

PICKERINGTON PUBLIC LIBRARY BOARD OF TRUSTEES MEETING
September 20, 2021

The Board of Trustees of the Pickerington Public Library met in regular session on September 20, 2021 at 7:01 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, 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.

Call to Order

Meeting called to order by Cristie Hammond.

Roll Call

Excused Absence: Todd Stanley
Unexcused Absence: Michelle Shirer

Secretary's Report

Consent Agenda

1. August 16, 2021 Regular Board Meeting minutes
2. FAB Committee Minutes from September 14, 2021
3. Staff Changes
 - a. Reita Linton – Customer Service Assistant – Main – Started 8/24 at \$11.17 an hour
 - b. Jessica Stokes – Customer Service Assistant – Sycamore – Started 8/31 at \$11.17 an hour
 - c. Rick Catrone – Customer Service Manager – Main – Started 9/13 at \$50,500 salary and 80 hours of PTO balance on first day
 - d. Leah Taynor – Customer Service Assistant – Main – Effective 9/22 at \$11.17 an hour

09-01-21 Motion to approve the Consent Agenda

Mary Herron made a motion to approve the Consent Agenda items. Berneice Ritter seconded.

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

Public Participation

Friends of the Library Report

Tony reported that the Friends are still planning a book sale the first week of November.

Finance Committee

Fiscal Officer's Report

Brenda shared the August financials with the Board. Brenda asked if there were any questions from the financial reports. There were none.

Financial Updates:

- Property Tax Revenue – The library has received \$1,580,685.09 in tax levy receipts, which is \$65,685.09 higher than the County Auditor's budget estimate and \$29,287.86 higher than 2020 tax levy receipts.
- Public Library Fund - State Revenues – The amount to be received for September PLF is \$114,985.42, which is 10.24% higher the original estimate. The revised PLF estimate is \$1,329,736.

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			
November	349,430.00			
December	368,797.00			
	4,130,581.00	3,469,221.14	389,767.14	
	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	0.00		
November	99,588	0.00		
December	105,107	0.00		
	1,161,835	988,728.02	111,083.63	

American Rescue Plan Act (ARPA) Outreach Grant – The library has applied for a grant for \$68,497 for a box truck outfitted for mobile library services (Pop up Library), book trucks and totes. The library was not approved for this grant.

Other Committee Reports

Mike Jones reported that the Personnel Committee will start thinking about finalizing year-end in the next month or so.

Director's Report

Spring Strategic Focus – Connect Community

Facilities:

Current projects:

- Main Library Roof project update - Complete
- Main Library Parking Lot Repairs - Put on hold until planning and work can be completed on the ravine.
- Main Library HVAC systems – The library is preparing a Request for Proposals for the HVAC system to ensure the library has the right vendor servicing the system. The current vendor has been used for many years and the library has decided shop around in order to be good stewards of taxpayer funds.

Miscellaneous:

- Staff Member Highlight - Erica Ward – Erica began working for the library in April of 2019 as a Customer Services Assistant. She was promoted to Customer Services Leader for Main Library in May of this year. She is second in charge of the Customer Services Team and is a knowledgeable, kind and caring leader. She takes the time to listen to staff and ensures their needs are met. Since taking on this role, Erica has become a customer service operational resource for the entire organization. During the Customer Service Manager vacancy, Erica stepped up and led the department with very little help from the Director. In the short time in her role, Erica understands the business priorities and effectively works through the team to accomplish the department's responsibilities. Erica has exceptional people skills and was able to support the team by managing staff morale. Stress for the team hit an all-time high when COVID-19 Rapid Test Kits were promoted in mainstream media. Business picked up for the already stretched staff and then for a week, the library went to curbside/drive up services in early September. With the phones ringing off the hook and staff constantly handing out test kits, Erica was able to keep staff calm and still manage departmental workflow. For her great efforts in keeping team cohesiveness, Erica is being recognized before the Library's Board of Trustees.
- Popup Library Grant – The library's proposal was denied, and will be budgeted in 2022.
- Strategic Planning Update - The consultant was unable to meet with the Board tonight at the September Board meeting. There is a need to schedule a time for the Board to discuss of the documents and move forward with the strategic plan update. Tony has a meeting on Tuesday morning (9/21) with the consultant to discuss next steps, then he will work with the Board to coordinate a standalone meeting. After he meets with her, he will send documents out for the Board to review.
- Summer Reading

	Quantity	% of Participants	Completion Rate
Total Registration	2483	N/A	N/A
Total Completion	935	N/A	38%
2020 Registration	832	N/A	29.5%
2019 Registration	3000	N/A	34.9%

2018 Registration	2163	N/A	30%
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Format:

Online Logging	651	26%	36%
Paper Logging	1832	74%	38%

Demographics:

Babies (age 0-2)	149	6%	36%
Kids (age 3-11)	1416	57%	40%
Teens (age 12-17)	303	12%	35%
Adults (age 18+)	615	25%	

Program completion is defined by:	Child/Teen/Adult: 15 hours of reading/activities Babies: 45 books/activities
Total reading logged	1.5 million minutes

- Experience Passes - Franklin Park Conservatory passes began to circulate on August 30th. AHA! Children's Museum Passes are going through an art rework and will begin to recirculate in a week or so. This was at the request of the Director of AHA!

- Management Team Focus - Staff Stress and Morale - Staff continue to be highly stressed and struggle with overall job satisfaction. This is known from conversations as well as feedback from staff through the Strategic Planning Focus groups. The management team is taking a unified approach in working with staff to help manage that stress.

While communication and transparency from the top have improved, there are still opportunities for improvement to focus efforts. Administration is taking a proactive approach in recognizing staff accomplishments. The staff association is thriving and has helped improve morale some over the past couple of months.

The library will be working on finding more ways for staff to provide feedback and to make that feedback actionable for leadership. Trainings and workshops for staff will be brought back in 2022. This was cancelled during the pandemic and staff let the leadership team know this was important to them.

Managers will be conducting regular check-ins with staff. All too often the tendency is to get tied up in the daily workflow and lose sight of what is important – the people. One thing the library plans to do is talk about and communicate about COVID-19 less frequently. Staff are feeling the stress of hearing about the pandemic in every interaction, conversation and emails. This is both at home and in their work life.

Finally, the management team will begin the book club again. Tony hasn't found a good title yet, but the focus will be on staff morale and leadership.

Community Engagement Report

E-NEWSLETTER:

August '21 Newsletter: 44.3%, 482 opens, sent to 734 people

July '21 Newsletter: 28.3%, 206 opens, sent to 732 people

June '21 Newsletter: 31.7% open rate, 230 opens, sent to 725 people

SOCIAL MEDIA:

Interesting watching how users access services based on their current interests. For example, posts that convey messaging around COVID and the at-home tests are getting the most traction.

Aug 23 - Sep 19

Last 28 days ▾






Posts ?

[SEE MORE](#)

41 posts published in the last 28 days.

MOST ENGAGING POSTS

	Dear Library Community, September 1	Reach	5K
		Engagements	430
	FYI: If you are exhibiting C... August 26	Reach	4.1K
		Engagements	254
	Our staffing situation has im... September 7	Reach	1.6K
		Engagements	141

Responses from customers regarding COVID-19 test kits:

- Crystal Johnson - Thank you for the update and ordering more that is so kind of you! We used these tests a month ago just as a precaution before visiting a sick family member and it was nice to have. Our family appreciated it greatly!

- Pickerington Public Library - Hi Tom!

We do have the at-home Covid test kits available. We ask that if you are unwell or been exposed to please pick them up at either drive-up at Pickerington Main or curbside at Sycamore Plaza.

- Joy Dudley - Thank you, we appreciate the drive-up access. It's wise to minimize community contact right now - not that you have a choice - staffing shortages are prevalent everywhere, from restaurants to airline pilots. We ♥ our library!!

- Greg-Laura Svatora - Yay! We will be in tomorrow

Responses from customers regarding Summer Reading:

- Marybeth Boster - Thank you to Dana and the Pickerington Public Library and event sponsors for such a wonderful event. Even the weather cooperated 😊

- Jennifer Firestone - My kids (and me) look forward to this every summer! Thank you so much for another great year!

Upcoming Events:

The library has broadened the promotional reach by adding posts on Google. Media contacts receive press releases (Schools, City, Township, Chamber, FACFC, Local print news, Senior Center, Board & Staff)

Social media – Library pages, Pickerington local online groups/Peeps, PTOs, Pickerington Online.

- Pickerington Comic Fest 2021 - 212 views Google/ 4 going/42 interested/2 shares Facebook

Oct 16, 10:00 a.m. – 2:00 p.m.

The Pickerington Comic Fest is back! Meet local comic and graphic novel creators, pick up free comics, have fun with crafts and trivia, and take fun photos with your favorite characters.

(mailing handouts – postcards)

- Trick or Treat at Pickerington Public Library - 338 views Google/137 interested/3 shares Facebook

Oct 28, 1:00 – 3:00 p.m.

Dress up in your Halloween best and stop by Pickerington Main for some goodies and fun!

- Ghost Hunters: Library Edition - 416 views Google/6 interested Facebook

Oct 30, 12:00 – 2:00 p.m.

Learn about real paranormal activity from the Tri-C Ghost Hunters investigation experiences and see if you can catch a glimpse of a ghost in the library.

Upcoming Outreach:

- Harmon Middle School Title 1 night – Sept 27, 5:30 – 7:00 p.m. – Table with handouts for families. Sycamore staff will be connecting with Library aide to coordinate library cards.

- Oct 1 – A Day of Athena (Pickerington Chamber of Commerce) – Colleen was honored to be selected to review award nominee resumes.

PPL is sponsoring the event – a great opportunity to showcase new items in the collection and provide handouts for October events.

- Teens under the Big Top! Colleen shared a picture.

Old Business

Pandemic Operational Update

This past month with school restarting and COVID-19 rapid test kits being promoted in the mainstream media, the library has seen an increase in business. To date, the library has handed out 6,041 COVID test kits to the community.

- March – July 1,106 kits issued
- August 1,460 kits issued
- September 3,475 kits issued

Recently, approximately 500 per day are given out between both locations. The Ohio Health Department Warehouse has been overwhelmed with orders from libraries and schools and have not been able to keep up with demands. Staff are doing a fantastic job of managing the workflow, but are stressed. ELT is beginning to work with managers to find ways to support staff even further during these stressful times. There are a few initial actions being taken to support staff.

1. Non-Public Service staff are taking regular shifts giving out kits (when we have them available).
2. Managers have been instructed to check in with staff more often even with staff not reporting to them directly.
3. Managers and ELT have been given guidance on talking prompts with staff to ensure the topic of COVID isn't the only topic they are hearing throughout the work day.

As stated in previous months, ELT is closely monitoring the progress of the pandemic. With sporting events picking up, music concerts resuming and schools back in session, most of the country is experiencing a surge in positive COVID cases. Many are unvaccinated but some of the cases are from vaccinated individuals. Here is a link to the CDC's snapshot of our county. https://covid.cdc.gov/covid-data-tracker/#county-view|Ohio|39045|Risk|community_transmission_level

ELT continues to monitor what steps the County, Township, City, School District and other libraries are taking in response to the pandemic. At this point, many libraries are not mandating masks for the public unless they have the support of a local mandate. The challenge for Pickerington is that there is no support of the state or local government for enforcement. Furthermore, most businesses throughout the county are not requiring masks for their customers.

The library is planning a week long study to determine the percentage of customers wearing masks into the facilities.

Effective August 3, 2021, the library made the changes below and have only made one change since.

- Staff are required to wear masks while on the public service floor inside either location.
 - Masks will remain optional for staff while in staff only areas (i.e. staff workrooms, breakrooms, Tech Services, administrative and staff offices).
 - Staff are required to wear a mask in staff meetings where social distancing is not possible.
- Masks are strongly recommended for all library customers while inside the library.
- Masks are required for customers' participation in any indoor class or event.

From September 1, 2021 through September 6, 2021, occupancy was reduced to zero and only provided virtual and curbside/drive up services. This was due to potential

exposure of staff during close contact with an infected staff member. This was previously communicated to the Board.

The library is trying to plan ahead. With the possibility of schools moving to virtual services, the library is investigating the possibility of using volunteers to support the remote learning of staff's children. This would allow staff to continue to work, the organization continue to operate and the children a structured and safe place to learn.

ELT will continue to monitor the situation and make changes as necessary.

New Business

Increase Permanent Appropriations and Transfer to Capital Projects

The Finance Committee reviewed projected and proposed capital projects at the September 14, 2021 meeting. The projects they support and recommend moving forward with at the Main Library include ravine restoration, repair/replace the remaining original parking lot, new carpet at the Main Library, close barn area and expand office in YS department, replace the meeting room partition and build a pavilion. Based on the current Capital Projects Fund balance and the cost of these projects, \$500,000 needs to be transferred to the Capital Projects Fund from the General Fund. The General Fund Appropriation needs to be increased by \$500,000 which would increase the appropriations to \$2,678,479. The General Fund account number 1000-910-910-0000 Transfers - Out would increase from \$0 to \$500,000 appropriated. The General Fund Appropriation needs to be increased to make the transfer to the Capital Projects Fund to cover the upcoming projects.

09-02-21 Resolution to increase the 2021 permanent appropriations for the General Fund to \$2,678,479

Berneice Ritter made a motion to approve the resolution to increase the 2021 permanent appropriations for the General Fund to \$2,678,479. Mary Herron seconded.

Roll Call: Berneice Ritter-yes, Cristie Hammond-yes, Mike Jones-yes, Jennifer Hess-yes, Mary Herron-yes. Resolution passed.

09-03-21 Resolution to transfer \$500,000 from 1000-910-910-0000 General Fund Transfers - Out to 4001-931-0000 Capital Projects Transfers - In

Mike Jones made a motion to approve the resolution to transfer \$500,000 from 1000-910-910-0000 General Fund Transfers - Out to 4001-931-0000 Capital Projects Transfers - In. Jennifer Hess seconded.

Roll Call: Mike Jones-yes, Cristie Hammond-yes, Berneice Ritter-yes, Mary Herron-yes, Jennifer Hess-yes. Resolution passed.

Bulletin Board/Information Distribution Policy

This policy came up for review as a result of conversations with current candidates in the upcoming election as well as leaders in the business community. Two things came out of the discussion. First, the policy is limiting locally when funded by the state. Second, 30 days from the election is too short of a time period to get information out to the public.

As with all policy updates, the library looks at other organizations policies and procedures. For this update, Columbus, Worthington and Marysville were looked at.

For the actual policy, flexibility was added in posting information to include county and state postings. Any community event that aligns with the library's mission and vision was added.

The current Administrative Procedures allow candidates to have information posted 4 weeks from the date of the election. In looking at the Board of Elections timeline and speaking with the business community as well as current candidates, this option has been extended to eight weeks. This allows the public to have information needed to make an informed decision before voting.

The wording to allow the library to accept and manage job postings was also adjusted. This supports the team in providing the community with job search help.

Finally, the Community Engagement Manager was made the primary contact for this policy and procedure. This aligns with the duties of the position.

09-04-21 Resolution to adopt the changes to the Bulletin Board/Information Distribution Policy

Mike Jones made a motion to approve the resolution to adopt the changes to the Bulletin Board/Information Distribution Policy. Berneice Ritter seconded.

Roll Call: Mary Herron-yes, Mike Jones-yes, Jennifer Hess-yes, Cristie Hammond-yes, Berneice Ritter-yes. Resolution passed.

Bulletin Board/Information Distribution Policy

Board Policy:

DATE REVIEWED: 9/20/2021
DATE APPROVED: 9/20/2021
EFFECTIVE DATE: 9/20/2021
REPLACING POLICY EFFECTIVE: 8/11/2016

The Pickerington Public Library (PPL) provides a designated area available only to non-profit groups serving Fairfield County and the Pickerington Local School District (PLSD) for the posting of information related to specific educational, cultural, civic, governmental, intellectual, or charitable activities and events. The primary purpose of

the material must be to inform the public of the organization's programs, services, or events.

PPL provides space for the distribution of the following:

- Events in which PPL is cosponsoring
- PLSD School sponsored events and services
- City of Pickerington information and events
- Violet Township information and events
- Fairfield County and Franklin County information and events
- State of Ohio information and events
- Any community event that aligns with the mission and vision of the Library
- Free community newspapers and magazines

Materials fitting the above criteria will not be excluded because of the background or views of their author(s).

The presence of a poster, brochure, flyer, or any other notice in the Library does not necessarily indicate that the Library either advocates or endorses the information or events posted.

Administrative Procedure:

**DATE APPROVED: 9/20/2021
EFFECTIVE DATE: 9/20/2021
REPLACING PROCEDURE EFFECTIVE: 8/11/2016**

- A. The Library has limited space in which to distribute materials and therefore reserve the right to determine the quantity and length of time materials are made available. Preference for space and length of distribution will be given to materials promoting Library related groups (such as the Friends of the Library) and co-sponsored events, and local community information. Materials meeting the criteria for distribution will be distributed for a minimum of one day. All material removed from the distribution area will be discarded. Items that do not meet the criteria will be discarded.
- B. Large posters and announcements may not be accepted due to space limitations. Postings must be no larger than 8.5"x14". Only library signs will be posted on the library entrance doors.
- C. Materials periodically will be rotated and/or discarded. Materials will not be posted any sooner than four weeks prior to the event and will be removed and discarded after the event.
- D. Materials promoting business or commercial ventures, doctrinal beliefs, petitions, personal sales or advertisements will not be accepted for distribution.

- E. Job postings will be accepted, but not posted on a community board. This information will be kept, managed and distributed by the library's Information and Research Department.
- F. Postings promoting religious services and/or activities may not be posted.
- G. To aid voters in becoming better informed about ballot issues and candidates, the library may display and distribute literature representing all points of view.
 - Voter Education Materials:
 - Campaign materials for political candidates will be made available to library patrons in designated areas for no more than eight weeks prior to the election. These materials will be removed and discarded the immediate day following the election.
 - The Library will accept Campaign literature for display or distribution only after the library communicates to the community through a press release and community conversations.
 - Campaign material that is not literature (including, but not limited to, bumper stickers, yard signs, and campaign buttons) will not be considered for display or distribution.
 - Political materials prepared by non-partisan civic organizations or political associations which contain candidate or issue information will be distributed with the understanding that any opposing points of view will be given the same opportunity.
- H. Selected Location Distribution:
 - Items must identify the contact person and/or organization and provide an address and/or phone number from which additional information may be obtained.
 - Events advertised must be timely in nature; generally not more than 1 month in advance of the event.
 - PPL staff is not responsible for monitoring or restocking such materials.
 - All postings must be approved and initialed by the Community Engagement Manager or her/his designee and must contain contact information for the organization.
 - Materials posted without approval will be removed.
- I. PPL will not remove or shield materials for distribution due to controversial content or images. Individuals questioning material in PPL may ask library staff about such material. The staff person in charge of the location at the time will discuss these concerns and give the customer a copy of this policy. Individuals may formally request reconsideration of distribution of such material by submitting a written request to the Director or Community Engagement Manager.

- J. When a request is received, the Community Engagement Manager or his/her designee will provide a response. Any appeals to this response will be referred to the Library Director with an explanation of the decision. The Director will provide a response on the appeal directly to the customer initiating the appeal. Appeals of the Director's decision will be referred to the PPL Board, with an administrative recommendation for disposition. The final responsibility for removal of such materials resides with the Board of Trustees.

- K. The presence of a poster, brochure, flyer, or any other notice in the library does not necessarily indicate that the library either advocates or endorses the viewpoints expressed.

For the good of the order

Adjournment

Cristie adjourned the meeting at 7:51 p.m.

Next Board Meeting:

Regular Board Meeting
October 18, 2021 @ 7:00 p.m. at Main Library

Cristie Hammond
President

Mary Herron
Secretary