

PICKERINGTON PUBLIC LIBRARY BOARD OF TRUSTEES MEETING
October 16, 2023

The Board of Trustees of the Pickerington Public Library met in regular session on October 16, 2023 at 7:00p.m. in the Pickerington Public Library at 201 Opportunity Way, Pickerington, OH 43147. Members present: Cristie Hammond, Mary Herron, Alissa Henry, Beth Muncy, and Ashley Hughes.

Student Trustee Representatives present: Mikayla Wagner. Staff members present: Tony Howard, Library Director, and Colleen Bauman, Executive Manager – Community Engagement and Dorinda Ellinger, Human Resource Generalist. Also, in attendance: Theresa Wessel, President of the Friends of the Pickerington Public Library. Mike Jones entered at 7:03p.m.

Call to Order

Meeting called to order by Cristie Hammond.

Roll Call

Excused Absence(s): Todd Stanley

Unexcused Absence(s): none

Secretary's Report

Consent Agenda

1. Minutes
 - a. September 18, 2023 Regular Board meeting minutes
2. Staff
 - a. Cyril Gojer Retirement on October 20, 2023 due to OPERS Rules
 - b. Cyril Gojer Starts November 6, 2023 as an Information Specialist at \$26.71 per hour
 - c. Rebekah Hughes Started October 2, 2023 as a Customer Service Assistant at \$12.52 per hour
 - d. Leah Huk Started October 2, 2023 as a Customer Service Assistant at \$12.52 per hour

10-01-23 Motion to approve the Consent Agenda

Mary Herron made a motion to approve the Consent Agenda items. Beth Muncy seconded.

Roll Call: Mike Jones-yes, Alissa Henry-yes, Mary Herron-yes, Cristie Hammond-yes, Ashley Hughes-yes, Beth Muncy-yes. Motion passed with no changes.

Public Participation

Friends of the Library Report

Theresa Wessel shared balance of \$30,956.92 and the Book sale is November 1st -5th.

Finance Committee

Fiscal Officer's Report

Tony Howard and Cristie Hammond spoke about the new property purchase being posted.

Other Committee Reports

Director's Report

Quarterly Strategic Focus

Connect Community

Significant Issues

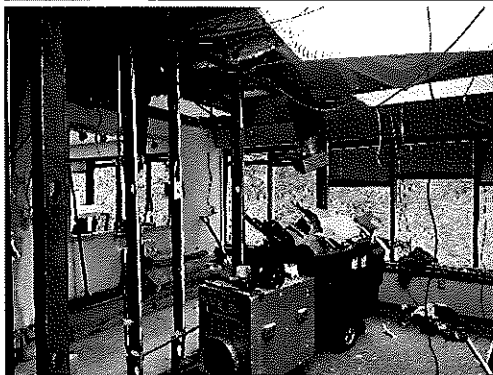
- Internal
 - Afterschool Crowd Management
 - Here is an update on our approach to managing the increase in user visits during the 2:30pm to 5:30 pm times.
 - I have instituted a no warning approach for customers making excessive noise, using offensive language, or responding in inappropriate or disrespectful manners. Not all staff are bought in or comfortable with this approach. More buyin beyond Managers is needed to make this successful. Cori Iannaggi has led efforts and is doing well by staff. We are extending this timeframe due to some ongoing issues.
 - I am working with School Administrators and Coaches to gain support and increase our team's ability to control the library environment Still not where we want to be with these relationships, but with Brenda leaving, not enough time was devoted to this on our behalf.

- We have set aside Meeting Room A during the after-school hours for a “Teen Hang” space where teen customers can have conversations and socialize. We have experienced some success with this approach. This will be continued.
- We purchased walkie Talkies to connect all departments in real time. Staff development day, I will be holding a walkie-talkie learning session. Not everyone is comfortable with this tool.
- Our Information & Research Manager has been greeting all customers as they enter the building during these times to inform them of the expectations. We saw a bit of success with this at first, but it does take a large emotional toll.
- **Board Action Requested** – Support Administration and staff on the steps taken to ensure a welcoming experience for all.
- IDE Committee
 - The Committee requested that a member of the committee (rotating staff) be scheduled to attend Library Board meetings.
 - After brief consideration, this request was denied for the following reasons:
 - We run tight schedules where call off’s negatively impact the desk schedule and workflows.
 - Right staff for the workflow.
 - The board meeting packets are accessible online before the Board Meetings.
 - Key highlights that impact staff, services, or operations are communicated to all staff following the Board meetings.
 - Board meetings are open to the public and any staff member may attend if they are seeking information beyond the Director’s communications.
 - This month’s IDE focus is on serving customers with and working with people who have invisible disabilities.

- The intent is to increase awareness among staff and provide resources to build their toolkit in order to provide better service.

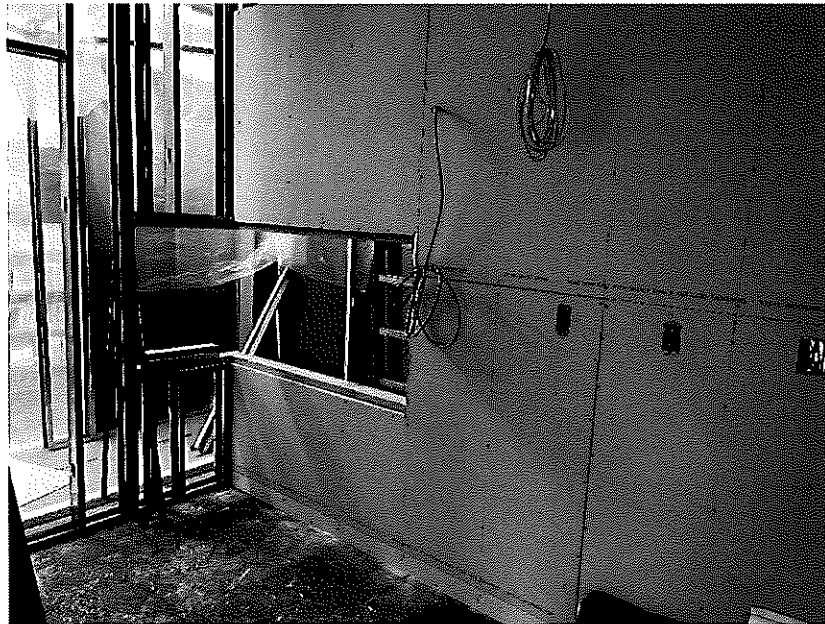
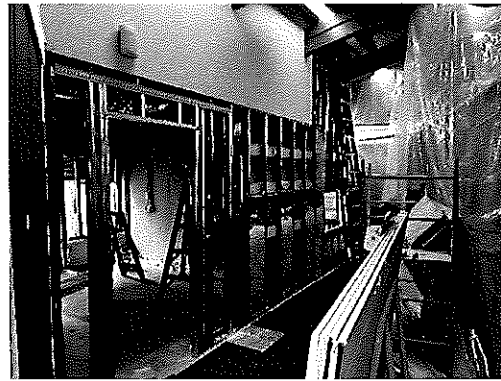
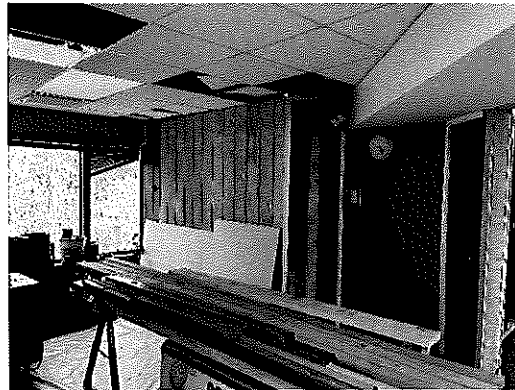
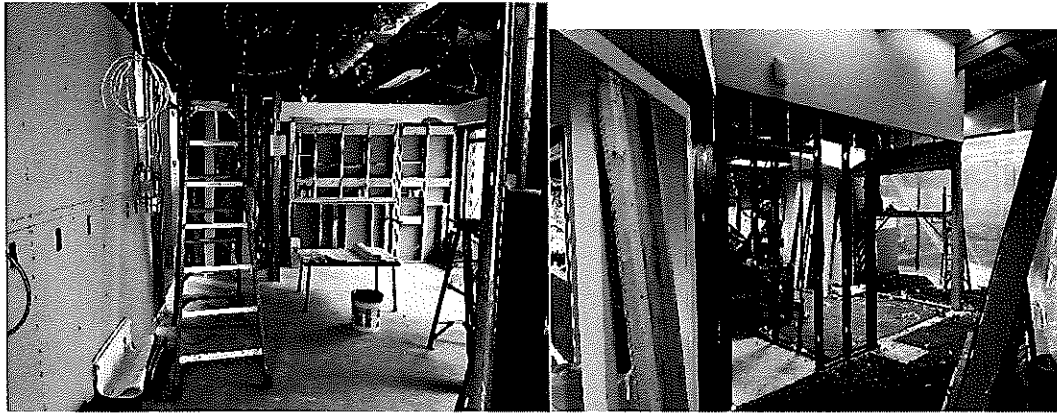
Points of Information

- Fiscal Officer turnover
 - Turnover of the fiscal responsibilities went okay.
 - The Secretary of State turnover expectations were met.
 - Colleen and I are dividing the responsibilities and double checking each other's work.
 - Currently, we are both feeling overwhelmed with the details of the work and are focusing on getting organized in a way which will lead us to success.
- Main Remodel
 - Construction began on Main Library's remodel last month.
 - There have been 9 RFI (Requests for Information)



September Board Meeting

Today



New Fish Tank space (Today)

Staff Member Highlight

Cori Iannaggi has been the Information & Research Manager for just shy of four months. While still learning her role, she has been a huge positive influence for the management team. She works hard to support her staff and meet their development needs. Coming from out of state, Cori is able to bring ideas outside of the Ohio Libraries sphere. This knowledge has benefitted her team and the organization. Her ideas and efforts on managing our afterschool crowds is the main reason we are starting to see some positive success with a few of our regular customers. For these reasons, Cori is being presented before the Library's Board of Trustees.

ELT PTO Dates

No ELT PTO Scheduled

Community Engagement Report

Executive Manager-Community Engagement
Board Report
October 16, 2023

Stats:

Total Wireless Users By Location						
	Location	2019	2020	2021	2022	2023
January	Main	2380	2279	1330	552	2102
	Sycamore	225	489	245	297	362
February	Main	2493	2382	587	1245	2161
	Sycamore	271	498	232	277	415
March	Main	2554	1601	831	1532	2347
	Sycamore	338	419	260	314	440
April	Main	2687	82	852	1671	2350
	Sycamore	408	177	291	330	455
May	Main	2707	140	889	1569	2396
	Sycamore	464	244	288	335	483
June	Main	2229	176	1029	1560	1745
	Sycamore	379	295	255	352	437
July	Main	2422	573	1093	1543	1782

Our libraries are busy locations – especially in the after-school hours.

	Sycamore	397	315	1358	329	390
August	Main	2853	383	1305	1913	2225
	Sycamore	435	302	291	372	407
September	Main	3006	906	1339	2221	2401
	Sycamore	522	340	299	452	508
October	Main	2067	967	1462	2325	
	Sycamore	525	367	306	421	
November	Main	2868	744	1433	2247	
	Sycamore	533	342	334	375	
December	Main	2458	526	1294	1785	
	Sycamore	463	287	284	352	

Total Circulation By Location						
September	Location	2019	2020	2021	2022	2023
	Main Drive-up	0	0	1687	361	250
	Main	43343	30687	29551	31,327	31,090
	Sycamore Lockers	1343	1793	1815	1,695	1,383
	Sycamore	3206	5035	3843	4,341	5,290
	LOTG	0	0	0	33	298

September 2023			
Category	Total Checkouts	Total Holds	Total Unique Users
Ebook	256,572	132,466	
Audiobook	235,488	119,518	
Video	0	0	
Magazine	28,276	0	
External Service	43	0	
Monthly Total	520,379	251,984	95,594

September Circulation

Volunteer of the Month:

The October Volunteer of the Month is Carole Pruiksmā. She is a dedicated volunteer always willing to help with Summer Reading, interacting with customers, the tedious task of counting board game pieces, and keeping us up to date on good book recommendations.

Volunteer stats:

Site	Place	Assignment	Sep 2023 Hours	Sep 2023 Volunteer Count
PPL	Off Site	Off-Site - Events	0	0
	Total		0	0
	Pickerington Main	Main - Events	9	3
		Main - General	59.78	13
		Main - Homework Help (3-7p.m.)	13.25	4
		Main - Orientation/Training	1	1
		Main - Reading Buddies	8.25	6
		Main - Shelving	74.25	15
		Main - Summer Reading Table	0	0
	Total		165.53	33
	Sycamore Plaza	Syc - Events	0	0
		Syc - General	8	4
		Syc - Homework Help (3-6p.m.)	3.75	1
		Syc - Orientation/Training	0	0
		Syc - Reading Buddies	1	1
		Syc - Shelving	22.5	6
		Syc - Summer Reading Table	0	0
	Total		35.25	9
Total			200.78	40
Grand total			200.78	40

Events:

Sycamore:

- Adult – 1 event with 9 participants
- Teen – 4 events with 13 participants
- Children – 15 events with 192 participants

PPL Main

- Adult – 6 events with 51 total participants
- Teen – 6 events with 61 total participants
- Children – 38 events with 1,070 total participants

Outreach (Library out and about in September)

Second Cup Book Club	9/13/2023	In Person	Off Site	Adults	2
Farmers' Market	9/14/2023	Outreach	Farmers Market	Adults	61

First Drafts Book Club	9/14/2023	In Person	Off Site	Adults	3
Go Wild! Nature Fair	9/30/2023	Outreach	Library On-The-Go	Adults	99
PLSD Fall Fest	9/30/2023	Outreach	Central HS	Child	108
Nature Fair	9/30/2023	Outreach	Coyote Run	Adults	97
Farmers' Market	9/28/2023	Outreach	Farmers' Market	Adults	12

Behind the scenes:

Continuing Ed:

Completed CPIM certification for 2023 required as Deputy Fiscal Office.

Old Business

New Business

Mike Jones spoke about his meeting about youth engagement and working on a strategic plan and that it would be one or two more meetings to come up with a plan. Tony Howard mentioned youth engagement training at the Annual training on Monday, October 23, 2023.

Resolution to appoint Tony Howard as the Prevailing Wage Coordinator for the Main Library Remodel Project retroactively effective October 6, 2023

10-02-23 Resolution to appoint Tony Howard as the Prevailing Wage Coordinator for the Main Library Remodel Project retroactively effective October 6, 2023

Mike Jones made a motion to approve. Mary Herron seconded.

Roll Call: Ashley Hughes-yes, Cristie Hammond-yes, Alissa Henry-yes, Mike Jones-yes, Beth Muncy-yes, Mary Herron-yes. Resolution passed.

Resolution to appoint Colleen Bauman as Credit Card Compliance Officer replacing Tony Howard effective October 16, 2023.

10-03-23 Resolution to appoint Colleen Bauman as Credit Card Compliance Officer replacing Tony Howard effective October 16, 2023.

Mary Herron made a motion to approve. Beth Muncy seconded.

Roll Call: Mike Jones-yes, Cristie Hammond-yes, Alissa Henry-yes, Ashley Hughes-yes, Mary Herron-yes, Beth Muncy-yes. Resolution passed.

Resolution to increase appropriations of the NEA Big Read Grant Fund to \$8,496 as follows: 216-110-325-0000 to \$500 and 2016-110-451-2112 to \$7,996.

10-04-23 Resolution to increase appropriations of the NEA Big Read Grant Fund to \$8,496 as follows: 216-110-325-0000 to \$500 and 2016-110-451-2112 to \$7,996.

Beth Muncy made a motion to approve. Mary Herron seconded.

Roll Call: Mary Herron-yes, Mike Jones-yes, Beth Muncy-yes, Cristie Hammond-yes, Alissa Henry-yes, Ashley Hughes-yes. Resolution passed.

Motion to approve a purge of inactive customers (3 years or more) with any fees: 2,597, total fees: \$9,719.19

10-05-23 Motion to approve a purge of inactive customers (3 years or more) with any fees: 2,597, total fees: \$9,719.19.

Mike Jones made a motion to approve. Beth Muncy seconded.

Roll call: Beth Muncy-yes, Ashley Hughes-yes, Cristie Hammond-yes, Alissa Henry-yes, Mike Jones-yes, Mary Herron-yes. Motion passed.

For the good of the order

Beth Muncy announced that the Budget meeting with the Finance Committee is rescheduled for November 20, 2023, Fundraising Committee is November 13, 2023 at 6 p.m.


Adjournment

Cristie adjourned the meeting at 7:46 p.m.

Next Board Meeting:

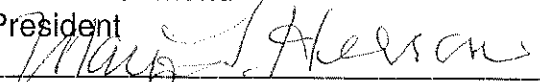
FAB Committee Meeting
November 20, 2023 @ 6:00 p.m. at Main Library

Regular Board Meeting
November 20, 2023 @ 7:00 p.m. at Main Library



Cristie Hammond

President



Mary Herron

Secretary