions. One would be if you have natural immunity and the other would be for reasons of conscience. It is unlikely this will move forward. With a majority of staff already vaccinated, ELT is not recommending this to be a requirement for Pickerington staff.

Masks - The mask mandate has not changed. A recent survey was conducted of mask/non-mask wearers at both locations. In all, approximately 60% of customers wear masks. After polling other libraries, there is no plan to change this expectation at this time. However, the library is offering quite a few indoor classes and events. Masks are required for participation and are receiving no negative feedback.

The library received a case of masks (2000) from the Pickerington Area Chamber to hand out to the public.

Strategic Plan

A meeting was scheduled for Sunday, November 14th at 1:00 p.m. at the Main Library.

New Business

Customer Code of Conduct

Recent security issues with teen customers prompted a review of the Customer Code of Conduct Policy and Procedures. As with all policy changes, other libraries' policies and procedures were reviewed as well as checking the updated policy for legality purposes. For this update, we reviewed policies from Bossard Memorial Library, Columbus Metropolitan Library and Delaware County District Library.

10-04-21 Motion to approve the changes to the Customer Code of Conduct

Mike Jones made a motion to approve the changes to the Customer Code of Conduct. Mary Herron seconded.

Roll Call: Mary Herron-yes, Mike Jones-yes, Todd Stanley-yes, Jennifer Hess-yes, Cristie Hammond-yes, Michelle Shirer-yes, Berneice Ritter-yes. Motion passed.

Pickerington Public Library Customer Code of Conduct

Board Policy:

DATE REVIEWED: 10/18/21
DATE APPROVED: 10/18/21
EFFECTIVE DATE: 10/18/21
REPLACING POLICY EFFECTIVE: 4/15/19

In order to provide a comfortable environment for use of the Pickerington Public Library and on the Library's websites, the rules for customer behavior are listed below. The term customer addresses anyone on or utilizing Library property. Any individual who repeatedly violates the Library rules and regulations shall be denied the privilege of access to the Library by the Board of Trustees. Specific violations with lengths of eviction are outlined in Appendix A. Any individual whose privileges have been denied may have the decision reviewed by the board.

The board authorizes the Library Director to bring to the attention of law enforcement authorities the identity of and circumstances involving those individuals who violate these rules. Individuals who have been evicted may be required to discuss the violation with a manager, or a member of the Library's Executive Leadership Team before being readmitted. Juveniles may be required to bring a parent or guardian for such a conference.

Any individual evicted from the Library has the right to appeal that eviction by following the steps outlined in the Eviction Procedure.

The Library administration has the responsibility for maintaining order in the Library and enforcing the established rules. The administration will maintain a Code of Conduct and ensure that the Customer Code of Conduct is posted prominently and communicated to Library customers in electronic and print formats. Library employees are authorized to bring to an individual's attention any act or omission which violates these rules and

detracts from the decorum of the Library. Such an individual will be asked to change the problem behavior to conform to the rules. If such change is not evident or forthcoming, that individual will be asked to leave the Library property in accordance to Appendix A of the Customer Code of Conduct. Failure to leave, if asked, will result in the police being summoned. A violation of section 2911.21 of the Ohio Revised Code (Criminal Trespass) will be considered if the individual does not leave of his/her own accord.

Any misconduct that hinders the use of Library materials or services, that disturbs the use of the Library by other customers or Library staff, or endangers the safety of the customer in question or other customers or Library staff, is prohibited. The rules of conduct include but are not limited to:

1. Appropriate attire, including a fastened/closed shirt that is free of profanity must be worn.
2. Children under the age of twelve must be accompanied by an adult. Responsibility for all children using the Library rests with the parent/guardian or assigned chaperone, *not* with the Library personnel.
3. Customers must abide by the Library's Computer & Internet Usage Policy.
4. Customers shall promptly leave the building at closing time or in an emergency.
5. Personal items are the sole responsibility of the owner. They should not be left unattended.
6. Behavior that interferes with Library services and activities is prohibited. This includes, but is not limited to:
 - Unreasonable noise (including radios and ringing/musical tones played by cell phones) or loud talking which interferes with the rights of others
 - Physical or verbal abuse of Library customers or staff
 - Profanity or other abusive language toward other Library customers or toward employees
 - Harassing others, either verbally or through actions. Deliberate repeated behavior that is intimidating, hostile, offensive, or adversely impacts staff work performance
 - Fighting on Library property
 - Roughhousing or running in the building
 - Misuse of Library furnishings, restroom facilities, materials, or equipment
 - Unauthorized removal or attempted removal of materials (liable to prosecution —see Ohio Revised Code 2935.041)
 - Animals in the building, except service animals or those used in programs authorized by Library staff

- Any illegal activity
- Gambling, panhandling, soliciting money, any activity for personal profit
- Trespassing, such as entering or remaining on premises after closing, or failing to leave property for violating the code of conduct
- Engaging in or soliciting a sexual act
- Consuming food or beverages while using Library technology
- Offensive odors including but not limited to body odor
- Bathing, shaving, or washing clothes on Library premises
- Smoking, chewing tobacco, or using electronic cigarettes
- Other acts disruptive to customers or staff

The Library does not permit weapons of any kind, either concealed or in plain view, in its facilities pursuant Ohio Revised Code, Section 2923.126, unless the owner of the weapon is a law enforcement officer.

The Library reserves the right to inform law enforcement if any customer appears to be under the influence of any controlled substance.

The Library reserves the right to limit the number of individuals who may gather together where ingress and egress are blocked.

The above rules are based on powers granted to a public Library Board of Trustees under the Ohio Revised Code, Section 3375.40(H). They will be posted prominently in the Library building.

With everyone's cooperation with the above policy, the Library will continue to be a pleasant environment for our customers and visitors.

The Board of Trustees of the Pickerington Public Library reserves the right to change this policy without notice.

Administrative Procedure:

DATE APPROVED 10/18/2021
EFFECTIVE DATE: 10/18/2021
REPLACING PROCEDURE EFFECTIVE: 4/15/2019

Customers and visitors who fail to abide by the Library's policies are subject to having their Library privileges suspended and/or being evicted from all premises of the Pickerington Public Library. Eviction or suspension of Library privileges will be based upon the following administrative procedural guidelines.

Under normal circumstances, evictions and suspensions should be decided upon and imposed by the Director, Community Engagement Manager, or department managers. However, in the absence or unavailability of any of the foregoing and if circumstances require prompt action, all staff are authorized to evict a customer from the premises for the day of a code of conduct violation.

In the event a staff member issues an eviction under the prior sentence, the staff member is required to review the eviction with his or her supervisor or the Director to determine whether the eviction should be extended beyond one day in accordance to Appendix A as outlined in the Code of Conduct policy.

Library staff members are to address behavior by individuals that violates Customer Regulations, Code of Conduct, or related Library policies and procedures in the following manner:

A. Warnings and Evictions:

1. All staff members are required to inform customers immediately when improper conduct is observed or reported. Customers should be given a chance to respond to the allegation before any action is taken against the customer. If, after giving the customer a chance to respond, the staff member still believes that the customer has engaged in improper conduct, the staff member should warn the customer so the customer has the opportunity to correct their behavior.

Under certain circumstances, a customer determined to have engaged in improper conduct will not be given the opportunity to correct their behavior and will be asked to leave immediately. These situations include conduct which poses a threat to the safety of the staff and other customers and/or involves criminal activity. Furthermore, if the situation is a repeat offense or disruptive to the overall operations of the library, staff may forego providing an opportunity to for customers to correct their behavior. See Appendix A of the Code of Conduct.

2. A customer who has been warned of improper behavior may also be asked to leave immediately after a warning and asked not to return until the improper conduct is corrected.

3. Customers being accused of conduct that would normally result in eviction of a day or less will be verbally informed of the allegations against them and be given an opportunity to respond verbally.

4. Customers being accused of conduct that would normally result in eviction for more than a day will be given written notice of the allegations against them and the opportunity to respond in writing to the allegation.

5. If the customer being accused is a minor, his/her parents/guardians should be informed of the allegation and be given the opportunity to respond, if possible.

6. Department Managers and PIC (Person in Charge) staff have the authority to inform a minor child not to return to the Library until the child's parent or guardian contacts a manager, The Director or Community Engagement Manager. Any minor child evicted for seven (7) or more days must have their parent or guardian contact a Library Manager, the Director or Community Engagement Manager before returning to the library.

7. Managers may issue evictions for up to 30 days. The Director or Community Engagement Manager is required to approve evictions for greater than 30 days.

8. The department manager or his/her designee may mail the eviction notice to the adult evictee, or if a minor child to their parent or guardian.

9. Customers being accused of conduct that poses a risk to the safety of other customers or staff may not be permitted on the premises while an initial determination of their case is made. In such cases, the Library will act as quickly as possible in ruling on the customer's case.

10. Customer's accused of other conduct not posing a safety risk may be asked to leave the premises for the remainder of the day but will be allowed back on the premises while an initial determination of their case is made.

11. For allegations that could result in evictions longer than one day, the Director or Community Engagement Manager will mail the customer a written notice of the decision within one business day of making the decision, if the customer's address is known. If the customer's address is unknown the Director or Assistant Director will call to notify the customer of the decision, if the customer's phone number is known. The failure to mail or notify by phone the decision within one day will not make the eviction invalid.

12. Staff members should attempt to identify the customer being warned and evicted by name. If additional information can be obtained, such as address, telephone number, and borrower card number, staff members should record this as well. At the discretion of the Director or Community Engagement Manager, if a customer being evicted fails to provide their name, they can be informed not to return to the Library until they are willing to provide that information.

13. The customer's information as well as details about the warning and eviction, including date, time, and location of the situation, will be recorded on the incident report.

B. Rights of Redress:

Any customer evicted from Library premises has the right to appeal that eviction. The customer is not permitted on the Library premises during any appeal, unless the original term of the eviction has expired.

If the individual disagrees with the eviction, the following procedure for redress will be utilized:

1. The customer should contact the Director or Community Engagement Manager within 48 hours of receiving his/her eviction to initiate an appeal. The customer may do so via telephone, mail, or email. The customer should explain the reasons for the appeal and include any additional information that he/she wants considered during review.
2. Upon receiving notice from the customer that he/she would like to appeal the eviction, the Director/Community Engagement Manager shall consider the appeal and whatever additional information is submitted and advise the customer of his/her decision on the eviction terms within seven business days or a reasonable amount of time dependent on the situation and the amount of research needed. Notice of the decision may be made via telephone, mail, or email.
3. Upon receipt of the decision by the Director/Community Engagement Manager, the customer has the right to further appeal the eviction to Board of Trustees. The customer should notify the Director within 48 hours of receiving his/her notice of decision regarding his/her eviction to initiate a board appeal. The customer may do so via telephone, mail, or email. The customer's appeal will be added as an agenda item on the next scheduled Board of Trustees Meetings. The Customer has the right to attend the meeting to personally explain the reasons for the appeal and to include any additional information that he/she wants considered during review.
4. The Board's decision will be considered final. The Library's failure to meet any of the deadlines set forth above shall not invalidate an eviction.
5. The Director/Community Engagement Manager will update the incident report involving the Customer's eviction being appealed by adding a supplement stating the appeal decision.

C. Safety

It is the expectation of Library administration that all staff manage code of conduct violations in a safe manner.

The seriousness of the action and repeated misbehavior of a customer may indicate that a longer eviction than that which is indicated in Appendix A of the Customer Code of Conduct is appropriate. The Director/Community Engagement Manager is authorized to recommend an extended eviction to the Board for consideration. The Board will make the final decision on any eviction outside of the approved policy.

Transfers and Increase in Appropriations

The library needs to appropriate the 1st quarter of the 2021-2022 Guiding Ohio Online Grant which started October 1st. The library appropriated \$17,898.50 for the remaining 2020-2021 Guiding Online Grant that ended September 30, 2021. The 2021-2022 Guiding Ohio Online grant started October 1st.

10-05-21 Resolution to transfer \$5,019.33 from 1000-100-110-1140 Salaries (Office/Clerical Salaries) into 1000-910-910-0000 Transfers - Out

Mary Herron made a motion to approve the resolution to transfer \$5,019.33 from 1000-100-110-1140 Salaries (Office/Clerical Salaries) into 1000-910-910-0000 Transfers - Out. Mike Jones seconded.

Roll call: Jennifer Hess-yes, Berneice Ritter-yes, Todd Stanley-yes, Cristie Hammond-yes, Michelle Shirer-yes, Mike Jones-yes, Mary Herron-yes. Resolution passed.

10-06-21 Resolution to transfer \$5,019.33 from 1000-910-910-0000 General Transfers – Out to 2008-931-0000 Guiding Ohio Online Grant Fund Transfers - In

Mary Herron made a motion to approve the resolution to transfer \$5,019.33 from 1000-910-910-0000 General Transfers – Out to 2008-931-0000 Guiding Ohio Online Grant Fund Transfers - In. Berneice Ritter seconded.

Roll call: Mary Herron-yes, Todd Stanley-yes, Cristie Hammond-yes, Michelle Shirer-yes, Mike Jones-yes, Berneice Ritter-yes, Jennifer Hess-yes. Resolution passed.

10-07-21 Resolution to increase appropriations of the Guiding Ohio Online Grant Fund to \$20,198.50 as follows: 2008-100-311-0000 Dues and Fees for \$108.50, 2008-100-312-0000 Travel and Meeting Expense for \$75.00, 2008-100-390-3912 Other-Purchased and Contracted Services (Programs) for \$18,615.00, 2008-100-550-0000 Refunds and Reimbursements \$292.05 and 2008-100-750-5512 Furniture and Equipment (Equipment) \$1,400

Mike Jones made a motion to approve the resolution to increase appropriations of the Guiding Ohio Online Grant Fund to \$20,198.50 as follows: 2008-100-311-0000 Dues and Fees for \$108.50, 2008-100-312-0000 Travel and Meeting Expense for \$75.00, 2008-100-390-3912 Other-Purchased and Contracted Services (Programs) for \$18,615.00, 2008-100-550-0000 Refunds and Reimbursements \$292.05 and 2008-100-750-5512 Furniture and Equipment (Equipment) \$1,400. Jennifer Hess seconded.

Roll call: Michelle Shirer-yes, Mike Jones-yes, Cristie Hammond-yes, Jennifer Hess-yes, Berneice Ritter-yes, Mary Herron-yes, Todd Stanley-yes. Resolution passed.

2022 Holiday and Closing Calendar

In making decisions regarding holiday and building closures for 2022, the Board approved policy was followed. Furthermore, ELT factored in decisions made by the

Board of Trustees over the summer to add Martin Luther King Jr. Day and Juneteenth as library recognized holidays.

There are two items to note, Staff Development Days and Monday closure due to Sunday holiday.

- Staff Development Days – The library is planning two all-day Staff Development days again this coming year. In the spring, the focus will be on safety and security. The plan is to have violence response training as well as CPR training for staff. Additionally, crisis communications and self-care/wellness will be covered. In the fall, the focus will be on operational and library industry focused issues. In order for successful training days, the library will need to be closed. These dates were chosen because they do not fall on holiday dates when government offices are closed.

- Monday Closure due to Sunday Holiday - Per Board approved policy, if a recognized holiday falls on Sunday, the library closes on the holiday and the following Monday. This year, the Juneteenth and Christmas falls on Sunday.

10-08-21 Motion to approve the 2022 Holiday and Closing Calendar

Berneice Ritter made a motion to approve the 2022 Holiday and Closing Calendar. Michelle Shirer seconded.

Roll call: Todd Stanley-yes, Mike Jones-yes, Cristie Hammond-yes, Jennifer Hess-yes, Michelle Shirer-yes, Mary Herron-yes, Berneice Ritter-yes. Motion passed.

Pickerington Public Library Holiday & Scheduled Closings 2022

New Year's Day – January 1 – Closed

Martin Luther King Day – January 17 – Closed

Staff Development– February 28 – Closed (Professional Development)

Easter – April 17 – Closed

Memorial Day – May 30 – Closed

Juneteenth – June 19 – Closed

Juneteenth (observed) - June 20 – Closed

Independence Eve – July 3 – Close at 5:00 pm

Independence Day – July 4 – Closed

Labor Day – September 5 – Closed

Staff Development Day – October 17 – Closed (Professional Development)

Thanksgiving Eve – November 23 – Close at 5:00 pm

Thanksgiving Day – November 24 – Closed

Christmas Eve – December 24 – Closed

Christmas Day – December 25 – Closed

Christmas Day (observed) – December 26 - Closed

New Year's Eve – December 31 – Close at 5:00 pm

December 26, 2021

Tony reported that most libraries are closed the day after Christmas. Todd asked what the data shows for customer numbers on that day. Tony reported that it is almost nonexistent.

10-09-21 Motion to close the library on Sunday, December 26, 2021

Todd Stanley made a motion to approve closing the library on Sunday, December 26, 2021. Jennifer Hess seconded.

Roll call: Cristie Hammond-yes, Mary Herron-yes, Berneice Ritter-yes, Todd Stanley-yes, Michelle Shirer-yes, Mike Jones-yes, Jennifer Hess-yes. Motion passed.

Annual Customer Purge

In January 2021, Customer Service Leader Raychelle Steele discovered there was a gap in the information pulled from the Polaris report for the annual customer purge. The purge information did not include customers who never used their library cards. Upon further investigation and discussions with CLC, this issue impacted all of the CLC libraries. The major issue came with the migration of data into the current ILS. When Polaris became the new ILS, the data was basic and minimal. This caused the purge report to miss thousands of unused cards at all Polaris libraries. The report was successfully updated.

This year's purge is higher than normal. On an annual basis, the library usually purges around 3,000 to 3,500 cardholders. This year, 7,930 cardholders will be purged.

2,402 cardholders had activity on their cards longer than 3 years ago. Those cardholders have a combined fines/fees of \$10,002.53.

5,528 cardholders do not have any activity on their cards and most are holdovers from when the library migrated to Polaris in 2004.

The library purges customer cardholders with 3 years or more of inactivity on an annual basis. Various vendor pricing models use cardholder counts as part of their pricing formula. This is currently part of CLC's pricing formula.

10-10-21 Resolution to approve the annual customer purge of 7,930 cardholders with a total dollar amount in fines and fees of \$10,002.53

Mike Jones made a motion to approve the resolution to approve the annual customer purge of 7,930 cardholders with a total dollar amount in fines and fees of \$10,002.53. Todd Stanley seconded.

Roll call: Cristie Hammond-yes, Mary Herron-yes, Berneice Ritter-yes, Jennifer Hess-yes, Michelle Shirer-yes, Mike Jones-yes, Todd Stanley-yes. Resolution passed.

Branch Lease

Brenda reported that to opt into five-year extension of the branch lease, the leasing company was to be notified 180 days before expiration. The current lease expires March 31, 2022, so they should have been notified by the end of September. The current price per square foot is \$12.50. The option increases that to \$14.00 per square foot, which was in the forecast.

10-11-21 Resolution to contact the leasing company to implement the five-year option term for the branch lease

Berneice Ritter made a motion to contact the leasing company to implement the five-year option term for the branch lease. Mary Herron seconded.

Roll call: Cristie Hammond-yes, Mary Herron-yes, Jennifer Hess-yes, Todd Stanley-yes, Michelle Shirer-yes, Mike Jones-yes, Berneice Ritter-yes. Resolution passed.

For the good of the order

Adjournment

Cristie adjourned the meeting at 8:56 p.m.

Next Board Meeting:

Regular Board Meeting
November 15, 2021 @ 7:00 p.m. at Main Library

Cristie Hammond
President

Mary Herron
Secretary